

APR 30 2012

Primus Telecommunications, Inc. **Missouri Public Service Commission**
Company Name

(Provide the full name of the company as certificated or registered with the Missouri Public Service Commission. Do not abbreviate; include any Commission approved d/b/a or fictitious name, if applicable.)

**TELECOMMUNICATIONS COMPANY OR IVOLP PROVIDER
ANNUAL REPORT
TO THE
MISSOURI PUBLIC SERVICE COMMISSION**

**For the Calendar Year of
January 1 - December 31, 2011**

Please select how the company is certificated or registered with the Commission under the Company Name as shown above (check all that apply):

- ☐ Incumbent Local Telecommunications Company (not competitively classified ILEC)
- ☐ Incumbent Local Exchange Telecommunications Company (competitively classified ILEC)
- ☐ Competitive Local Exchange Telecommunications Company (CLEC)
- ☒ Interexchange Telecommunications Company (IXC)
- ☐ Local Non-switched Telecommunications Provider (classified in EFIS as IXC)
- ☐ Interconnected Voice over Internet Protocol Service Provider (IVoIP)

If more than one certificate or registration is held by the company then keep in mind that you must file an annual report in the Commission's Electronic Filing and Information System (EFIS) based on each certificate or registration. In such situations, we anticipate the annual reports to be identical; however please verify the following:

- ☐ The various annual reports filed in EFIS are **identical**.
- ☐ The various annual reports filed in EFIS are **different**.
- ☒ Not applicable *(Company only has one certificate or registration; therefore only one annual report was filed in EFIS.)*

Please choose one of the following filing options to indicate the security level of the filing:

- ☒ **Public submission** (NOT Proprietary or Highly Confidential)
- ☐ **Non-Public submission** (Highly Confidential or Proprietary)
(See instructions for special requirements.)

Please review the instructions document before proceeding by using the link below:
[Instructions - Annual Report Telco and IVoIP](#)

Annual Report of Primus Telecommunications, Inc.
for the calendar year of January 1 - December 31, 2011

1. State in full the company's information below:

<u>7901 Jones Branch Drive Suite 900</u> Company Street Address	<u>703-902-2800</u> Telephone Number
<u>7901 Jones Branch Drive Suite 900</u> Company Mailing Address	<u>703-852-3531</u> Fax Number
<u>McLean</u> <u>VA</u> <u>2210-3316</u> City State Zip	<u>kcohen@ptqi.com</u> E-Mail Address

2. This company is currently a (check appropriate box):

☒ Corporation ☐ Sole Proprietorship ☐ LP
☐ Partnership ☐ LLC ☐ Other - Explain

3. Annual Report Contact Information:

List the contact information of the person completing the form, whether an employee or a third-party preparer. This may differ from the address in Item No. 1.

<u>Ken Cohen</u> Name	<u>703-902-2800</u> Telephone Number
<u>7901 Jones Branch Drive Suite 900</u> Street Address	<u>703-852-3531</u> Fax Number
<u>7901 Jones Branch Drive Suite 900</u> Mailing Address	<u>kcohen@ptqi.com</u> E-mail Address
<u>McLean</u> <u>VA</u> <u>2210-3316</u> City State Zip	

4. Identify the principal or general officers of the company at the end of the year. Please include an additional sheet, if enough space is not provided on this page, to completely provide the requested information.

<u>Title of General Officer</u>	<u>Name of Person Holding Office</u>
<u>Chairman, Chief Executive Officer & President</u>	<u>Peter D. Aquino</u>
<u>Chief Financial Officer</u>	<u>Ken Schwarz</u>
<u>VP, Corporate Controller & Treasurer</u>	<u>James C. Keeley</u>
<u>Acting General Counsel & Corporate Secretary</u>	<u>John Filipowicz</u>

5. Please provide a list of all mergers, consolidations, and reorganizations involving the registered or certificated company and completed during the last year. Do not include internal company reorganizations or personnel issues.

6. Please provide the following information concerning the company's revenues for this calendar year:

Row	Revenues	MO Jurisdictional (Column A)	Total Company ¹ (Column B)
1.	Local Service Revenues include tariffed revenues attributed to local telecommunications services, extended area service, secondary features such as call forwarding, caller ID, local operator services, directory-related services, etc. and for IVolP service.	\$25,319.98	\$116,385,025.00
2.	Interexchange Revenues include revenues attributed to interexchange telecommunications services such as toll services, 800 services, interexchange operator services and interexchange IVolP services.		
3.	Non-Switched Telecommunications Service Revenues include revenues attributed to retail local and interexchange private line services (but not special access or private line services provided to other telecommunications carriers).		
4.	Bundled or Packaged Revenues include any revenues whereby the company is providing voice services in combination with multiple services whereby revenue can not be easily attributed to local, interexchange or non-switched categories. If such bundles includes Internet, video or some non-regulated service then the company's revenue shall be based on the company's rate offer for solely voice services. The excess revenue associated with the bundled service which is over the amount related to revenue associated with voice only service shall be recorded in the Total Company column. If voice service is only offered as part of a bundled service, the company shall identify all revenue associated with the bundle of services in the Missouri Jurisdictional column.		
5.	Retail Uncollectible Revenues from telecommunications revenues. (This amount is generally a negative number.)		
6.	RETAIL TOTAL (This amount should equal the total of Rows 1 - 5 above and should also match your Missouri Universal Service Fund Net Jurisdictional Revenue Report amount.)	\$25,319.98	\$116,385,025.00
7.	Wholesale Revenues include intrastate switched, special access service revenues, carrier billing and collection revenues, and any other revenues derived from other telecommunications carriers.		
8.	Miscellaneous Revenues² associated with non-retail services , such as, advertising revenues, rent revenues, corporate operations revenues, special billing arrangements, customer operations, plant operations, other incidental regulated revenues, and other revenue settlements. (NOTE FOR ILEC ONLY : refer to FCC account #s: 5230, 5240, 5250, 5261, 5262, 5263, 5264, 5269, and 5270.)		
9.	Other Uncollectible Revenues from other revenues. (This amount is generally a negative number.)		
10.	High-Cost Federal USF Revenues include all revenues received as support from the Universal Service Fund for the High-Cost program.	N/A	
11.	Other Federal USF Revenues include all revenues received as support from the Universal Service Fund for the following programs: Low Income, Schools and Libraries, and Rural Health.	N/A	
12.	State USF Revenues include all revenues received as support from the Universal Service Fund.		
13.	TOTAL REVENUES (This amount should equal the total of Rows 6 - 12 above.) Total MO Jurisdictional Revenue (Column A) should match Total Gross Intrastate Operating Revenue on the Statement of Revenue .	\$25,319.98	\$116,385,025.00

¹ "Telecommunications Service" as defined by Missouri Revised Statutes Section 386.020(54).

² "Interconnected Voice over Internet Protocol service" as defined by Section 386.020(23) RSMo.

¹ List total regulated revenue and IVolP revenue provided by a registered company and, if applicable, non-regulated revenue for company name as listed at the top of this page.

Do not include revenues for any company NOT listed at the top of the page.

² - If you have miscellaneous revenue related to retail telecommunications services, then enter it in Row 1.

For use when filing under seal.

7. Line Quantities for Local Voice Service & IVoIP Service¹

[illegible]

¹ See instructions for additional clarification about filling out this page.

² **Exchange** refers to areas as listed in ILEC tariffs. (Exchanges are not always the same as rate centers, wire centers and central offices.)

³ **Wholesale to Non-registered Nomadic IVoIP Providers** refers to arrangements where your company is providing wholesale services for a nomadic IVoIP provider who is not registered with the Missouri PSC. (Do not use this column for retail line quantities or if your company sets the end user's rates.)

for the calendar year of January 1 - December 31, 2011

Relay Missouri Annual Billing, Collections and Retention**8. Any ILEC, CLEC or VoIP provider must submit information in the table below.¹**

(The table should be completely filled-in. The only exception is if a company is reporting "0" line quantities on page 4 whereby insert \$0 in the total row for each of the three columns.)

Month	Relay Missouri Revenue Collected (collected or received, according to your record-keeping methods)	Relay Missouri Retention Amount (of the amount collected)	Relay Missouri Revenue Remitted to Commission (of the amount collected)
January			
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			
Total			

9. Please indicate the per line value of the Relay Missouri Surcharge applied to your customers in December.

10. If your firm did not impose the Relay Missouri Surcharge, please explain:

¹ Companies classified in the MoPSC's EFIS system solely as IXC's are not expected to complete this page.



**Davis Wright
Tremaine LLP**

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Washington, DC 20006-3401

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February 28, 2012

VIA ELECTRONIC FILING

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D. C. 20554

Re: EB Docket 06-36, Annual 47 C.F.R. § 64.2009(e) CPNI Certification

Dear Ms. Dortch:

Pursuant to Section 64.2009(e) of the Commission's rules, 47 C.F.R. § 64.2009(e), enclosed for filing in the above-referenced docket is the executed annual CPNI Compliance Certificate of Primus Telecommunications, Inc. Attached to the certificate is a summary of the company's CPNI policies and procedures.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'PBH', written over a horizontal line.

Paul B. Hudson
Counsel for Primus Telecommunications, Inc.

Enclosure

CERTIFICATE OF COMPLIANCE
Annual 47 C.F.R. § 64.2009(e) CPNI Certification

EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2012 covering the prior calendar year 2011

1. Date filed: February 28, 2012
2. Name of company covered by this certification: Primus Telecommunications, Inc.
3. Form 499 Filer ID: 811564 (consolidated)
4. Name of Signatory: James C. Keeley
5. Title of Signatory: VP, Corporate Controller & Treasurer

Certification:

I, James C. Keeley, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules set forth in 47 C.F.R. § 64.2001 *et seq.*

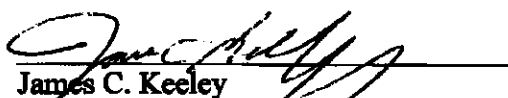
Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules.

The company has not taken any actions against data brokers in the past year, including any proceedings instituted in the courts or any state or federal regulatory agency. I am not aware of any processes pretexters are using to attempt to access CPNI that is not already a part of the record in the Commission's CC Docket No. 96-115.

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.

I hereby represent and warrant that the above certification is consistent with Section 1.17 of the Commission's rules, 47 C.F.R. § 1.17, which requires truthful and accurate statements to the Commission, and acknowledge that false statements and misrepresentations to the Commission are punishable under Title 18 of the U.S. Code and may subject the Company to enforcement actions.




James C. Keeley
VP, Corporate Controller & Treasurer
Primus Telecommunications, Inc.
February 28, 2012

PRIMUS TELECOMMUNICATIONS, INC.
STATEMENT OF CPNI COMPLIANCE PROCEDURES

Primus Telecommunications, Inc. ("Primus" or "the Company") has a policy of providing regular written CPNI notices to all customers and seeks to obtain written approval from each customer to use CPNI for marketing purposes, and may also seek opt-out consent consistent with the FCC's rules. Primus also provides existing customers with the ability to change or rescind their consent to its use of their CPNI at any time. Primus CPNI notices explain the customers' CPNI rights in accordance with the FCC's CPNI rules, including their right to restrict the use and disclosure of, and access to their CPNI. These notices also provide information on how customers can choose to not receive marketing from Primus that is based upon Primus's use of their CPNI. From time to time, Primus may use CPNI to market communications-related services outside of those services to which a customer already subscribes but only where the customer has granted approval pursuant to instructions in the CPNI notices. Primus maintains records of customer approval and the delivery of its CPNI notices for at least one year.

Primus has implemented a system by which the status of a customer's CPNI approval can be clearly established prior to the use or disclosure of that customer's CPNI. Specifically, Primus maintains a database for tracking CPNI restricted accounts (those accounts for which written approval has not been obtained from the customer) (the "Data Base"). In addition, Primus's applicable systems have been designed so as to clearly show whether a customer has approved the use of CPNI for marketing purposes. Primus representatives who market to existing customers are required to check the Data Base and Primus's internal systems to determine whether they must refrain from marketing to specific customers. If a customer is listed in the Data Base, Primus representatives are not permitted to use CPNI to market services to that customer.

As permitted by the CPNI rules, Primus may use CPNI without customer approval (1) to bill and collect for services rendered; (2) to protect the rights or property of Primus, other users or other carriers from unlawful use; (3) to provide customer premises equipment and protocol conversion; (4) to provision inside wiring, maintenance and repair services; and (5) to market services formerly known as adjunct-to-basic services, such as, but not limited to, speed dialing, computer-provided directory assistance, call monitoring, call tracing, call blocking, call return, repeat dialing, call tracking, call waiting, caller I.D., call forwarding, and certain Centrex features.

While Primus occasionally shares CPNI with third parties solely to provide services to its customers, Primus does not share, sell, lease or otherwise provide CPNI to any third party for the purposes of marketing any services.

Primus maintains a record for at least one year of its own and affiliates' sales and marketing campaigns that use customers' CPNI. Primus has established a supervisory review process to ensure any marketing campaigns are consistent with the FCC's CPNI rules. This process includes a periodic review by Primus senior marketing personnel who are responsible for approving any proposed outbound marketing requests that would require customer approval. Additionally, Primus marketing supervisors monitor customer calls from time-to-time to assure that customer accounts and information are being accessed properly by the employees and consistent with Primus's CPNI policies.

All Primus employees who have access to CPNI receive training about CPNI compliance. Specifically, all new employees are provided with CPNI training at new-hire orientation that is based upon the policies and procedures set forth in Primus CPNI Policy. Moreover, a summary of Primus CPNI policies are included in its Employee Handbook. All employees are required to acknowledge in writing that they have read and understand the information in the Employee Handbook. All Primus employees are required to maintain the confidentiality of all information, including customer information that is obtained as a result of their employment by Primus. Employees who do not abide by these policies or otherwise permit the unauthorized use or disclosure of CPNI are subject to discipline, which may include termination.

Primus has in place procedures to ensure that it will provide written notice to the FCC within five business days of it becoming aware of any instance where its opt-out mechanisms do not work properly to such a degree that its customers' inability to opt-out is more than an anomaly. These procedures ensure that the notice will be in the form of a letter, and will include: (i) Primus name; (ii) a description of the opt-out mechanism(s) used; (iii) the problem(s) experienced; (iv) the remedy proposed and when it will be or was implemented; (v) whether the relevant state commission(s) has been notified; (vi) whether Primus has taken any action; (vii) a copy of the notice provided to customer(s); and (viii) contact information. Primus will submit the above letter even if it offers other methods by which its customers may opt-out.

Primus has implemented procedures to provide law enforcement with notice should a breach of CPNI occur. After notifying law enforcement and unless directed otherwise, Primus will notify affected customers. Primus will maintain a record of any CPNI-related breaches for a period of at least two years.

Primus has implemented procedures whereby it will not provide CPNI without proper customer authentication for both inbound telephone calls and online account access. In order to authenticate a customer's identity prior to disclosing CPNI, Primus authenticates the customer using a variety of methods. Primus does not provide call detail records over the phone. Call detail records are provided to a customer's address of record (either physical address or e-mail) or to the customer's telephone number of record. Primus has implemented a backup method for allowing customers to change passwords in the event that passwords are lost or forgotten that conforms to the relevant FCC rules. Primus has implemented procedures to inform customers of change of address, e-mail and other changes to account information in a manner that conforms with the relevant FCC rules.

Your submission has been accepted

ECFS Filing Receipt - Confirmation number: 2012228789677		
Proceeding		
Name	Subject	
06-36	CPNI Compliance Certification Annual Filing	
Contact Info		
Name of Filer: Primus Telecommunications, Inc		
Email Address: paulhudson@dwt.com		
Attorney/Author Name: Paul Hudson		
Lawfirm Name (required if represented by counsel): Davis Wright Tremaine LLP		
Address		
Address For: Law Firm		
Address Line 1: 1919 Pennsylvania Ave., NW		
Address Line 2: Suite 800		
City: Washington		
State: DISTRICT OF COLUMBIA		
Zip: 20006		
Details		
Type of Filing: STATEMENT		
Document(s)		
File Name	Custom Description	Size
Primus Telecommunications Inc CPNI Certification 2012.pdf	CPNI Certification 2012	226 KB
Disclaimer		
<p>This confirmation verifies that ECFS has received and accepted your filing. However, your filing will be rejected by ECFS if it contains macros, passwords, redlining, read-only formatting, a virus, or automated links to other documents.</p> <p>Filings are generally processed and made available for online viewing within one business day of receipt. You may use the link below to check on the status of your filing: http://apps.fcc.gov/ecfs/comment/confirm?confirmation=2012228789677</p> <p>For any problems please contact the Help Desk at 202-418-0193.</p>		

VERIFICATION

The foregoing report must be verified by the oath of the President, Treasurer, General Manager or Receiver of the company. The oath required may be taken before any person authorized to administer an oath (Notary Public) by the laws of the State in which the same is taken.

OATH

State Of VIRGINIA }
 County Of FAIRFAX } ss:

KEN COHEN makes oath and says that
 Name of Affiant (Company Official/Representative)

s/he is Sr. Tax Manager
 Official Title of the Affiant (Company Official/Representative)

of Primus Telecommunications, Inc.
 Exact Legal Title or Name of the Respondent (Certificated Company Name)

and is located at 7901 Jones Branch Drive, Suite 900 McLean, VA 22102-3316 703-902-2806,
 Address and Telephone Number of the Affiant (Company Official/Representative)

that s/he has 1) examined the foregoing report; to the best of his or her knowledge, information, and belief, all statements of fact contained in the said report are true and the said report is a correct statement of the business and affairs of the above-named respondent, and 2) examined (and updated as applicable) the company's contact information in EFIS; to the best of his or her knowledge, information, and belief, all listed contacts are correct.

from January 1, 2011, to and including December 31, 2011
 Month/Day Year Month/Day Year



* Ken Cohen
 Signature of Affiant (Company Official/Representative)

Subscribed and sworn to before me, a Notary Public, in and for the State and County above named,

this 23 day of April, 2012

My Commission expires Dec. 31st, 2012

[Signature]
 Signature of Notary Public