



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

EB Docket No. 06-36

Annual 64.2009(e) CPNI Certification for 2017

Date Filed: January 18, 2018

Name of company covered by this certification: Ben Lomand Communications, LLC.
(d/b/a Ben Lomand Connect)

Form 499 File ID: 801103

Name of signing officer: Lisa Cope

Title of signatory: President

CERTIFICATION

I, Lisa Cope, hereby 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 Customer Proprietary Network Information rules set forth in 47 C.F.R. §§ 64.2001 *et seq.* of the rules of the Federal Communications Commission.

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements (including those mandating the adoption of CPNI procedures, training, recordkeeping, and supervisory review) set forth in section 64.2001. *et seq.* of the Commission's rules.

The company *has not* taken actions (*i.e.*, proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against date brokers) against date brokers in the past year.

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



The Company represented and warrants that the above certification is consistent with 47 C.F.R § 1.17 which requires truthful and accurate statements to the Commission. The company also acknowledges that false statements and misrepresentations to the Commission are punishable under Title 18 of the U.S. Code and may subject it to enforcement action.

A handwritten signature in cursive script, appearing to read "Lisa Cope", is written over a horizontal line.

Name: Lisa Cope
Title: President
Date: 1/18/18

Attachment: Accompanying Statement explaining CPNI procedures

STATEMENT

Ben Lomand Communications, LLC. (d/b/a Ben Lomand Connect) has established operating procedures that ensure compliance with the Federal Communication Commission ("Commission") regulations regarding the protection of customer proprietary network ("CPNI").

- Ben Lomand Communications, LLC. has adopted a manual and keeps it updated with FCC CPNI rule revisions, and has designated a CPNI compliance officer to oversee CPNI training and implementation.
- Ben Lomand Communications, LLC. continually educates and trains its employees regarding the appropriate use of CPNI. Ben Lomand Communications, LLC. has established disciplinary procedures should an employee violate CPNI procedures established by Ben Lomand Communications, LLC..
- Ben Lomand Communications, LLC. has implemented a system whereby the status of a customer's CPNI approval can be determined prior to the use of CPNI.
- Ben Lomand Communications, LLC. maintains a record of its and its affiliates' sales and marketing campaigns that use its customers' CPNI. Ben Lomand Communications, LLC. also maintains a record of any and all instances where CPNI was disclosed or provided to third parties, or where third parties were allowed access to CPNI. The record includes a description of each campaign, the specific CPNI that was used in the campaign, and what products and services were offered as a part of the campaign.
- Ben Lomand Communications, LLC. has established a supervisory review process regarding compliance with the CPNI rules with respect to outbound marketing situations and maintains records of carrier compliance for a minimum period of one year. Specifically, Ben Lomand Communications' sales personnel obtain supervisory approval of any proposed outbound marketing request for customer approval regarding its CPNI, and a process ensures that opt-out elections are recorded and followed.
- Ben Lomand Communications, LLC. has implemented procedures to properly authenticate customers prior to disclosing CPNI over the telephone, at Ben Lomand Communications' retail locations, electronically or otherwise. In connection with these procedures, Ben Lomand Communications LLC. has established a system of personal identification numbers (PINs), passwords and back-up authentication methods for all customer and accounts, in compliance with the requirements of applicable Commission rules.
- Ben Lomand Communications, LLC. has established procedures to ensure that customers will be immediately notified of account changes including changes to passwords, back-up means of authentication for lost or forgotten passwords, or address of record.
- Ben Lomand Communications, LLC. has established procedures to notify law enforcement and customer(s) of unauthorized disclosure of CPNI in accordance with FCC timelines.

- Ben Lomand Communications, LLC. took the following actions against date brokers in 2017, including proceedings instituted or petitions filed by Ben Lomand Communications, LLC. at a state commission, in the court system, or at the Federal Communications Commission:
-

- The following is information Ben Lomand Communications, LLC. has with respect to the processes pretexters are using to attempt to access CPNI, and [if any] what steps carriers are taking to protect CPNI: _____
- The following is a summary of all customer complaints in 2015 regarding the unauthorized release of CPNI:
 - Number of customer complaints Ben Lomand Communications, LLC. received in 2017 related to unauthorized access to CPNI, or unauthorized disclosure of CPNI: 0
 - Category of complaint:
 - __0__ Number of instances of improper access by employees
 - __0__ Number of instances of improper disclosure to individuals Not authorized to receive the information
 - __0__ Number of instances of improper access to online information by individuals not authorized to view the information
 - __0__ Number of other instances of improper access or disclosure
 - Summary of customer complaints received in 2017 concerning the Unauthorized release of CPNI: