

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

EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2019 covering the prior calendar year 2018

1. Date filed: February 4, 2019
2. Name of company(s) covered by this certification: Computer Techniques, Inc.
3. Form 499 Filer ID: 830812.
4. Name of signatory: Billy J. Williams
5. Title of signatory: President
6. Certification:

I, Billy J. Williams, 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. See 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 (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 data brokers) against data brokers in the past year.

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

The company represents 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.

Signed  \_\_\_\_\_

Attachments:

Accompanying Statement explaining CPNI procedures

Computer Techniques, Inc. has implemented a system by which the status of a customer's CPNI approval can be clearly established prior to the use of CPNI. This system includes the use of a password associated with the customer's account and a backup security question and answer.

Computer Techniques, Inc.'s personnel have been trained for the authorized use of CPNI, which include to initiate, render, bill and collect for telecommunications services; to protect the users of those services and other carriers from fraudulent, abusive, or unlawful use of, or subscription to, such services; and to provide inbound telemarketing, referral, or administrative services to the customer for the duration of the call, if such call was initiated by the customer and the customer approves of the use of such information. Personnel have been trained in the use of the account password, authorized individuals listed on the account, and the backup security question and answer in order to authenticate requests for CPNI from customers.

Computer Techniques, Inc. does not use CPNI in any outbound sales or marketing campaigns. Accordingly, personnel are trained not to use CPNI for such purposes. Because CPNI is not used for such marketing purposes, CTI has established the appropriate safeguards for this type of treatment (non-use) of CPNI data. These safeguards include documentation of this policy in the manual and training of CTI personnel with regard to non-use of CPNI data. No marketing campaigns are related to CPNI. As a logical outcome of this policy, CTI uses neither opt-in nor opt-out approval from customers with regard to any marketing.

Computer Techniques, Inc. has established Billy J. Williams, president, as the officer that will file required compliance certificates on an annual basis.

Billy J. Williams

A handwritten signature in black ink, appearing to read "Billy J. Williams", with a stylized flourish at the end.

President

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