

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: **Biz-Net Services, Inc.**
3. Form 499 Filer ID: **828183**
4. Name of signatory: **Lucille G. Drake**
5. Title of signatory: **President**
6. Certification:

I, **Lucille G. Drake**, 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, to the best of my knowledge, are adequate to ensure compliance with the Commission's CPNI rules as I understand them.
See 47 CFR § 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 the adoption of CPNI procedures, training, safeguards, recordkeeping and supervisory review) set forth in section 64.2001 *et seq.* of the Commission's rules.

Biz-Net Services, Inc. has not taken actions (i.e., proceedings instituted, or petitions filed by at company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year.

Biz-Net Services, Inc. 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 *Lucille G. Drake, president*

Attachments: Accompanying Statement explaining CPNI procedures

BIZ-NET SERVICES, INC.

As regards this policy, CPNI “Customer Proprietary Network Information” is noted to include any information we have about our Customer, their information in our systems, their use of our system, the customer’s system, and other information we might have regarding each customer.

I, Lucille G. Drake, President of Biz-Net Services, Inc. make the following statement:

Biz-Net Services, Inc. has established policies and procedures to comply with the Federal Communications Commission's (FCC) rules regarding the use, disclosure, and access to section 64.2001 et seq. of the Commission's rules, 47 C.F.R. § 64.2001 et seq. These procedures ensure that Biz-Net Services, Inc. is compliant with the FCC's customer proprietary network information (CPNI) rules. The purpose of this statement is to summarize Biz-Net Services, Inc.'s policies and procedures designed to safeguard CPNI.

Biz-Net Services, Inc. uses CPNI for the limited purposes of initiating, rendering, billing, and collecting for telecommunications services, and may use CPNI, if necessary, to protect its property rights. Biz-Net Services, Inc. does not disclose CPNI or permit access to such CPNI to any third parties other than as necessary to provide service.

All remote access to customer systems is password protected. Biz-Net Services, Inc. has procedures to immediately notify customers whenever a password, online account, or address of record is created or changed. All media with customer proprietary information is to be destroyed before discarding.

Biz-Net Services, Inc. has established procedures to verify an incoming caller's identity and trains its personnel in the use of CPNI, and protection of its confidentiality. Biz-Net Services, Inc. limits the number of employees that have access to customer information and call data.

Biz-Net Services, Inc. prohibits the use or disclosure of CPNI for marketing purposes. Sales personnel must obtain supervisory approval of any proposed outbound marketing request for customer approval.

Biz-Net Services, Inc. will provide written notice within five business days to the Commission of any instance where the opt-out mechanisms do not work properly, to such a degree that consumers' inability to opt-out is more than an anomaly.

- (1) The notice shall be in the form of a letter, including the carrier's name, a description of the opt-out mechanism(s) used, the problem(s) experienced, the remedy proposed and when it will be/was implemented, whether the relevant state commission(s) has been notified and whether it has taken any action, a copy of the notice provided to customers, and contact information.
- (2) Such notice must be submitted even if the carrier offers other methods by which consumers may opt-out.

Biz-Net Services, Inc. will track customer complaints regarding CPNI, notify its customers in accordance with the FCC's rules and will maintain a record of notifications to the USSS, FBI, for the time period specified in the FCC's rules.

Biz-Net Services, Inc. annually submits a CPNI certification to the FCC from an officer with personal knowledge of the policies and procedures that it has implemented to safeguard CPNI.

Lucille G. Drake, president 2/5/19
Lucille G. Drake, President Date