

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

## **EB Docket 06-36**

Annual 64.2009(e) CPNI Certification for 2018 covering the prior calendar year 2017

1. Date filed: 2/8/2018
2. Name of company(s) covered by this certification: Douglas Services, Inc.
3. Form 499 Filer ID: 827580
4. Name of signatory: Todd Way
5. Title of signatory: Manager
6. Certification:

I, Todd Way, 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.*

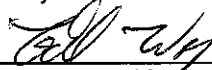
Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements (including those mandating the adoption of CPNI procedures, training, recordkeeping, and supervisory review) set forth in section 64.2001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

  
\_\_\_\_\_  
Todd Way – Manager

**Attachments:** Accompanying Statement explaining CPNI procedures

**Douglas Services, Inc.**  
**2017 Annual Statement of FCC CPNI Rule Compliance**

This statement accompanies the 2017 Customer Proprietary Network Information ("CPNI") Certification for the above listed company as required by Section 64.2009(e) of the Federal Communications Commission's ("FCC's") rules, for the purpose of explaining how the operating procedures of the Company ensure compliance with Part 64, Subpart U of the FCC's rules. See C.F.R. § 64.201 et. seq.

**Identification of CPNI**

The Company has established procedures and trained employees having access to, or occasion to use customer data, to identify what customer information is CPNI consistent with the definition of CPNI under the Section 64.2003(g) and Section 222 (f)(1) of the Communications Act of 1934 as amended (47 U.S.C. § 222(f)(1)).

**Identification of Services Affected by CPNI Rules**

The Company has established procedures and trained employees to recognize the different types of telecommunications and non-telecommunication services that affect how the Company uses CPNI.

**Identification of Permissible Use of CPNI without Customer Authorization**

The Company has established procedures and trained employees having access to, or occasion to use CPNI, to identify uses of CPNI not required customer authorization under Section 64.2005.

**Identification of Use of CPNI Requiring Customer Authorization**

The Company has established procedures and trained employees having access to, or occasion to use CPNI, to identify uses of CPNI requiring customer authorization under Section 64.2007.

**Customer Notification and Authorization Process**

The Company has established procedures and trained employees responsible for obtaining customer authorization to use CPNI for marketing purposes, regarding the notice and approval requirements under Section 64.2008.

**Record of Customer CPNI Approval/Non-Approval**

The Company has sufficient systems in place for maintain readily accessible record of whether and how a customer responds to approval to use CPNI for marketing purposes as required by Section 64.2009(a).

**Procedures Protecting Against Disclosure of CPNI**

The Company implemented procedures for compliance with new Section 64.2010 including, but not limited to the following:

Authentication of customers before disclosing CPNI on customer-initiated telephone contacts or business office visits.

The Company has implemented password back-up authentication procedures in compliance with Section 64.2010(e).

The Company has implemented procedures to notify customers of account changes.

### **Actions Taken Against Data Brokers and Responses to Customer Complaints**

Pursuant to Section 64.2009, the Company has not taken any action against data brokers and has not received any customer complaint in the past year concerning the unauthorized release of CPNI.

### **Disciplinary Process**

The Company has in place a disciplinary process to address any unauthorized use of CPNI where the circumstances indicate authorization is required under Section 64.2006(b).

### **Supervisory Review Process for Outbound Marketing**

Before undertaking the use of CPNI for outbound marketing purposes, the Company uses a supervisory review process to ensure compliance with Section 64.2009(d) by a designated manager familiar with the CPNI requirements.

### **Procedures for Notifying Law Enforcement of CPNI Security Breaches**

The Company has adopted procedures to comply with Section 64.2011 for notifying law enforcement of CPNI security breaches, together with the related recordkeeping and deferred notification to customers.