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

Annual 64.2009(e) CPNI Certification for 2017

Date filed: 02/07/2017

Name of company covered by this certification: Cyber Mesa Computer Systems, Inc

Form 499 Filer ID: 823436

Name of signatory: Jane M Hill

Title of signatory: President

I, Jane M Hill, 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 set forth in section 64.2001 *et seq.* of the Commission s rules.

The company has not taken any actions (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. Companies must report on any information that they have with respect to the processes pretexters are using to attempt to access CPNI , and what steps companies are taking to protect CPNI.

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

Signed _____ [signature]

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February 2017

Cyber Mesa Computer Systems Incorporated d/b/a Cyber Mesa Telecom

Customer Proprietary Network Information Policy
EB Docket No. 06-36

Overview

Cyber Mesa has always emphasized the importance of customer privacy. We are strict about giving information to the customer over the phone, and we have never given out information to third parties for the purpose of marketing.

We started out as an Internet Service Provider, and our invoices and statements are sent via email. About one hundred customers do receive hardcopy bills, almost all, government entities. We rarely market to our own customers, but if and when we do, we do so via email.

With the advent of the FCC Customer Proprietary Network Information Policy, we have asked each staff member and all contractors to sign an agreement describing our requirements for customer privacy. A copy of that document is attached.

Collection and Use of Customer Proprietary Network Information

When customers subscribe to telephone and/or Internet service we collect information pertinent to billing and service: address, telephone, email address for billing. We also establish a primary username and password for each account so that the customer can pay on line, set spam filters and/or access the Internet. Intriguingly, we do not ask for social security numbers, since they were never meant for tracking people.

Cyber Mesa does not share customer information with third parties with the exception of contractors such as programmers or lawyers. We do not make any customer information available to third-party marketers, so we do not provide an option for opt in or opt out. The only circumstance where we would provide customer information to a third party is in the event of a subpoena from a law enforcement agency.

Compliance with Laws and Regulations

We are aware of the FCC regulations, and we will adhere to them. All staff members have signed a commitment to customer privacy that outlines our security requirements before information can be given to a customer, as well as solid restrictions against giving out customer information to third parties.

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Cyber Mesa Computer Systems Incorporated

Customer Proprietary Network Information Policy

As a Cyber Mesa employee, I understand that I am entrusted with certain customer information that I cannot relay to third parties, nor share internally except on a need-to-know basis.

Account or other personal information is only given out over the phone to the holder of the Primary User ID after he/she confirms date of birth and mother's maiden name. The Accounts Department has some leeway in the event that a customer merely wants to make a payment.

I further understand that email messages and call records can never be passed to anyone but the customer. The only exception is in the event that a law enforcement agency presents a subpoena, in which case an officer of the company must review the document and concur.

We do not supply any information (eg, phone number or email address) to any customer about another customer. If such a request is received, in order to be of assistance, the customer for which a request was made can be contacted and told that the inquiring customer wants to make contact – given that the inquiring party is amenable to giving out his/her phone number or email address.

I realize that as a telecommunications company Cyber Mesa is subject to state and federal privacy laws. I will abide by those requirements.

Janell M. Hill

Signature

2-7-17

Date

Jane M Hill

Printed Name