

Annual 47 CFR § 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: 02/15/2019
2. Name of company(s) covered by this certification: Aeneas Communications, LLC
3. Form 499 Filer ID: 823578
4. Name of signatory: Stephen Thorpe
5. Title of signatory: CEO
6. Certification:

I, Stephen Thorpe, 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 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 those mandating the adoption of CPNI procedures, training, safeguards, 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 CFR § 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

Description of Compliance with Service Quality Standards and Consumer Protection.

Aeneas Communications is in full Compliance with applicable quality standards and consumer protection. Aeneas has always held consumer protection to the utmost highest priority and has programs in place to protect our customers. For example our CPNI policy is listed below as well as being posted publicly on our website at <http://www.aeneas.com/aeneas-policies.asp>

"In order to comply with FCC guidelines, we are limited in what we can discuss about your account over the phone. When you call to discuss the details of your account or to make changes, federal law allows only the following ways to access your information.

- 1. The easiest option is to visit <http://mybill.aeneas.com> as most information can be found there. This is the preferred place to make account changes; or,*
- 2. Give us a call at 554-9200 from your Aeneas telephone number (if calling from a different number, an Aeneas representative will call you back); or,*
- 3. An Aeneas representative will email the requested information to your designated email address of record; or,*
- 4. An Aeneas representative will mail, via USPS, the requested information to the address of record; or,*
- 5. You may come to our business office and show a valid government issued photo ID.*

You will also receive a notice at your "Address of Record" with Aeneas when there has been activity with regard to your account in one or more of the following areas:

- Change of Billing Address*
- Change of Services*
- Change of Password*
- Change in Billing"*

Our continuous improvement to our services and features speaks to the quality that we provide to our customers. We offer a wide range of telephone and Internet services at a wide range of price levels for customers to choose from. Our services are easily found on our web site at www.aeneas.com