



SYNERGEM
technologies

371 Windrush Lane
Mount Airy, NC 27030
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Annual CPNI Certification
47 C.F.R. § 64.2009(e)
EB Docket No. 06-36

Company Name: Synergem Technologies, Inc.
Reporting Period: January 1, 2018 – December 31, 2018
Officer: Sandra W. Hallman, CPA
Title: CFO

I, Sandra W. Hallman, CPA, hereby certify that I am an officer of Synergem Technologies, Inc. (STI) and that I am authorized to make this certification on behalf of STI. I have personal knowledge that STI has established operating procedures that are adequate to ensure compliance with the Federal Communications Commission's rules governing Customer Proprietary Network Information (CPNI), to the extent that such rules apply to STI or to any of the information obtained by STI. See 47 C.F.R. § 64-2001 et seq.

Attached to this certification is an accompanying statement explaining the procedures STI employees to ensure that it complies with the requirements set forth in 47 C.F.R. § 64-2001 et seq. of the Commission's rules, to the extent that such requirements apply to STI or to the information obtained by STI.

STI 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. The Company is not aware of any attempts made by pretexters to access CPNI and has not needed to take any action against pretexters. STI has taken steps to protect CPNI from unauthorized access.

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

STI 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. STI 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: *Sandra W. Hallman CPA*
Sandra W. Hallman, CPA
On behalf of Synergem Technologies, Inc.

Date: February 20, 2019

Synergem Technologies, Inc.
371 Windrush Lane
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866-859-0911

2018 ANNUAL STATEMENT OF FCC CPNI RULE COMPLIANCE
February 20, 2019

This statement accompanies the Company's calendar year 2018 Customer Proprietary Network Information ("CPNI") Certification, 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* 47 C.F.R. § 64.2001 *et seq.*

All subsequent references to rule Sections refer to rules under Part 64, Subpart U unless indicated otherwise.

As of this date, the Company has not used nor plans to use CPNI for marketing. For marketing purposes, the Company uses customer billing name and address and/or telephone number without any disaggregation or refinement based on CPNI

1. 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)).

2. Identification of Services Affected by CPNI Rules

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

3. Identification of Permissible Uses 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** requiring customer authorization under Section 64.2005.

4. Identification of Uses 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.

5. Customer Notification and Authorization Process

The Company does not use CPNI for marketing and thus, at this time, has not provided notice regarding Opt-Out. Prior to any planned use of CPNI for marketing, the Company will initiate the notification and Opt-Out process. The Company does not provide CPNI to

other parties and thus has not used the opt-in approval process. The Company has trained employees regarding prohibitions on use of CPNI for marketing. Prior to initiation of any program for use of CPNI for marketing, the Company will train employees with a need and/or responsibility for obtaining customer authorization to use CPNI for marketing purposes, regarding the notice and approval requirements under Section 64.2008.

6. Record of Customer CPNI Approval/Non-Approval

At such time as Company may initiate use of CPNI for marketing with corresponding launch of a notification and Opt-Out process, the Company will develop and utilize a system for maintaining readily accessible record of whether and how a customer has responded to Opt-Out approval as required by Section 64.2009(a).

7. Procedures Protecting Against Disclosure of CPNI

The Company has implemented procedures or confirmed existing 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 procedures to provide immediate notification to customers of account changes, including changes in address-of-record and attempts at access to CPNI through use of back-up methods due to forgotten passwords.

8. Actions Taken Against Data Brokers and Responses to Customer Complaints

Pursuant to Section 64.2009, the Company makes the following explanation of any actions taken against data brokers and a summary of all customer complaints received in the past year concerning the unauthorized release of CPNI:

- No actions taken against data-brokers.
- No customer complaints received.

9. Disciplinary Process

The Company has in place an express disciplinary process to address any unauthorized use of CPNI where the circumstances indicate authorization is required under Section 64.2009(b).

10. Supervisory Review Process for Outbound Marketing

Before undertaking to use CPNI for outbound marketing purposes, the Company will establish a supervisory review process to ensure compliance with Section 64.2009(d) of the FCC's Part 64, Subpart U CPNI rules.

11. 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 related recordkeeping and deferred notification to customers.