

# **Yadkin Valley Telephone** **Membership Corporation**



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Via Electronic Filing

February 20, 2018

Marlene H. Dortch, Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Suite TW-A325  
Washington, DC 20554

**EB Docket No. 06-36**

**Re: Certification of CPNI Compliance Filing**

Dear Ms. Dortch:

Yadkin Valley Telephone Membership Corporation is filing the attached 2017 CPNI Certification via the Electronic Comment Filing System (ECFS). If there are questions, I can be reached at 336-463-5036.

Sincerely,

Mitzie S. Branon  
CEO

Attachment

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

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

1. **Date filed:** 02/20/2018
2. **Name of company(s) covered by this certification:** Yadkin Valley Telephone Membership Corporation
3. **Form 499 Filer ID:** 823932
4. **Name of signatory:** Mitzie S. Branon
5. **Title of signatory:** Chief Executive Officer
6. **Certification:**

I, Mitzie S. Branon, 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.*

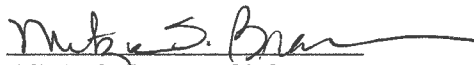
Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements (including those mandating the adoption of CPNI procedures, training, safeguards, recordkeeping, and supervisory review) set forth in section 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. [NOTE: If you reply in the affirmative, provide an explanation of any actions taken against data brokers.]

The company has not received customer complaints in the past year concerning the unauthorized release of CPNI [NOTE: If you reply in the affirmative, provide a summary of such complaints. This summary must include the number of complaints, broken down by category or complaint, e.g., instances of improper access by employee s, instances of improper disclosure to individuals not authorized to receive the information, or instances of improper access to online information by individuals not authorized to view the information.)

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

  
Mitzie S. Branon, CEO

Attachments: Accompanying Statement explaining CPNI procedures Explanation of actions taken against data brokers (if applicable) Summary of customer complaints if applicable)

## **I. Introduction**

Yadkin Valley Telephone Membership Corporation, on behalf of itself and its affiliate Yadkin Valley Telecom, Inc. (individually or collectively "the Company"), hereby submits its 2017 CPNI compliance Certificate in accordance with 64.2009(e) of the Commission's rules.

## **II. Statement of Compliance with CPNI Requirements**

The Company has implemented operating procedures and safeguards to ensure Compliance with 47 CFR 64.2005- 64.2009. To this end, the Company has procedures in place which ensure that:

- CPNI is not shared with any affiliates unless that affiliate already provides service to the customer,
- CPNI is not shared with any third parties absent a court order or subpoena,
- CPNI is not used in any outbound telemarketing campaigns,
- Procedures are in place to notify customers if CPNI is going to be used or otherwise disclosed, and there is a procedure in place to allow individual customers to "opt out" of this use.
- Procedures are in place to authenticate the identity of callers to their business office before any CPNI is disclosed.
- Training is provided by the Company during the new employee orientation process and annually on CPNI regulations and the related procedures in place to ensure compliance.
- CPNI question and answer document along with scenarios are available via intranet website.

## **III. Actions Taken Against Data Brokers**

The Company has not taken any actions against data brokers in the past year. The Company understands that it must report any information it has with respect to the processes pretexters are using to attempt to access CPNI, and what steps the Company is taking to protect CPNI.

#### IV. Consumer Complaints Regarding Unauthorized Release of CPNI

The Company has not received any customer complaints in the past year concerning the unauthorized release of CPNI. The following table illustrates this point, and will be used by the company on an ongoing basis to track CPNI customer complaints for both internal purposes and FCC reporting.

<b>CONSUMER COMPLAINT SUMMARY BY COMPLAINT TYPE- 2017</b>	
<b><i>Type of Consumer Complaint</i></b>	<b><i>Complaints</i></b>
Improper Access by Employees	0
Improper Disclosure to Individuals Not Authorized to Receive the Information	0
Improper Access to On- Line Information by Individuals Not Authorized to View the Information	0
<b>TOTAL CONSUMER COMPLAINTS</b>	<b>0</b>