

Annual 47 CFR § 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: 02/21/2018
2. Name of company((ss)) covered by this certification: Michigan Hosted Voice
3. Form 499 Filer ID: 830985
4. Name of signatory: Collin Rose
5. Title of signatory: President
6. Certification:

I, Collin Rose, 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

Michigan Hosted Voice, Inc. Customer Proprietary Network Information (CPNI) Policy

Following are the processes and procedures as implemented by Michigan Hosted Voice to protect Customer Proprietary Network Information (CPNI) as required by the FCC.

- Michigan Hosted Voice's customer account information, including information such as call detail records, account balances and transactions, etc. are not released to 3rd parties or without proper customer authentication as defined below.
 - Customer information, such as Caller ID, Caller Name Delivery, Directory Listing information, etc., is excluded from the procedures defined below.
- Customer Call Detail Record (CDR) Request
 - A customer must submit a request for CDRs in writing or via E-mail. The request should contain the following information:
 - The name and address of the customer, as listed on the account.
 - The date(s) and time(s) of the call records being requested. Up to 5 dates may be requested at no charge. Additional charges will apply for requests of more than 5 dates.
 - The telephone number of the called or calling party, if known.
 - The requested method for delivery of the CDRs, either pickup at the Michigan Hosted Voice's office, or via postal mail to the address as listed in the customer's account. The CDRs cannot be E-mailed or communicated verbally over the phone.
 - A brief explanation of why the records are being requested.
 - Michigan Hosted Voice will provide the CDRs via the method requested by the customer within 10 business days. If the customer is picking up the CDRs at the Michigan Hosted Voice's office, they must provide a photo ID at the time of pickup.
- Non-CDR Customer Information Request
 - A customer may request Non-CDR account information, such as account balances, payments, etc. via writing, E-mail, telephone, or in person.
 - Michigan Hosted Voice will provide the requested information in one of the following manners as directed by the customer:
 - Via postal mail to the address as listed in the customer's account
 - Customer pickup at the Michigan Hosted Voice's office, upon presentation of a photo ID.
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- Online CDR and Non-CDR Customer Information
 - Michigan Hosted Voice's customers are provided online access to Non-CDR customer information. The customer is provided a user name and password for accessing the information. CDR customer information is not available online.
- Notice of Account Changes

- When a customer initiates a call to Michigan Hosted Voice requesting a change to their account information or password, Michigan Hosted Voice must respond with a notification back to the customer. The notification can be a voice mail or postal mail to the customer's address of record.
 - Because of this requirement, telephone request initiated by a customer to change address information or a password mandates a call back to the phone number of record to confirm the change. Leaving a voice mail is an acceptable conformation. If the customer does not answer, and there is no voice mail, then a conformation letter must be sent to the address of record.
- Distribution of CDR and Non-CDR Customer Information for Marketing Purposes
 - Michigan Hosted Voice does not allow release of any CDR and Non-CDR customer information to marketing companies.