

Annual 47 C.F.R. § 64.2009(e) CPNI Certification Template

EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2019 covering the prior calendar year 2018

1. Date filed: 2/21/2019
2. Name of company(s) covered by this certification: Glenwood Network Services, Inc.
3. Form 499 Filer ID: 808605
4. Name of signatory: Stan Rouse
5. Title of signatory: CEO/GM
6. Certification:

I, Stan Rouse, 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 employees, 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  [Signature of an officer, as agent of the carrier]

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

Attachment A
Statement Concerning Procedures Ensuring Compliance with CPNI Rules

The operating procedures of Glenwood Telephone Membership, Corp., Glenwood Telecommunications d/b/a Glenwood Long Distance, Glenwood Network Services, Inc. (formerly Keystone-Arthur Telephone Company), and KeyArt Communications, Inc. (Form 499 Filer ID No. 802317, 819148, 808605 and 816314) (the "Companies") ensure that the Companies complies with Part 64, Section 2001 *et seq.* of the FCC rules governing the use of Customer Proprietary Network Information ("CPNI").

The Companies have established a system by which the status of a customer's approval for the use of CPNI can be clearly established prior to the use of CPNI. The Companies rely on the involvement of its supervisor/management to ensure that no use of CPNI is made without review of applicable rules and law.

The Companies train its personnel regarding when they are authorized to use CPNI, as well as when they are not authorized to use CPNI. Personnel must sign a verification form stating they have completed training and understand that any infraction of the CPNI procedures can result in disciplinary action being taken against them.

The Companies has an express disciplinary process in place for personnel who create or are involved in an infraction of the CPNI rules and the Companies' CPNI Operating Procedures.

The Companies maintain records of their own sales and marketing campaigns via a log. These records include a description of each campaign, the specific CPNI used in the campaign, and the products and services that were offered as a part of the campaign. The Companies have a supervisory review process for all outbound marketing. The marketing campaign log requires a supervisor to review, sign and date the log. These records are maintained for a minimum of one year.

The Companies maintain records of customer approval for the use of CPNI that include a copy of the notice and the customer's "opt-out" written notification. These records are maintained for a minimum of one year.

The Companies require that customers be authenticated at the beginning of all customer initiated calls, online transactions, or in-store visit. In store visits require a valid photo ID.

The Companies maintain a log of unauthorized use of CPNI, where law enforcement is required to be notified. This includes the date of discovery, notification to law enforcement, description of the breach, circumstances of the breach and a supervisor's signature and date. This log is maintained for a minimum of two years.