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February 21, 2019  
**Via ECFS Filing**

Ms. Marlene H. Dortch, FCC Secretary  
Federal Communications Commission  
9050 Junction Drive  
Annapolis Junction, MD 20701

RE: Wide Voice Communications, Inc.  
EB Docket No. 06-36; CY 2018

Dear Ms. Dortch:

Attached for filing is the Calendar Year 2018 CPNI Compliance Certification and Statement of CPNI Procedures and Compliance as required by 47 C.F.R. Section 64.2009 (e) submitted on behalf of the Wide Voice Communications, Inc.

Any questions you may have regarding this filing should be directed to my attention at 407-740-3006 or via email to [croesel@inteserra.com](mailto:croesel@inteserra.com). Thank you for your assistance in this matter.

Sincerely,

/s/ Carey Roesel

Carey Roesel  
Consultant

cc: Erla Erlingsdottir – Wide Voice Comm  
tms: FCCx1901

Enclosures  
CR/gs

**EB Docket 06-36**

**Attachments:** Accompanying Statement explaining CPNI procedures

**Attachment A**  
**Statement of CPNI Procedures and Compliance**

## Statement of CPNI Procedures and Compliance

Pursuant to the requirements contained in *Implementation of the Telecommunications Act of 1996: Telecommunications Carriers' Use of Customer Proprietary Network Information and Other Customer Information; IP-Enabled Services*, CC Docket No. 96-115; WC Docket No. 04-36, Report and Order and Further Notice of Proposed Rulemaking, 22 FCC Rcd 6927 (2007)("EPIC CPNI Order"),<sup>1</sup> Patrick Chicas, President of Wide Voice Communications, Inc. and affiliated entities makes the following statement:

Wide Voice Communications, Inc. has established policies and procedures to comply with the Federal Communications Commission's (FCC) rules regarding the use, disclosure, and access to section 64.2001 et seq. of the Commission's rules, 47 C.F.R. §64.2001 et seq. These procedures ensure that Wide Voice Communications, Inc. is compliant with the FCC's customer proprietary network information (CPNI) rules. The purpose of this statement is to summarize Wide Voice Communications, Inc.'s policies and procedures designed to safeguard CPNI.

Wide Voice Communications, Inc. uses CPNI for the limited purposes of initiating, rendering, billing, and collecting for telecommunications services, and may use CPNI, if necessary, to protect its property rights. Wide Voice Communications, Inc. does not disclose CPNI or permit access to such CPNI to any third parties other than as necessary to provide service.

Wide Voice Communications, Inc. has established procedures to verify an incoming caller's identity. Wide Voice Communications, Inc. trains its personnel in both the use of CPNI, and protection of its confidentiality. These procedures are detailed in Wide Voice Communications, Inc.'s CPNI Manual. Wide Voice Communications, Inc. also limits the number of employees that have access to customer information and call data.

Wide Voice Communications, Inc. has implemented measures to discover and to protect against unauthorized attempts to access CPNI. Wide Voice Communications, Inc. also has implemented procedures pursuant to which it can track breaches of CPNI, and given such an event will notify the United States Secret Service and the Federal Bureau of Investigation in accordance with the FCC's rules. Wide Voice Communications, Inc. will track customer complaints regarding CPNI, notify its customers in accordance with the FCC's rules and will maintain a record of notifications to the USSS, FBI, for the time period specified in the FCC's rules.

The company 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. Companies must report on any information that they have with respect to the processes pretexters are using to attempt to access CPNI, and what steps companies are taking to protect CPNI.

Wide Voice Communications, Inc. annually submits a CPNI certification to the FCC from an officer with personal knowledge of the policies and procedures that it has implemented to safeguard CPNI.

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<sup>1</sup> 47 C.F.R. S: 64.2009(e) states: "A telecommunications carrier must have an officer, as an agent of the carrier, sign and file with the Commission a compliance certificate on an annual basis. The officer must state in the certification that he or she has personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the rules in this subpart. The carrier must provide a statement accompanying the certification explaining how its operating procedures ensure that it is or is not in compliance with the rules in this subpart. In addition, the carrier must include an 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. This filing must be made annually with the Enforcement Bureau on or before March 1 in EB Docket No. 06-36, for data pertaining to the previous calendar year."