

## **[ CPNI Compliance Statement of Operating Procedures ]**

Pursuant to 47 CRF §64.2009(e), this statement summarizes Network Expert Group, Inc. ("NexG or Company") policy, practices and procedures to ensure compliance with 47 CFR Subpart U, requirements set for in section 64.2001 *et seq.* of the Commission's rules.

NexG provides private communication services over dedicated facilities to enterprises, including business customers pursuant to contracts. NexG contracts contain confidentiality agreements that address use and protection of customer's private information.

If in the future, NexG elects to expand or change the type and manner in which its services are provided, it is committed to follow the applicable rules set forth in the FCC CPNI Rules with regard to both utilization and protection of CPNI, including the institution of additional operational procedures as required to ensure that notification is provided to the customer and customer approval is obtained before CPNI is used or disclosed.

### **Operational Practices and Procedures**

NexG currently uses CPNI only to market service offerings that are within the same category of the services that is already provided to the customer and, therefore, does not require customer approval pursuant to 47 CRF §64.2005.

NexG is committed to taking all reasonable measures to discover and protect against attempts to gain unauthorized access to its customer's CPNI. NexG discloses CPNI only (i) as set out in its contracts with customers (ii) where required by law in accordance with lawful U.S. process or (iii) pursuant to a customer-initiated written request made to a NexG dedicated Account Manager for such customer or to an authorized NexG employee or agent. In person requests require evidence of a valid government issued photo ID.

NexG has elected not to disclose CPNI over the phone and does not allow for online access to CPNI.

Requests for CPNI by law enforcement agencies are only granted if a subpoena or court order is submitted by an authorized court or government agency, or if the customer provides written permission,

which shall be directed to an officer of the Company, or its designee, for approval before such access is granted by Company employee or agents.

The Company practice is to maintain a record of all instances where CPNI was disclosed or provided to third parties, or where third parties were allowed access to CPNI. NexG operational procedures require that all requests for customer CPNI be in writing, whether from an authorized employee, third party or law enforcement, and these requests are maintained in NexG archives for at least one year.

In the case of a breach which results in unauthorized CPNI disclosure, NexG sends notification of such breach to the governmental agencies and to the customer as specified in the FCC CPNI Rules; that is, no later than seven days following the breach, to the United States Secret Service (USSS) and the Federal Bureau of Investigation (FBI) in accordance with 47 CFR §64.2011. NexG internal procedure is to notify the customer following notice to law enforcement, unless there is an urgent need to notify the customer to prevent harm. NexG retains electronic or manual records of all CPNI breaches for a minimum of two years.

The Company provides training to NexG employees, contractors and agents on the FCC CPNI Rules. Further NexG policy includes a disciplinary process to ensure that its personnel, contractors and agents comply with restrictions regarding the use and disclosure of and access to CPNI. Non-compliance with FCC CPNI Rules will result in verbal and written warnings and, if not corrected or if done in a malicious or willful way, will lead to termination of employment. Those individuals who have access to customer's CPNI have specific performance requirements related to use and protection of CPNI and are subject to supervisory review.

NexG retains electronic and hard copy archives of all sales and marketing campaigns related to NexG services. These records will include a description of each campaign, the specific CPNI that was used in the campaign, and what products and services were offered as a part of the campaign and such record will be retained for a minimum of one year. The current company policy requires that all NexG marketing, including outbound marketing, have approval of a Company officer.

#### **Actions Against Data Brokers**

The Company has not encountered any circumstances requiring it to take any action against a data broker during the year to which this Certificate pertains.


**Summary of all Customer Complaints Received**

The Company has not received customer complaints in the past year concerning the unauthorized release of CPNI.

I, SUYONG SONG have personal knowledge of the facts stated in this Certificate of Compliance with the Federal Communications Commission's (FCC) rules relating to CPNI.

I have personal knowledge that the Company has established operating procedures that are adequate to ensure compliance with the rules in this subpart.

Date: February 22, 2018

  
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Suyong Song, President & CEO

Network Expert Group, Inc.