

ETEX TELEPHONE COOPERATIVE

ANNUAL 47 C.F.R. § 64.2009(E) CPNI CERTIFICATION

EB DOCKET NO. 06-36

Annual 47 C.F.R. § 64.2009(e) CPNI Certification for 2018

1. Date Signed: February 27, 2019
2. Name of Companies Covered by this Certification:
Etex Telephone Cooperative, Inc.
Etex Communications
499 Filer ID
807096
820030
3. Name of Signatory: Charlie Cano
4. Title of Signatory: General Manager/CEO
5. Certification:

I, Charlie Cano, 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 companies have 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 companies procedures ensure that each company is in compliance with the requirements (including those mandating the adoption of CPNI procedures, training, safeguards, recordkeeping, and supervisory review) set forth in 47 C.F.R. § 64.2001 *et seq.* of the Commission's rules.

The companies have not taken actions (i.e., proceedings instituted or petitions filed by a company at either a state commission, the court system, or at the Commission) against data brokers in the past year.

The companies have not received customer complaints in the past year concerning the unauthorized release of CPNI.

The companies represent and warrant that the above certification is consistent with 47 C.F.R. § 1.17 which requires truthful and accurate statements to the Commission. The companies also acknowledge 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: Charlie Cano

Attachment: Attachment A – Accompanying Statement Explaining CPNI Procedures

ATTACHMENT A
ACCOMPANYING STATEMENT EXPLAINING CPNI PROCEDURES
EB DOCKET NO. 06-36

Etex Telephone Cooperative, Inc. and Etex Communications have established operating procedures that ensure compliance with the Federal Communications Commission (FCC) regulations concerning the protection of customer proprietary network information (CPNI). As of this date, the Companies have not used nor plans to use CPNI for marketing. For marketing purposes, the Companies use customer billing name and address and/or telephone number without any disaggregation or refinement based on CPNI.

1. **Identification of CPNI** – The Companies have established procedures and trained employees having access to or occasion to use customer data, to identify what customer information is CPNI consistent with the definition of CPNI under 47 C.F.R. § 64.2003(g) and 47 U.S.C. § 222(f)(1).
2. **Identification of Services Affected by CPNI Rules** – The Companies have established procedures and trained employees to recognize the different types of telecommunications and non-telecommunications services that affect how the Companies use CPNI.
3. **Identification of Permissible Uses of CPNI without Customer Authorization** – The Companies have established procedures and trained employees having access to or occasion to use CPNI to identify uses of CPNI not requiring customer authorization under 47 C.F.R. § 64.2005.
4. **Identification of Uses of CPNI Requiring Customer Authorization** – The Companies have established procedures and trained employees having access to or occasion to use CPNI to identify uses of CPNI requiring customer authorization under 47 C.F.R. § 64.2007.
5. **Customer Notification and Authorization Process** – The Companies do not use CPNI for marketing so they have not provided notice regarding opt-out. Prior to any planned use of CPNI for marketing, the Companies will initiate the notification and opt-out process. The Companies do not provide CPNI to other parties so they have not used the opt-in approval process. The Companies have trained employees regarding prohibitions on use of CPNI for marketing. Prior to initiation of any program for use of CPNI for marketing the Companies will train employees with a need and/or responsibility for obtaining customer authorization to use CPNI for marketing purposes as required under 47 C.F.R. § 64.2008.
6. **Record of Customer CPNI Approval/Non-Approval** – At such time as the Companies may initiate use of CPNI for marketing with corresponding launch of a notification and opt-out process, the Companies will develop and utilize a system for maintaining readily accessible record of whether and how a customer has responded to opt-out approval as required by 47 C.F.R. § 64.2009(a).

7. **Procedures Protecting Against Disclosure of CPNI** – The Companies have implemented procedures for compliance with 47 C.F.R. § 64.2010 including, but not limited to the following:

- a. authentication of customers before disclosing CPNI on customer-initiated telephone contacts or business office visits; and
- b. procedures to notify customers of account changes.

NOTE: The companies do not provide customers with on-line access to customer account information.

8. **Actions Taken Against Data Brokers and Responses to Customer Complaints** – Pursuant to 47 C.F.R. § 64.2009, the Companies provide the following 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:

- a. the Companies have not taken any action against data brokers this past year with regard to CPNI; and
- b. the Companies have not received any customer complaints this past year with regard to CPNI.

9. **Disciplinary Process** – The Company has in place an express disciplinary process to address any unauthorized use of CPNI where the circumstances indicate authorization is required under 47 C.F.R. § 64.2009(b).

10. **Supervisory Review Process for Outbound Marketing** – Before the Companies would begin to use CPNI for outbound marketing purposes the Companies will establish a supervisory review process to ensure compliance with 47 C.F.R. § 64.2009(d) of the FCC's Part 64, Subpart U, CPNI rules.

11. **Procedures for Notifying Law Enforcement of CPNI Security Breaches** – The Companies have adopted procedures to comply with 47 C.F.R. § 64.2011 for notifying law enforcement of CPNI security breaches, together with recordkeeping and deferred notification to customers.