



Annual 64.2009(e) CPNI Certification for 2018 covering the prior calendar year 2017

February 28, 2018

Re: The Nexus Group, Inc.

Form 499 Filer ID: 829536

Stephen Baird
Chief Operating Officer

Certification:

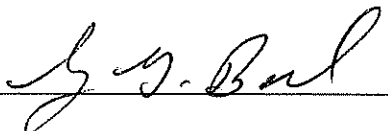
I, Stephen Baird, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules.

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.

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**STATEMENT OF POLICY IN TREATMENT OF
CUSTOMER PROPRIETARY NETWORK INFORMATION**

1. It is The Nexus Group, Inc., (hereafter referred to as "The Nexus Group") policy not to use CPNI for any activity other than permitted by law. Any disclosure of CPNI to other parties (such as affiliates, vendors, and agents) occurs only if it is necessary to conduct a legitimate business activity related to the services already provided by the company to the customer. If the Company is not required by law to disclose the CPNI or if the intended use does not fall within one of the carve outs, the Company will first obtain the customer's consent prior to using CPNI.
2. The Nexus Group follows industry-standard practices to prevent unauthorized access to CPNI by a person other than the subscriber or The Nexus Group. However, The Nexus Group cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose personally identifiable information. Therefore:
 - A. If an unauthorized disclosure were to occur, The Nexus Group shall provide notification of the breach within seven (7) days to the United States Secret Service ("USSS") and the Federal Bureau of Investigation ("FBI").
 - B. The Nexus Group shall wait an additional seven (7) days from its government notice prior to notifying the affected customers of the breach.
 - C. Notwithstanding the provisions in subparagraph B above, The Nexus Group shall not wait the additional seven (7) days to notify its customers if The Nexus Group determines there is an immediate risk of irreparable harm to the customers.
 - D. The Nexus Group shall maintain records of discovered breaches for a period of at least two (2) years.
3. All employees will be trained as to when they are, and are not, authorized to use CPNI upon employment with the Company and annually thereafter.
 - A. Specifically, The Nexus Group shall prohibit its personnel from releasing CPNI based upon a customer-initiated telephone call except under the following three (3) circumstances:
 1. When the customer has pre-established a password.
 2. When the information requested by the customer is to be sent to the customer's address of record, or
 3. When The Nexus Group calls the customer's telephone number of record and discusses the information with the party initially identified by customer when service was initiated.

B. The Nexus Group may use CPNI for the following purposes:

- To initiate, render, maintain, repair, bill and collect for services;
- To protect its property rights; or to protect its subscribers or other carriers from fraudulent, abusive, or the unlawful use of, or subscription to, such services;
- To provide inbound telemarketing, referral or administrative services to the customer during a customer initiated call and with the customer's informed consent.
- To market additional services to customers that are within the same categories of service to which the customer already subscribes;
- To market services formerly known as adjunct-to-basic services; and
- To market additional services to customers with the receipt of informed consent via the use of opt-in or opt-out, as applicable.

4. Prior to allowing access to Customers' individually identifiable CPNI to The Nexus Group's joint venturers or independent contractors, The Nexus Group will require, in order to safeguard that information, their entry into both confidentiality agreements that ensure compliance with this Statement and shall obtain opt-in consent from a customer prior to disclosing the information. In addition, The Nexus Group requires all outside Dealers and Agents to acknowledge and certify that they may only use CPNI for the purpose for which that information has been provided.
5. The Nexus Group requires express written authorization from the customer prior to dispensing CPNI to new carriers, except as otherwise required by law.
6. The Nexus Group does not market, share or otherwise sell CPNI information to any third party.
7. The Nexus Group maintains a record of its own and its affiliates' sales and marketing campaigns that use The Nexus Group's customers' CPNI. The record will include a description of each campaign, the specific CPNI that was used in the campaign, and what products and services were offered as part of the campaign.

A. Prior commencement of a sales or marketing campaign that utilizes CPNI, The Nexus Group establishes the status of a customer's CPNI approval. The following sets forth the procedure followed by The Nexus Group.

- Prior to any solicitation for customer approval, The Nexus Group will notify customers of their right to restrict the use of, disclosure of, and access to their CPNI.
- The Nexus Group will use opt-in approval for any instance in which The Nexus Group must obtain customer approval prior to using, disclosing, or permitting access to CPNI.

- A customer's approval or disapproval remains in effect until the customer revokes or limits such approval or disapproval.
 - Records of approvals are maintained for at least one year.
 - The Nexus Group provides individual notice to customers when soliciting approval to use, disclose, or permit access to CPNI.
 - The content of The Nexus Group's CPNI notices comply with FCC rule 64.2008 (c).
8. The Nexus Group has implemented a system to obtain approval and informed consent from its customers prior to the use of CPNI for marketing purposes. This system allows for the status of a customer's CPNI approval to be clearly established prior to the use of CPNI.
 9. The Nexus Group has a supervisory review process regarding compliance with the CPNI rules for outbound marketing situations and will maintain compliance records for at least one year. Specifically, The Nexus Group's sales personnel will obtain express approval of any proposed outbound marketing request for customer approval of the use of CPNI by The General Counsel of The Nexus Group.
 10. The Nexus Group notifies customers immediately of any account changes, including address of record, authentication, online account and password related changes.
 11. The Nexus Group may negotiate alternative authentication procedures for services that The Nexus Group provides to business customers that have a dedicated account representative and a contract that specifically addresses The Nexus Group's protection of CPNI.
 12. The Nexus Group is prepared to provide written notice within five business days to the FCC of any instance where the opt-in mechanisms do not work properly to such a degree that consumer's inability to opt-in is more than an anomaly.