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March 1, 2019
Via ECFS Filing

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

RE: Hearsay Social, Inc.
EB Docket No. 06-36; CPNI Certification 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 Hearsay Social, Inc.

Any questions you may have regarding this filing should be directed to my attention at 407-740-3031 or via email to sthasomas@inteserra.com. Thank you for your assistance in this matter.

Sincerely,

/s/Sharon Thomas

Sharon Thomas
Consultant

tms: FCx1901

Enclosures
ST/im

**ANNUAL 47 C.F.R. § 64.2009(e) OFFICER'S CERTIFICATION OF
CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI) COMPLIANCE**

EB Docket 06-36

Annual 64.2009(e) CPNI Certification

Covering calendar year 2018

Name of company(s) covered by this certification:

Hearsay Social, Inc.

Form 499 Filer ID:

823686

Name of signatory:

Mark Gilbert

Title of signatory:

Chief Technology Officer

1. I, Mark Gilbert, 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.*
2. 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, recordkeeping, and supervisory review) set forth in §64.2001 *et seq.* of the Commission's rules.
3. 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.
4. The company has not received customer complaints in the past year concerning the unauthorized release of CPNI.
5. 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.

/s/Mark Gilbert

Mark Gilbert, Chief Technology Officer
Hearsay Social, Inc.

Date: March 1, 2019

Attachments: Accompanying Statement explaining CPNI procedures

Attachment A
Statement of CPNI Procedures and Compliance

Hearsay Social, Inc.

Statement of CPNI Procedures and Compliance

Hearsay Social, Inc. (“Hearsay” or “the Company”) does not use or permit access to CPNI to market any telecommunications or non-telecommunications services. Hearsay has trained its personnel not to use CPNI for marketing purposes. Should Hearsay elect to use CPNI in future marketing efforts, it will follow the applicable rules set forth in 47 CFR Subpart U, including, if necessary, the institution of operational procedures to ensure that notification is provided and customer approval is obtained before CPNI is used or disclosed.

Hearsay has processes to safeguard its customers’ CPNI from improper use or disclosure by employees and to discover and protect against attempts by third parties to gain unauthorized access to customer CPNI. Login credentials are segregated by employee class so only a few employees with “administrator” level access would have access to such information. Additionally, all employees go through comprehensive privacy and IT training on an annual basis, which includes content regarding protection of confidential and/or sensitive information, including CPNI.

Hearsay does not disclose CPNI to any agents, affiliates, joint venture partners or independent contractors. Hearsay does not provide traditional telephone or interconnected VoIP services and could not use CPNI to identify or track customers who call competing providers. The Company has a strict policy prohibiting the disclosure of CPNI to any third parties, unless required to do so by law (e.g., in response to a subpoena), and has never made such a disclosure. Hearsay will maintain a record of any instances where CPNI is inadvertently disclosed or provided to third parties, or where third parties were allowed access to CPNI.

Hearsay does not disclose CPNI over the telephone in response to a customer-initiated telephone inquiry; the nature of the service provided by Hearsay precludes the provision of CPNI to customers.

Hearsay’s customers are large enterprise customers, with dedicated account representatives. There would be no opportunity for a customer to change account information without proper authentication of the change.

The Company does not disclose CPNI on-line. If it elects to do so in the future, it will follow the applicable rules set forth in 47 CFR Subpart U, including the implementation of authentication procedures that do not require the use of readily available biographical information or account information and customer notification of account changes.

Hearsay does not have any retail locations and therefore does not disclose CPNI in-store.

The Company has procedures in place to notify law enforcement in the event of a breach of customers’ CPNI and to ensure that the affected customers are not notified of the breach before the time period set forth in the FCC’s rules, or, if applicable, when so authorized by law enforcement. Specifically, as soon as practicable, and in no case later than seven business days upon learning of a breach, the company will notify the U.S. Secret Service and the FBI by electronic means, as required by FCC regulations. The company will not notify customers or disclose a breach to the public until seven full business days have passed after notification to the

U.S. Secret Service and the FBI, unless it believes there is an extraordinarily urgent need to notify customers before seven days in order to avoid immediate and irreparable harm. In that instance, it will only notify such customers *after* consultation with the relevant investigating agency and will cooperate with the agency's request to minimize any adverse effects of the customer notification. If the Company receives no response from law enforcement after the seventh full business day, it will promptly proceed to inform the customers whose CPNI was disclosed of the breach. The company will delay notification to customers or the public if requested to do so by the U.S. Secret Service or FBI. Notifications to law enforcement and customers are handled by a designated supervisor level employee responsible for managing the company's CPNI compliance.

Hearsay has not taken any actions against data brokers in the last year.

Hearsay did not receive any customer complaints about the unauthorized release of CPNI or the unauthorized disclosure of CPNI in calendar year 2018.

Company has not developed any information with respect to the processes pretexters are using to attempt to access CPNI. If the Company suspects that a pre-texter may be attempting to gain access to CPNI, it will immediately ask the requester to provide information that only the customer would be able to provide and would further investigate suspected pre-texting activity.