

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

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

Date filed: March 1, 2018

Name of companies covered by this certification and Form 499 Filer IDs:

Mid-Hudson Cablevision, Inc.	825833
Mid-Hudson Data Corp.	826247

Name of Signatory: Stephen Renault

Title of Signatory: Chief Technical Officer, Mid-Hudson Cablevision, Inc. and Vice President, Mid-Hudson Data Corp.

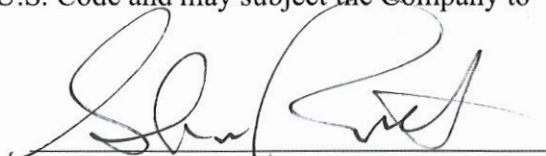
Certification:

I, Stephen Renault, certify that I am an officer of the companies named above (collectively, "Company") and, acting as an agent of the Company, that I have personal knowledge that the Company has established operating procedures, summarized in the attached statement, that are adequate to ensure compliance with the customer proprietary network information ("CPNI"), rules as set forth in Part 64, Subpart U of the Commission's rules, 47 C.F.R. §§ 64.2001 *et seq.*

Attached to this certification is an accompanying statement explaining how 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 section 64.2001 *et seq.* of the Commission's rules.

The Company has not received any customer complaints in the past calendar year concerning unauthorized release of CPNI. Company has not taken any actions in the past year against data brokers, including proceedings instituted or petitions filed by the company at either state commissions, the court system or at the Commission.

I hereby represent and warrant that the above certification is consistent with Section 1.17 of the Commission's rules, 47 C.F.R. § 1.17, which requires truthful and accurate statements to the Commission, and acknowledge that false statements and misrepresentations to the Commission are punishable under Title 18 of the U.S. Code and may subject the Company to enforcement actions.



Stephen Renault  
Chief Technical Officer, Mid-Hudson  
Cablevision, Inc.  
Vice President, Mid-Hudson Data Corp.  
Executed February 28, 2018

## **CPNI Compliance Policies of Mid-Hudson Cablevision, Inc. and Mid-Hudson Data Corp.**

The following summary describes the policies of Mid-Hudson Cablevision, Inc. and Mid-Hudson Data Corp. (collectively, "Mid-Hudson") that are designed to protect the confidentiality of Customer Proprietary Network Information ("CPNI") and to assure compliance with the rules of the Federal Communications Commission ("FCC") set forth in 47 C.F.R. Part 64, Subpart U, Section 2001 et seq. CPNI is "(A) information that relates to the quantity, technical configuration, type, destination, location, and amount of use of a telecommunications service subscribed to by any customer of a telecommunications carrier, and that is made available to the carrier by the customer solely by virtue of the carrier-customer relationship; and (B) information contained in the bills pertaining to telephone exchange service or telephone toll service received by a customer of a carrier."

Mid-Hudson's policy, administered by its CPNI Compliance Manager Stephen Renault, establishes the procedures and safeguards regarding Mid-Hudson's use and disclosure of CPNI set forth below.

### **I. USE, DISCLOSURE OF, AND ACCESS TO CPNI**

Mid-Hudson will use, disclose, or permit access to individually identifiable CPNI only in its provision of the communications service from which such information is derived; for services necessary to, or used in, the provision of such communications service, including the publishing of directories; to initiate, render, bill and collect for communications services; to protect the rights or property of Mid-Hudson, or to protect users or other carriers or service providers from fraudulent, abusive or unlawful use of, or subscription to, such services; to provide inside wiring installation, maintenance, or repair services; as required by law; or as expressly authorized by the customer.

Mid-Hudson does not use CPNI to market service offerings among the different categories of service, or even within the same category of service, that it provides to subscribers. Although current Mid-Hudson policy is not to use CPNI for marketing, in the event that any employee or agent wishes to use CPNI for marketing or to seek customer approval for such use, such proposed use is subject to a supervisory review process that shall involve a supervisor designated by the senior employee responsible for marketing or the CPNI Compliance Manager. If such use is approved, Mid-Hudson shall modify these policies and conduct additional training as needed to assure compliance with the FCC's rules.

Mid-Hudson does not use, disclose or permit access to CPNI to identify or track customers that call competing service providers.



## **II. SAFEGUARDS AGAINST DISCLOSURE OF CPNI TO UNAUTHORIZED PARTIES**

Above and beyond the specific FCC requirements, Mid-Hudson will take reasonable measures to discover and protect against attempts to gain unauthorized access to CPNI. The FCC's rules require Mid-Hudson on an ongoing basis to "take reasonable measures to discover and protect against activity that is indicative of pretexting." If any employee becomes aware of new methods that are being used or could be used by third parties to attempt to obtain unauthorized access to CPNI, or of possible changes to Mid-Hudson's existing policies that would strengthen protection of CPNI, they should report such information immediately to Mid-Hudson's CPNI Compliance Manager so that Mid-Hudson may evaluate whether existing policies should be supplemented or changed.

### **A. Inbound Calls to Mid-Hudson Requesting CPNI**

Call Detail Information (CDI) is a subset of CPNI that includes any information that pertains to the transmission of specific telephone calls, including, for outbound calls, the number called, and the time, location, or duration of any call and, for inbound calls, the number from which the call was placed, and the time, location, or duration of any call.

Mid-Hudson does not provide CDI to inbound callers. Instead, requests for CDI are handled in accordance with the following procedures.

Mid-Hudson will then provide the requested CDI by sending the information by mail to a mailing address of record for the account, but only if such address has been on file with Mid-Hudson for at least 30 days. In the event that a customer has changed their address within the prior 30 days, or for appropriate circumstances, Mid-Hudson may discuss CDI with a customer on the phone, but only in a call initiated by Mid-Hudson and placed to the customer's telephone number of record.

If a customer is able to provide to a Mid-Hudson employee the telephone number called, when it was called, and, if applicable, the amount charged for the call, exactly as that information appears on the bill or online portal, then Mid-Hudson is permitted to discuss customer service pertaining to that call and that call only.

For CPNI other than CDI, CSRs are trained to require an inbound caller to authenticate their identity prior to revealing any CPNI or account information to the caller.

### **B. Online Accounts**

Mid-Hudson provides interconnected voice-over-IP telephone services to customers that also purchase broadband Internet access service from the company. To establish and activate telephone service with Mid-Hudson, a customer must first place an order for service at which time Mid-Hudson requires the customer to provide an e-mail address.

They are next prompted to create their own unique Login ID and password for online access to their account. The website will instruct the user that a new password must contain 8 characters including at least one number and one letter and should not consist of any portion of their account number, telephone number, street address, zip code, social security number, date of birth, other biographical or account information, words, or easily-guessed strings of characters. Thereafter, the customer must enter their Login ID and password to obtain access to their online account.

### **C. In-Person Disclosure of CPNI at Mid-Hudson Offices**

Mid-Hudson may disclose a customer's CPNI to an authorized person visiting a Mid-Hudson office upon verifying that person's identity through a valid, non-expired government-issued photo ID (such as a driver's license, passport, or comparable ID) matching the customer's account information.

### **D. Notice of Account Changes**

When a password is changed, Mid-Hudson will send an email to customer's email address of record notifying them of the change. When an email address of record is changed, Mid-Hudson will send an email to customer's prior email address notifying them of the change. When a street address of record is changed, Mid-Hudson will mail a letter to customer's former street address of record notifying them of the change. Each of the notices provided under this paragraph will not reveal the changed information and will direct the customer to notify Mid-Hudson immediately if they did not authorize the change.

Under FCC rules, customer notification is not required when the customer initiates service, including the selection of a password at service initiation. Because online accounts are created only in connection with the initiation of service, and must be created before customer can utilize Mid-Hudson's telephone service, no separate notice is sent for creation of such accounts, or for the addresses of record and password established at service initiation.

## **III. REPORTING CPNI BREACHES TO LAW ENFORCEMENT**

Federal law imposes very specific requirements upon Mid-Hudson in the event that the company becomes aware of any breach of customer CPNI. A breach occurs when any person has intentionally gained access to, used, or disclosed a Mid-Hudson customer's CPNI beyond their authorization to do so. Any Mid-Hudson employee that becomes aware of any breaches, suspected breaches or attempted breaches must report such information immediately to the Mid-Hudson CPNI Compliance Manager. Such information must not be reported or disclosed by any employee to any non-employee, including the potentially affected customer, except in express conformance with the procedures described below. Any employee that fails to report such information will be subject to disciplinary action that may include termination.



#### **A. Identifying a “Breach”**

A “breach” has occurred when a person, without authorization or exceeding authorization, has intentionally gained access to, used, or disclosed CPNI. If an employee has information about an incident and is not certain that the incident would not constitute a breach under this definition, the incident must be reported to the CPNI Compliance Manager.

If a Mid-Hudson employee determines that an unauthorized person is attempting to gain access to CPNI but does not succeed at doing so, no breach has occurred. However, the incident must be reported to Mid-Hudson’s CPNI Compliance Manager who will determine whether to report the incident to law enforcement and/or take other appropriate action. Mid-Hudson’s CPNI Compliance Manager will determine whether it is appropriate to update Mid-Hudson’s CPNI policies or training materials in light of any new information; the FCC’s rules require Mid-Hudson on an ongoing basis to “take reasonable measures to discover and protect against activity that is indicative of pretexting.”

#### **B. Notification Procedures**

As soon as practicable, and in no event later than seven (7) business days upon learning of a breach, the Mid-Hudson CPNI Compliance Manager shall electronically notify the United States Secret Service (USSS) and the Federal Bureau of Investigation (FBI) by accessing the following link: <https://www.cpnireporting.gov>. If this link is not responsive, they should contact counsel or the FCC’s Enforcement Bureau (202-418-7450 or <http://www.fcc.gov/eb/cpni>) for instructions.

Mid-Hudson will not under any circumstances notify customers or disclose a breach to the public until seven (7) full business days have passed after notification to the USSS and the FBI except as provided below (a full business day does not count a business day on which the notice was provided). Federal law requires compliance with this requirement even if state law requires disclosure.

If Mid-Hudson receives no response from law enforcement after the seventh (7th) full business day, it must promptly proceed to inform the customers whose CPNI was disclosed of the breach, except that Mid-Hudson will delay notification to customers or the public upon request of the FBI or USSS.

### **IV. RECORD RETENTION**

The CPNI Compliance Manager is responsible for assuring that Mid-Hudson maintains for at least two years a record, electronically or in some other manner, of any breaches discovered, notifications made to the USSS and the FBI pursuant to these procedures, and notifications of breaches made to customers. The record must include, if available, dates of discovery and notification, a detailed description of the CPNI that was the subject of the breach, and the circumstances of the breach.

Mid-Hudson maintains a record, for a period of at least one year, of those limited circumstances in which CPNI is disclosed or provided to third parties. If Mid-Hudson later changes its policies to permit the use of CPNI for marketing, it will maintain a record, for at least one year, of supervisory review of marketing that proposes to use CPNI or to request customer approval to use or disclose CPNI.

Mid-Hudson maintains a record of all customer complaints related to their handling of CPNI, and records of Mid-Hudson's handling of such complaints, for at least two years. The CPNI Compliance Manager will assure that all complaints are reviewed and that Mid-Hudson considers any necessary changes to its policies or practices to address the concerns raised by such complaints.

Mid-Hudson will have an authorized corporate officer, as an agent of the company, certify on an annual basis stating that the officer has personal knowledge that Mid-Hudson has established operating procedures that are adequate to ensure its compliance with FCC's CPNI rules. The certificate for each year will be filed with the FCC Enforcement Bureau by March 1 of the subsequent year, and will be accompanied by a summary or copy of this policy that explains how Mid-Hudson's operating procedures ensure that it is in compliance with the FCC's CPNI rules. In addition, the filing 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. Confidential portions of these submissions shall be redacted from the public version of the filing and provided only to the FCC.

## **V. TRAINING**

All employees with such access receive a copy of Mid-Hudson's CPNI policies and are informed that (i) any use or disclosure of CPNI or other act or omission not in compliance with such policies will result in disciplinary action, including the termination of employment where appropriate, and (ii) employees who knowingly facilitate the unauthorized disclosure of a customer's confidential information may be subject to criminal penalties. In addition, Mid-Hudson requires CPNI training for all CSRs, personnel at retail offices that may receive requests for CPNI, and marketing personnel.