



D3UC, LLC

CPNI Compliance Statement

In accordance with Section 64.2009(e), D3UC, LLC submits this statement summarizing how its operating procedures are designed to ensure compliance with the Commission's CPNI rules.

- (a) D3UC has in place a "CPNI Protection Policy & Manual" that details the policies and procedures D3UC has implemented to safeguard customers' CPNI.
- (b) Employees are trained on the policies and procedures contained in the aforementioned "CPNI Protection Policy & Manual", as well as made aware of the disciplinary actions they would face in the event of violation of said policies and procedures.
- (c) Our annual all-hands training for 2017 took place in our offices in Newark, NJ on Dec 5, 2017. Employees hired since then have been given individual training.
- (d) D3UC employees are required to sign a non-disclosure agreement that requires them to protect all confidential information.
- (e) D3UC utilizes CPNI for the permissible purposes enumerated in the Act and the Commission's rules, including, but not limited to, initiating, rendering, billing, and collecting for its services.
- (f) D3UC has in place a process for verifying its customers' identity during an inbound call.
- (g) D3UC does not use CPNI to market products or services to customers outside of the categories of service to which the customer already subscribes.
- (h) D3UC has in place a process for notifying law enforcement, and customers if permitted, of a security breach resulting in the unauthorized access to, use or disclosure of CPNI, and will maintain a record of all such notifications.
- (i) D3UC has in place a process for handling customer complaints regarding the disclosure of CPNI, and will keep a record of all complaints in accordance with the Commission's rules.
- (j) D3UC has in place a process for handling requests for CPNI from law enforcement personnel and persons other than the customer.