

**Annual 47 C.F.R. § 64.2009(e) CPNI Certification**  
**EB Docket 06-36**

Annual 64.2009(e) CPNI Certification for 2019 covering the prior calendar year 2018

Date filed: May 10, 2019

Name of company covered by this certification: **Sharpen Technologies Inc.**

Form 499 Filer ID: **829347**

Name of signatory: Pamela Jo Hynes

Title of signatory: COO

I, Pamela Jo Hynes, 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.*

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 section 64.2001 *et seq.* of the Commission's rules.

The company **has not** taken any actions (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 any 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 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 be subject it to enforcement action.

Printed Name: Pamela Jo Hynes Position: COO

Signature:  Date: 10May20189

Attachment: Accompanying Statement explaining CPNI procedures

## STATEMENT EXPLAINING CPNI PROCEDURES

This statement explains how Sharpen Technologies Inc.'s (the "Company") operating procedures ensure compliance with the FCC's CPNI rules.

1. The Company has a written CPNI policy manual that explains what CPNI is, when it may be used without customer approval, and when customer approval is required prior to CPNI being used, disclosed, or accessed for marketing purposes.
2. A CPNI Compliance officer has been designated to oversee all CPNI duties, training, and activity.
3. The Company has trained its employees about when they are, and are not, authorized to use or disclose CPNI.
  - A disciplinary process has been defined and is in place for violations and/or breaches of CPNI.
4. The Company ensures compliance with the FCC's authentication requirements.
  - All customers during a customer-initiated telephone call are authenticated as being an authorized account contact before discussing CPNI (non-call detail or call detail) without utilizing readily available biographical or account information as defined by the FCC.
  - Call detail is only released to customers during customer-initiated telephone contact pursuant to Company authentication procedures. If the requesting customer does not provide the requisite authentication, only the following FCC-approved methods are permitted for the release of the requested call detail:
    - Sending the requested detail to the address of record (only a physical or email address associated with that particular account that has been in our company files for at least 30 days)
    - Calling the customer back at the telephone of record (only disclosing if the customer was authenticated as being an authorized account contact)
    - Having customer come in to Company's office and provide a valid government issued photo ID
5. The Company provides notification to customers of account changes. Customers are notified immediately when a customer creates or changes one of the following:
  - authentication
  - customer response to a back-up means of authentication for lost or forgotten authentication
  - online account
  - address of record
6. The Company implements the FCC's notice of unauthorized disclosure of CPNI requirement by having a notification process in place in order to notify both law enforcement and customer(s) in the event of a CPNI breach within the timeline specified

Sharpen Technologies Inc.  
2019 CPNI Certification  
Attachment

by the FCC.