

Accompanying Statement  
To 2014 CPNI Annual Certificate  
Pend Oreille Telephone Company

Pend Oreille Telephone Company (“POTC”) adheres to all CPNI rules found in Subpart U – Customer Proprietary Network Information – Part 64 of Title 47 of the Code of Federal Regulations (Sections 64.2001 – 64.2011) concerning the proper use of our customers’ CPNI.

POTC has established procedures requiring company personnel to take reasonable measures to discover and protect against attempts to gain unauthorized access to CPNI. Employees must properly authenticate a customer prior to disclosing CPNI.

POTC has implemented a detailed Policies and Procedures Manual on the use, and safeguarding, of CPNI. The CPNI Manual is fully compliant with FCC CPNI rules and must be reviewed and signed by all company employees. In addition, all current POTC employees have been thoroughly trained on the use, and safeguarding, of CPNI and all new employees receive similar training upon hire.

POTC does not use CPNI for marketing purposes in a manner that requires written opt-in or opt-out approval. Accordingly, POTC’s personnel are trained not to use CPNI for such purposes.

To further protect our customer’s privacy, we have implemented all of the safeguards contained in Section 64.2009, except for those related to marketing using opt-in and opt-out since we don’t use either. This includes:

- The implementation of a system by which the status of a customer’s CPNI approval can be clearly established prior to the use of CPNI;
- The training of appropriate personnel as to when they are, and are not, authorized to use CPNI and the documentation of this training;
- The implementation of an express disciplinary process for CPNI violations up to and including termination;
- The establishment of a supervisory review process regarding carrier compliance with the federal CPNI rules for outbound marketing situations; and
- The establishment of annual certification by a corporate officer with personal knowledge of POTC’s policies and procedures to ensure compliance with the federal CPNI rules.

Signed \_\_\_\_\_  
James R. Martell, President