**Before the**
**FEDERAL COMMUNICATIONS COMMISSION**
**Washington, D.C. 20554**

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**ANNUAL § 64.2009 CPNI CERTIFICATION**

**FOR CALENDAR YEAR 2014**

**THE NORTH-EASTERN PENNSYLVANIA TELEPHONE COMPANY**
**FCC FORM 499 FILER ID: 802113**

**EB Docket No. 06-36**

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**The North-Eastern Pennsylvania Telephone Company**
**PO Box D**
**Forest City, PA 18421**
**Phone: (570) 785-3131**
**Fax: (570) 785-9299**

## I. Introduction

The North-Eastern Pennsylvania Telephone Company hereby submits its 2014 CPNI compliance certificate in accordance with § 64.2009(e) of the Commission's rules.

## II. Statement of Compliance with CPNI Requirements

The Company has implemented operating procedures and safeguards to ensure compliance with 47 CFR §64.2005 - §64.2009. To this end, the Company has procedures in place which ensure that:

- CPNI is not shared with any affiliates without customer approval unless that affiliate already provides service to the customer,
- CPNI is not shared with any third parties absent a court order or subpoena,
- CPNI is not used in any outbound telemarketing campaigns without customer approval,
- Procedures are in place to notify customers if CPNI is going to be used or otherwise disclosed, and there is a process in place to allow individual customers to "opt out" of this use,
- Procedures are in place to authenticate the identity of callers to their business office before any CPNI is discussed,
- Formal training is provided by the Company on CPNI regulations and the related procedures in place to ensure compliance.

## III. Actions Taken Against Data Brokers

The Company has not taken any actions against data brokers in the past year. The Company understands that it must report on any information it has with respect to the processes pretexters are using to attempt to access CPNI, and what steps the Company is taking to protect CPNI.

## IV. Consumer Complaints Regarding Unauthorized Release of CPNI

The Company has not received any customer complaints in the past year concerning the unauthorized release of CPNI. The following table illustrates this point, and will be used by the Company on an ongoing basis to track CPNI customer complaints for both internal purposes and FCC reporting.

| **Consumer Complaint Summary by Complaint Type – 2014** | |
|---|---|
| ***Type of Consumer Complaint*** | ***Complaints*** |
| Improper access by employees | 0 |
| Improper disclosure to individuals not authorized to receive the information | 0 |
| Improper access to online information by individuals not authorized to view the information | 0 |
| Total Consumer Complaints | 0 |

## V. Certification

I, Steven Tourje, 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*.

I have undertaken to an investigation, with assistance from personnel within our company, of the procedures related to CPNI acquisition, storage, protection, use, and customer permission to use data of the Company. Section II of this certification includes a statement explaining how the Company's procedures ensure compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules. Based upon my personal investigation, it is my opinion that the operating procedures of the Company are in compliance with the Commission's CPNI rules as outlined in 47 CFR §64.2005 - §64.2009.

I state under penalty of perjury that the foregoing is true and correct.

Officer Name: Steven Tourje

Officer Title: President

Signature: Steven D. Tourje

Date: 2-26-15