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February 26, 2015

VIA ECFS

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, DC 20554

Re: Annual Customer Proprietary Network Information Compliance Certification; EB Docket No. 06-36

Dear Ms. Dortch:

On behalf of BTS Global, LLC ("BTS Global") and pursuant to 47 C.F.R. § 64.2009(e), attached please find BTS Global's 2015 Annual Customer Proprietary Network Information Compliance Certification covering calendar year 2014.

Please contact the undersigned at (202) 342-8614 if you have any questions regarding this filing.

Respectfully Submitted,

Denise N. Smith

Counsel to BTS Global, LLC

BTS GLOBAL, LLC

ANNUAL 47 C.F.R. § 64.2009(e) CPNI CERTIFICATION

EB DOCKET 06-36

Annual Section 64.2009(e) CPNI Certification for 2015 covering the prior calendar year 2014.

Name of Company: BTS Global, LLC

Form 499 Filer ID: 829163

Name of Signatory: Andres Proano

Title of Signatory: Manager

I, Andres Proano, certify that I am an officer of BTS Global, LLC ("BTS Global"), and acting as an agent of BTS Global, that I have personal knowledge that BTS Global has established operating procedures that are adequate to ensure compliance with the Federal Communications Commission's ("Commission's" or "FCC's") Customer Proprietary Network Information ("CPNI") rules. *See* 47 C.F.R. § 64.2001 *et seq.*

Attached to this certification is an accompanying statement explaining how BTS Global's procedures ensure BTS Global is in compliance with the requirements set forth in sections 64.2001 *et seq.* of the Commission's rules. *See* 47 C.F.R. § 64.2009(e).

BTS Global has not taken any actions (*i.e.* instituted proceedings or filed petitions at either state commissions, the court system, or at the FCC) against data brokers during the above referenced certification period. BTS Global has no information outside of Commission Docket No. 96-115, or that is not otherwise publicly available (*e.g.*, through news media), regarding the processes pretexters are using to attempt to access CPNI. The steps that BTS Global is taking to protect CPNI are described in the attached statement that summarize the BTS Global's operating procedures for compliance with the Commission's CPNI rules.

BTS Global has not received any customer complaints during the above referenced certification period concerning the unauthorized release of CPNI.

Dated: _____ Signed: _____

Andres Proano
Manager
BTS Global, LLC

STATEMENT REGARDING OPERATING PROCEDURES
IMPLEMENTING 47 C.F.R. SUBPART U
GOVERNING USE OF
CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI)

BTS Global, LLC ("BTS Global") has established practices and procedures adequate to ensure compliance with Section 222 of the Communications Act of 1934, as amended, and the Federal Communications Commission's ("Commission's" or "FCC's") rules pertaining to customer proprietary network information ("CPNI") set forth in sections 64.2001 – 64.2011 of the Commission's rules. This attachment summarizes those practices and procedures which are adequate to ensure compliance with the Commission's CPNI rules.

Safeguarding against pretexting

- BTS Global takes reasonable measures to discover and protect against attempts to gain unauthorized access to CPNI, including the authentication of customers prior to disclosing CPNI based on customer-initiated contacts. BTS Global is committed to notify the FCC of any novel or new methods of pretexting it discovers and of any actions it takes against pretexters and data brokers.

Training and discipline

- BTS Global trains its supervisory and non-supervisory personnel in an effort to ensure that its employees, in accordance with FCC regulations: (a) understand what CPNI is, (b) join in and carry-out BTS Global's obligation to protect CPNI, (c) understand when they are and when they are not authorized to use or disclose CPNI, (d) obtain customers' informed consent as required with respect to its use for marketing purposes, and (e) keep records regarding receipt of such consent, customer complaints regarding CPNI and the use of CPNI for marketing campaigns.

- BTS Global employees are required to review BTS Global's CPNI practices and procedures outlined in its Code of Conduct and to acknowledge their comprehension thereof.

- BTS Global has an express disciplinary process in place for violation of the company's CPNI practices and procedures. The careless or intentional failure to comply with these practices and procedures may result in disciplinary action, up to and including discharge.

BTS Global's use of CPNI

- BTS Global may use CPNI for the following purposes:

  - To initiate, render, maintain, repair, bill and collect for services;
  - To protect its property rights; or to protect its subscribers or other carriers from fraudulent, abusive, or the unlawful use of, or subscription to, such services;
  - To provide inbound telemarketing, referral or administrative services to the customer during a customer initiated call and with the customer's informed consent.
  - To market additional services to customers that are within the same categories of service to which the customer already subscribes;
  - To market services formerly known as adjunct-to-basic services; and
  - To market additional services to customers *with the receipt of informed consent via the use of opt-in or out-out, as applicable.*

- BTS Global does not disclose or permit access to CPNI to track customers that call competing service providers.

- BTS Global discloses and permits access to CPNI where required by law (*e.g.*, under a lawfully issued subpoena).

Customer approval and informed consent

- BTS Global does not use CPNI for marketing purposes. BTS Global also does not share, sell, lease, or otherwise provide CPNI to any of its affiliates, suppliers, vendors, or any third parties for any type of service for marketing purposes. If BTS Global changes this policy, it will implement a system to obtain approval and informed consent from its customers prior to the use of CPNI for marketing purposes. This system also will allow for the status of a customer's CPNI approval to be clearly established prior to the use of CPNI. Records of approvals will be maintained for at least one year.

  One time use

  - After authentication, BTS Global may use oral notice to obtain limited, one-time approval for use of CPNI for the duration of a call. The contents of such notice will comport with Section 64.2008(f) of the FCC's rules.

Additional safeguards

- BTS Global requires supervisory approval for all marketing campaigns and maintains for at least one year records of such marketing campaigns, including a description of each campaign, the products offered as part of the campaign, and details of what information is used in connection with the campaign.

- BTS Global designates one or more officers, as an agent or agents of the company, to sign and file a CPNI compliance certificate on an annual basis. The certificate conforms to the requirements set forth in Section 64.2009(e) of the FCC's rules.

- For customer-initiated telephone inquiries regarding or requiring access to CPNI, BTS Global authenticates the customer (or its authorized representative), through a dedicated account representative and a contract that specifically addresses BTS Global's protection of CPNI. In the event a customer does not have a dedicated account representative, BTS Global will authenticate the customer without prompting through the use of readily available biographical or account information, such as through the use of a pre-established password. If the customer cannot provide sufficient authentication, then BTS Global only discloses call detail information by sending it to the customer's address of record, or by calling the customer at the telephone number of record.

- BTS Global does not permit online customer access to CPNI, nor does it have retail locations where customer may request access to CPNI.

- BTS Global notifies customers immediately of any account changes, including address of record, authentication, and password related changes.

- Within seven (7) days of a reasonable determination of a breach of CPNI, BTS Global will notify the U.S. Secret Service and the Federal Bureau of Investigation of the breach via the central reporting facility www.fcc.gov/eb/cpni. Customers will be notified after the seven (7) day period, unless the relevant investigatory party directs BTS Global to delay notification, or BTS Global and the investigatory party agree to an earlier notification. BTS Global will maintain a record of all CPNI security breaches, including a description of the breach and the CPNI involved, along with notifications sent to law enforcement and affected customers.