

Annual 47 C.F.R. § 64.2009(e) CPNI Certification

EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2008

Date filed: February 29, 2008

Name of company covered by this certification: Grande Communications Networks, Inc.

Form 499 Filer ID: 0004257614

Name of signatory: Michael L. Wilfley

Title of signatory: Chief Financial Officer

I, Michael L. Wilfley, 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 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. Companies must report on any information that they have with respect to the processes pretexters are using to attempt to access CPNI, and what steps companies are taking to protect CPNI.

If affirmative: [Provide explanation of any actions taken against data brokers] n/a

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI (number of customer complaints a company has received related to unauthorized access to CPNI, or unauthorized disclosure of CPNI, broken down by category or complaint, e.g., instances of improper access by employees, instances of improper disclosure to individuals not authorized to receive the information, or instances of improper access to online information by individuals not authorized to view the information).

If affirmative: [Provide summary of all customer complaints received in the past year concerning the unauthorized release of CPNI.] n/a

Signed Michael L. Wilfley [electronic signature]
By Kristene Stark

Grande Communications CPNI Guidelines

DO not release customer call detail information to anyone on a customer initiated call unless:

customer provides pre-established password;
customer requests information be sent to the address on record; or
Grande calls telephone number on record and discloses the information.

Customer Notification

Customers must be notified immediately of any account activity including change in password, address of record or change of online account.
Customer may be notified by voicemail, text message or sent to address of record.

Access to Account Information

Online accounts must be password protected.
Customer must show photo ID to access information at a retail location.

Customer has Opt-In rather than Opt-Out

Customer must opt-in to sharing their CPNI information to third parties for marketing purposes, including joint venture partners and partners.

Business customers are exempt from account access regulations if:

Contractual CPNI arrangement
Customer is serviced by designated account rep.

Notice of Breach

Grande must notify the US Secret Service and the FBI within seven days of a breach in CPNI. Customers must be notified within seven more business days unless there is immediate danger or harm to the customer, which triggers immediate notification.