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

EB Docket No. 06-36

Annual 64.2009(e) CPNI Certification for Year 2009

Date: February 1, 2010

Company: Voitel Telecommunications, Inc.

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Name of Signatory: Marc Ashley

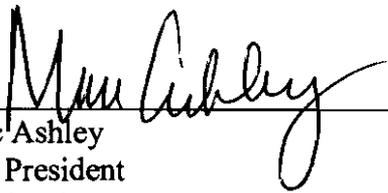
Title of Signatory: Vice President

I, Marc Ashley, certify that I am an officer of Voitel Telecommunications, Inc. ("Voitel"), and acting as an agent of Voitel, that I have personal knowledge that Voitel 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 Voitel's procedures ensure that Voitel is in compliance with the requirements set forth in sections 64.2001 *et seq.* of the Commission's rules.

Voitel has not taken any actions (instituted proceedings or filed petitions at either state commissions, courts, or at the FCC) against data brokers in the past year. Voitel 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 Voitel has taken to protect CPNI include updating its CPNI practices and procedures and conducting new training designed to ensure compliance with the FCC's modified CPNI rules.

Voitel has not received any customer complaints in the past year concerning the unauthorized release of CPNI.



Marc Ashley
Vice President
Voitel Telecommunications, Inc.

Date: 2-10-10

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Customer Proprietary Network Information Certification Attachment A

Voitel 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 ("FCC") 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 have been updated so that they are adequate to ensure compliance with the Commission's CPNI rules, as modified by the Commission in 2007.

Safeguarding against pretexting

- Voitel 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. Voitel 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

- Voitel 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 Voitel'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.
- Voitel has an express disciplinary process in place for violation of Voitel'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.

Voitel's use of CPNI

- Voitel 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.*
- Voitel does not disclose or permit access to CPNI to track customers that call competing service providers.
- Voitel discloses and permits access to CPNI where required by law (e.g., under a lawfully issued subpoena).

Customer approval and informed consent

- Voitel does not use CPNI for purposes that require customer approval. In case that policy changes, Voitel has implemented a system to obtain approval and informed consent from its customers prior to

the use of CPNI for marketing purposes. This system also allows for the status of a customer's CPNI approval to be clearly established prior to the use of CPNI.

- Prior to any solicitation for customer approval, Voitel will notify customers of their right to restrict the use of, disclosure of, and access to their CPNI.
- Voitel will use opt-in approval for any instance in which Voitel must obtain customer approval prior to using, disclosing, or permitting access to CPNI.
- A customer's approval or disapproval remains in effect until the customer revokes or limits such approval or disapproval.
- Records of approvals are maintained for at least one year.
- Voitel will provide individual notice to customers when soliciting approval to use, disclose, or permit access to CPNI.
- The content of Voitel's CPNI notices comply with FCC rule 64.2008(c).

Opt-in

- Voitel does not share, disclose, or otherwise provide CPNI to third parties for marketing purposes.

Additional safeguards

- Voitel does not use CPNI for marketing purposes. If this policy changes, Voitel will maintain for at least one year records of all marketing campaigns that use its customers' CPNI, including a description of each campaign and the CPNI used, the products offered as part of the campaign, and instances where CPNI was disclosed to third parties or where third parties were allowed access to CPNI. Such campaigns are subject to a supervisory approval and compliance review process, the records of which also are maintained for a minimum of one year.
- Voitel has established a supervisory review process designed to ensure compliance with the FCC's CPNI rules.
- Voitel designates one or more officers, as an agent or agents of Voitel, to sign and file a CPNI compliance certificate on an annual basis. The certificate conforms to the requirements set forth in FCC rule 64.2009(e).
- Voitel will provide written notice to the Commission in accordance with the requirements of FCC rule 64.2009(f) if ever its opt-out mechanisms malfunction in the manner described therein.
- For customer-initiated telephone inquiries regarding or requiring access to CPNI, Voitel authenticates the customer (or its authorized representative), through a pre-established password, without prompting through the use of readily available biographical or account information. If the customer cannot provide a password, then Voitel 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.
- For online customer access to CPNI, Voitel authenticates the customer (or its authorized representative) without the use of readily available biographical or account information. After the customer has been authenticated, Voitel utilizes a customer-established password to authorize account access. Voitel establishes passwords and has employed back-up authentication for lost or forgotten passwords consistent with the requirements of FCC rule 64.2010(e).
- Voitel does not have any retail locations.

- Voitel notifies customers immediately of any account changes, including address of record, authentication, online account and password related changes.
- Voitel may negotiate alternative authentication procedures for services that Voitel provides to business customers that have both a dedicated account representative and a contract that specifically addresses Voitel's protection of CPNI.
- In the event of a breach of CPNI, Voitel has practices and procedures in place to notify law enforcement as soon as practicable and no later than seven (7) business days from discovering the breach. Customers will be notified after the seven (7) day period, unless the relevant investigatory party directs Voitel to delay notification, or Voitel and the investigatory party agree to an earlier notification. Voitel 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.