



Annual 47 C.F.R. 64.2009(e) CPNI Certification
EB Docket 06-36

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Annual 64.2009(e) CPNI Certification For 2009

Date Filed February 15, 2010

Name of company covered by this certification: Unified Communications LC

Form 499 Filer ID:823488

Name of Signatory: Douglas P. Haldane

Title of Signatory: President

I, Douglas P. Haldane, 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 C.F.R. 64.2001 et seq.

Attached is the certification is an accompanying statement explaining how the company's procedures ensure is in compliance with the requirements set forth in section 64.2001 et seq. of the Commissions rules.

The company has not taken any actions(proceedings instituted or petitions filed by the company at either state commissions, the court system, or at the commission 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.

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

Sincerely,
Unified Communications. LC


Douglas P Haldane

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**UNIFIED COMMUNICATIONS LC
CUSTOEMR PROPRIETARY NETWORK INFORMATION
CPNI**

Unified Communications understands the need for privacy and the responsibility to protect our customer's account information. We have in place the following business practices to safeguard our customer's information

- Customer request for account information must come from an authorized company contact. Information is only provided to an account level authorized contact. A list of company authorized contacts are obtained from the customer and updated as new information is provided by them
- New employees are instructed on the importance and security of customer information. Like wise, existing employees receive updated training which includes information on how to deal with customer information.
- Access to customer information is limited to only the employees who require it to perform their duties. Access is password restricted.
- Unified Communications has never participated in the business practice of providing it's customer's information, for a profit or otherwise, to outside parties for the purpose of marketing.
- Online access to customer information is not available to non Unified employees and or customers.
- If an employee is contacted by a customer who believes their proprietary information has been shared, employees are instructed t immediately contact their department representative. An investigation will take place.

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