

FCC Registration Number 5787411 AND 9533985
Form 499 Filer ID:
Address. TOTAL RADIO-PEI LLC.
6007 SOUTH 31ST ST.
FT.SMITH, AR 72908

TOTAL RADIO-PEI LLC, has established operating procedures that ensure compliance with the Federal Communication Commission ("Commission") regulations regarding the protection of customer proprietary network information ("CPNI").

- TOTAL RADIO-PEI LLC, has implemented a system whereby the status of a customer's CPNI approval can be determined prior to the use of CPNI.
- TOTAL RADIO-PEI LLC, continually educates and trains its employees regarding the appropriate use of CPNI. Carrier has established disciplinary procedures should an employee violate the CPNI procedures established by Carrier.
- TOTAL RADIO-PEI LLC, maintains a record of its and its affiliates' sales and marketing campaigns that use its customers' CPNI. Carrier also maintains a record of any and all instances where CPNI was disclosed or provided to third parties, or where third parties were allowed access to CPNI. The record includes a description of each campaign, the specific CPNI that was used in the campaign, and what products and services were offered as a part of the campaign.
- TOTAL RADIO-PEI LLC, has established a supervisory review process regarding compliance with the CPNI rules with respect to outbound marketing situations and maintains records of carrier compliance for a minimum period of one year. Specifically, Carrier's sales personnel obtain supervisory approval of any proposed outbound marketing request for customer approval regarding its CPNI, and a process ensures that opt-out elections are recorded and followed.

TOTAL RADIO-PEI LLC.

unauthorized release of CPNI:

- Number of customer complaints Carrier received in 2008 related to unauthorized access to CPNI, or unauthorized disclosure of CPNI: None

- Category of complaint:

None_ Number of instances of improper access by employees

None_ Number of instances of improper disclosure to individuals not authorized to receive the information

None_ Number of instances of improper access to online information by individuals not authorized to view the information

None_ Number of other instances of improper access or disclosure

- Description of instances of improper access or disclosure: