VOLCANO
COMMUNICATIONS GROUP

P.O. BOX 1070, PINE GROVE, CALIFORNIA 95665

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

Annual 64.2009(e) CPNI Certification for **2010** covering the prior calendar year **2009**

Date filed: **March 1, 2010**

Name of company covered by this certification: **Volcano Telephone Company**

Form 499 Filer ID: **809118**

Name of signatory: **Sharon J Lundgren**

Title of signatory: **President**

I, Sharon J Lundgren, 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. S: 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.

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).

Signed _____

Volcano Telephone Company (209) 296-7502
Volcano Vision Inc., CATV (209) 296-2288
Volcano Public Telephones (209) 296-7579
Volcano Internet Provider (209) 296-7574

Volcano Telecommunications Services
Corporate Offices (209) 296-7595
Nevada Offices (775) 888-6855

CERTIFICATION

I, Sharon J Lundgren, hereby certify as President of Volcano Telephone Company that I have personal knowledge that this company has established operating procedures effective during the calendar year 2009 that are adequate to ensure compliance with the Customer Proprietary Network Information rules set forth in 47 C.F.R. §§ 64.2001-2011.

Name:
Title: President
Date:

STATEMENT

Volcano Telephone Company ("Volcano") has established operating procedures that ensure compliance with the Federal Communication Commission ("Commission") regulations regarding the protection of customer proprietary network information ("CPNI").

- Volcano has implemented a system whereby the status of a customer's CPNI approval can be determined prior to the use of CPNI.

- Volcano continually educates and trains its employees regarding the appropriate use of CPNI. Volcano has established disciplinary procedures should an employee violate the CPNI procedures established by Volcano.

- Volcano maintains a record of its and its affiliates' sales and marketing campaigns that use its customers' CPNI. Volcano 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.

- Volcano has established a supervisory review process regarding compliance with the CPNI rules with respect to outbound marketing situations and maintains records of its compliance for a minimum period of one year. Specifically, Volcano'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.

- Volcano took the following actions against data brokers in 2009, including proceedings instituted or petitions filed by Volcano at a state commission, in the court system, or at the Federal Communications Commission: _there were no data broker incidents in 2009__

- The following is information Volcano has with respect to the processes pretexters are using to attempt to access CPNI, and [if any] what steps carriers are taking to protect CPNI: _Volcano used a variety of methods to authenticate customers prior to disclosing CPNI and established passwords for use when discussing Call Detail Records with the customer of record. Volcano does not use CPNI for marketing purposes.

- The following is a summary of all customer complaints received in 2009 regarding the unauthorized release of CPNI:

  - Number of customer complaints Volcano received in 2009 related to unauthorized access to CPNI, or unauthorized disclosure of CPNI: _none__

  - Category of complaint:

    ____ Number of instances of improper access by employees

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

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

    ____ Number of other instances of improper access or disclosure

  - Description of instances of improper access or disclosure: