HIAWATHA
TELEPHONE
COMPANY

108 West Superior Street • Munising, MI 49862-1192
(906) 387-9911 • FAX (906) 387-9920

Annual 47 CFR 64.2009(e) CPNI Certification
EB Docket No. 06-36

Marlene H. Dortch, Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street S.W.
Suite TW-A325
Washington, D.C. 20554

Re: Annual CPNI Compliance Certificate
Hiawatha Telephone Company
Form 499 Filer ID Number(s): 803721

Dear Secretary Dortch,

On January 26, 2012, our company filed an Annual CPNI Compliance Certificate. After this date, we were informed of an updated FCC template for CPNI compliance. Although we feel the information in our previous filing would satisfy the requirement of the annual filing, we wanted to be sure to be in compliance with the annual CPNI certification requirements so we are filing a new certification.

In accordance with 47 CFR 64.2009(e), please find attached the Company's Annual Compliance Certificate for the previous calendar year, 2011. The Compliance Certificate includes the Company's:

- Statement explaining how its operating procedures ensure compliance with 47 CFR, Part 64, Subpart U;
- An explanation of any actions taken against data brokers; and
- A summary of all customer complaints received in the past year concerning the unauthorized release of customer proprietary network information (CPNI).

If you have any questions regarding this filing, please direct them to the undersigned.

Sincerely,

James P. Brogan III
President

Date: February 20, 2012

Enclosure

cc via e-mail: Best Copy and Printing, Inc., **FCC@BCPIWEB.COM**

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

Annual 64.2009(e) CPNI Certification for 2012 Covering the Prior Calendar Year 2011

1. Date filed: February 20, 2012

2. Name of company(s) covered by this certification: Hiawatha Telephone Company

3. Form 499 Filer ID: 803721

4. Name of signatory: James P. Brogan III

5. Title of signatory: President

6. Certification:

I, James P. Brogan III, 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 (including those mandating the adoption of CPNI procedures, training, recordkeeping, and supervisory review) set forth in section 64.2001 *et seq.* of the Commission's rules.

The Company has not taken actions (*i.e.*, 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.

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

The Company represents and warrants that the above certification is consistent with 47. C.F.R. § 1.17, which requires truthful and accurate statements to the Commission. The company also acknowledges that false statements and misrepresentations to the Commission are punishable under Title 18 of the U.S. Code and may subject it to enforcement action.

Signed James P. Brogan III

James P. Brogan III, President

Attachments: Statement Explaining CPNI Procedures

Statement Explaining How Operating Procedures Ensure Regulatory Compliance

1. I have personal knowledge that the Company has established operating procedures that are adequate to ensure compliance with the FCC's regulations governing CPNI.

2. The Company ensures that it is in compliance with the FCC's CPNI regulations. The Company trains its personnel regarding when they are authorized to use CPNI, when they are not authorized to use CPNI, and how to safeguard CPNI. The Company maintains a CPNI Compliance Manual in its offices for purposes of training of new and current employees, and as a reference guide for all CPNI issues. Our CPNI Compliance Manual is updated to account for any changes in law relating to CPNI. The CPNI Manual contains key all essential information and forms to ensure the Company's compliance with CPNI regulations.

3. The Company has established a system by which the status of a Customer's approval for use of CPNI, as defined in 47 USC 222(h)(1), can be clearly established prior to the use of CPNI. The Company relies on the involvement of its high-level management to ensure that no use of CPNI is made until a full review of applicable law has occurred.

4. Company personnel make no decisions regarding CPNI without first consulting with management.

5. The Company has an express disciplinary process in place for personnel who make unauthorized use of CPNI.

6. The Company's policy is to maintain records of its own sales and marketing campaigns that use CPNI. The Company likewise maintains records of its affiliates' sales and marketing campaigns that use CPNI. The Company also maintains records of all instances where CPNI was disclosed or provided to third parties, or where third parties were allowed access to CPNI. These records include a description of each campaign, the specific CPNI that was used in the campaign, and the products and services that were offered as a part of the campaign. The Company maintains these records in its offices for a minimum of one year.

7. In deciding whether the contemplated use of the CPNI is proper, management consults one or more of the following: the Company's own compliance manual, the applicable FCC regulations, and, if necessary, legal counsel. The Company's sales personnel must obtain supervisory approval regarding any proposed use of CPNI.

8. Further, management oversees the use of opt-in, opt-out, or any other approval requirements, or notice requirements (such as notification to the Customer of the right to restrict use of, disclosure of, and access to CPNI), contained in the FCC's regulations. Management also reviews all notices required by the FCC regulations for compliance therewith. Before soliciting for approval of the use of a Customer's CPNI, the Company will notify the Customer of his or her right to restrict use of, disclosure of, and access to, his or her CPNI.

9. The Company maintains records of Customer approval and disapproval for use of CPNI in a readily-available location that is consulted on an as-needed basis.

10. The Company trains its personnel for compliance with all FCC requirements for the safeguarding of CPNI, including use of passwords and authentication methods for telephone access, online access, and in-store access to CPNI, and the prevention of access to CPNI (and Call Detail Information in particular) by data brokers or "pre-texters." In-store visits require valid photo identification.

11. The Company, on an ongoing basis, reviews changes in law affecting CPNI, and updates and trains company personnel accordingly.