

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

## EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2013 covering the prior calendar year 2012

1. Date filed: February 21, 2013
2. Name of company(s) covered by this certification: Internet America, Inc.
3. Form 499 Filer
4. Name of signatory: Coy Ballenger
5. Title of signatory: Vice President of Operational Administration
6. Certification:

I, Coy Ballenger, 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 

**Attachments:** Accompanying Statement explaining CPNI procedures

## **Internet America's CPNI Procedures**

1. Internet America does not use CPNI for its own marketing use
2. Internet America does not provide CPNI to third party companies for any reasons.
3. If a customer calls in requesting CPNI, Internet America's Customer Service Representatives are trained to refer customers to the online Customer Portal where they can obtain the necessary information.
  - a. The Customer Portal requires a unique username and password to login. Customers set their password at the point of a sale.
  - b. If a customer cannot remember their password they are able to reset it from the Customer Portal login site.