

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

**EB Docket 06-36**

Annual 64.2009(e) CPNI Certification for [2014]

Date filed: [February 20, 2014]

Name of company covered by this certification: [Line1 Communications, Inc.]

Form 499 Filer ID: [827542]

Name of signatory: [W John Fabrega]

Title of signatory: [CEO/President]

I, [W John Fabrega], 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 set forth in section 64.2001 *et seq.* of the Commission's rules [attach accompanying statement].

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: W John Fabrega



The privacy and trust of our customers is important to us. All information is treated with respect and care.

#### Information Collection

The sole purpose of information collected by Line1 is for billing, account set up and correspondence of business matters and as needed for services.

Line1 does not share, disclose or sell any company or contact information collected to anyone. This information includes contact names, billing address, fax numbers, email address and service rendered. All company and contact information is used for billing, account set up, and correspondence of business matters.

Certain information may be released to our affiliates in order to complete a service set up. This information is not released by our affiliates and is only used for internal purposes.

Any inquires regarding log in information, pass code information, and assigned numbers is only released to authorized personnel via a telephone call back, email address or letter. Line1 accepts emails and letters from the customer listing authorized personnel which are then kept on file and appropriate notes made in the customers account.

Customers have the option to assign passcodes for account access in order to receive private account information. Without this passcode information is not released.

As additional security measures the caller ID can also be used to verify the company name that the customer is calling from, however, this does not constitute full disclosure of customer information on our part.

#### Website

Information obtained though the company website is used for account set up and responses to inquires made by current and/or prospective customers.

Current customers have the ability to make payment through Line1's website. This is a secure encrypted site to protect personal data.

Line1 does not track the web pages visited or how long a customer stays on each page through cookies or other means.