

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

Annual 64.2009(e) CPNI Certificate for 2013 covering calendar year 2013.

Date filed: February 28, 2014

Name of companies covered by this certificate: Cricket Communications, Inc. ("Cricket") on behalf of Cricket and any of Cricket's subsidiaries that are telecommunications carriers subject to the requirements of the Communications Act of 1934, as amended. Cricket's subsidiaries are identified on Exhibit A, attached hereto.

Form 499 Filer ID: 819360

Name of signatory: Robert Irving

Title of signatory: Chief Legal and Administrative Officer, Cricket Communications, Inc.

I, Robert Irving, certify that I am an officer of the company named above ("Company"), and acting as an agent for 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 any actions 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 the Company to enforcement action. This certification is made to the best of my knowledge, information and belief.

Signed _____



Robert Irving
Chief Legal and Administrative Officer

Exhibit A
Cricket Subsidiaries

Cricket License Company, LLC
STX Wireless, LLC

Customer Proprietary Network Information (CPNI)
Procedures Statement

Cricket Communications, Inc. on behalf of itself and its subsidiaries that are telecommunications carriers (collectively, “Cricket” or the “Company”), by this statement, explains the internal procedures the Company employs to ensure that it is in compliance with the Federal Communications Commission’s (“Commission’s”) CPNI rules.

1. Use of CPNI for Marketing

- The Company may use, disclose, or permit access to a customer’s CPNI for the purpose of providing service and marketing service offerings among the category/ies of service to which the customer already subscribes from the Company. The Company does not obtain additional customer approval before using, disclosing, or permitting access to CPNI in this fashion.
- The Company does not use, disclose, or permit access to a customer’s CPNI for the purpose of marketing any additional services outside of the category/ies of service to which the customer already subscribes from the Company.
- The Company may use, disclose, or permit access to CPNI for the purpose of marketing certain adjunct-to-basic services to an existing customer, consistent with the limitations of the Commission’s CPNI rules.
- The Company does not share the CPNI of a customer with any third party for purposes of marketing any additional services, nor do individual Cricket entities share CPNI with each other for such purposes.

2. Other Permitted Uses of CPNI

- The Company may use, disclose, or permit access to CPNI, either directly or indirectly through its agents, to (a) initiate, render, bill, and collect for its telecommunications services; (b) protect the rights or property of the Company, or to protect users of those services and other service providers from fraudulent, abusive, or unlawful use of, or subscription to, such services; (c) enable improved network performance; and (d) provide call location information in certain emergency situations as permitted by statute.
- The Company may use, disclose, or permit access to CPNI for purpose of providing customer premise equipment (“CPE”), information services, and other adjunct-to-basic services to a customer.

3. CPNI Protections

- The Company does not provide customers access to Call Detail Records (“CDRs”) through online access (via the internet) or telephone access (via its call centers).
- A customer may obtain CDR information only by visiting a corporate-operated Cricket retail location and completing a CDR Request Form, which must be notarized and presented with valid photo identification matching the customer’s account information. All CDR Request Forms must be processed and approved by Company management.
- A customer may access non-CDR CPNI online. The Company enables a customer to view his or her bill and change certain account information (*i.e.*, billing address, alternative contact numbers, etc.) through the Company’s website. If and when a customer wants to create an online account he or she must log on to www.mycricket.com and create that account. Online accounts are password protected. Passwords (initial and resets) are sent to the customer’s Cricket phone via a text message, and do not rely on account information or readily available biographical information. This is the only way in which a customer may receive a password for on-line account access.
- A customer also may access non-CDR CPNI by contacting a Cricket call center and providing his/her Cricket telephone number and certain additional account verification information.
- A customer also may access non-CDR CPNI by visiting a corporate-operated Cricket retail location. The Company’s policy is to require a customer to present a valid photo ID matching the customer’s account information and additional authentication information before non-CDR CPNI information is disclosed to the customer in Company’s retail location.
- Anytime a customer’s password is established or reset, notification is sent to the customer’s Cricket phone via text message. A notification also is sent to the customer’s Cricket phone via text message whenever the customer’s account information (*i.e.*, address of record, alternative contact numbers, etc.) is changed.
- The Company will disclose CPNI (including CDR information) to a person designated by the customer only after (a) authenticating the identity of the requesting person pursuant to the in-store procedure described above (*i.e.*, through the use of valid photo ID); (b) reviewing and approving the customer’s written request; and (c) authenticating the identity of the receiving person pursuant to the in-store procedures described above (*i.e.*, through the use of valid photo ID).
- CPNI also may be produced in response to a duly authorized subpoena, search warrant or court order, which first would be reviewed and approved by the Company’s Subpoena Compliance Department before any CPNI is released.

- Within seven (7) days of a reasonable determination of a breach (*e.g.*, CPNI disclosed to a third party without customer authorization), the Company will notify the US Secret Service (“USSS”) and the Federal Bureau of Investigation (“FBI”) of the breach via the central reporting facility www.fcc.gov/eb/cpni. After seven (7) days of USSS and FBI notice, if the Company has not received written direction from the USSS or the FBI, the Company will notify the customer of the breach, unless the USSS and the FBI have extend the period for such notice. For two (2) years following USS and FBI notice, the Company will maintain a record of: (1) discovered breaches; (2) notifications to the USSS and the FBI; (3) USSS and FBI responses; (4) dates breaches discovered; (5) dates the Company notified the USSS and the FBI; (6) details of CPNI breached; and (7) circumstances of breaches.

4. **Training and Recordkeeping**

- Cricket employees are educated and trained as to the proper protection, uses and treatment of confidential customer information, including CPNI. The Company has established internal CPNI procedures, and Cricket employs appropriate remedies against those persons violating those procedures. Remedies may include, but are not limited to, financial, legal or disciplinary actions including termination and referrals to law enforcement when appropriate.
- The Company maintains a record of sales and marketing campaigns that use CPNI, including any instances when CPNI is disclosed or provided to third parties or when third parties are allowed access to CPNI during the Company’s marketing activities. Each record must include a description of each campaign, the specific CPNI that was used in the campaign, what products and services were offered as part of the campaign. Such records are retained for at least one (1) year following the sales and marketing campaign.
- The Company maintains a supervisory review process regarding compliance with the rules for outbound marketing situations and maintains records of compliance for a minimum of one (1) year following the supervisory review. Sales personnel are required to obtain supervisory approval of any proposed outbound marketing request for customer approval.