

Teleguam Holdings, LLC

624 North Marine Corp Dr., Tamuning, GU 96913 671-644-4482

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

EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2013

Date signed: March 3, 2014

Names of Companies Covered by this Certification:

499 Filer ID

Teleguam Holdings, LLC
(fka GTA Telecom, LLC and fka Pulse Mobile, LLC)

812608

Name of signatory: Robert Haulbrook

Title of signatory: CEO

I, Robert Haulbrook, 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.*

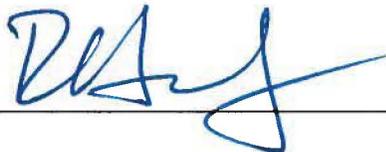
Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements (including those mandating the adoption of CPNI procedures, training, recordkeeping, and supervisory review) set forth in section 64.2001 *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 received one customer complaint 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: _____



Attachment

TELEGUAM HOLDINGS, LLC

**Teleguam Holdings, LLC
(fka GTA Telecom, LLC and fka Pulse Mobile, LLC) 499 Filer ID 812608**

624 North Marine Corp Dr., Tamuning, GU 96913 671-644-4482

**2013 ANNUAL STATEMENT OF FCC CPNI RULE COMPLIANCE
March 3, 2014**

This statement accompanies the 2013 Customer Proprietary Network Information (“CPNI”) Certification, for the affiliated companies listed above (individually and collectively “Company”) as required by Section 64.2009(e) of the Federal Communications Commission’s (“FCC’s”) rules, for the purpose of explaining how the operating procedures of the Company ensure compliance with Part 64, Subpart U of the FCC’s rules. *See* 47 C.F.R. § 64.2001 *et seq.*

All subsequent references to rule Sections refer to rules under Part 64, Subpart U unless indicated otherwise.

As of this date, the Company has not used nor plans to use CPNI for marketing. For marketing purposes, the Company uses customer billing name and address and/or telephone number without any disaggregation or refinement based on CPNI.

1. Identification of CPNI

The Company has established procedures and trained employees having access to, or occasion to use customer data, to identify what customer information is CPNI consistent with the definition of CPNI under the Section 64.2003(g) and Section 222(f)(1) of the Communications Act of 1934 as amended (47 U.S.C. § 222(f)(1)).

2. Identification of Services Affected by CPNI Rules

The Company has established procedures and trained employees to recognize the different types of telecommunications and non-telecommunications services that affect how the Company uses CPNI.

3. Identification of Permissible Uses of CPNI without Customer Authorization

The Company has established procedures and trained employees having access to, or occasion to use CPNI, to identify uses of CPNI **not** requiring customer authorization under Section 64.2005.

4. Identification of Uses of CPNI Requiring Customer Authorization

The Company has established procedures and trained employees having access to, or occasion to use CPNI, to identify uses of CPNI requiring customer authorization under Section 64.2007.

5. Customer Notification and Authorization Process

The Company does not use CPNI for marketing and thus, at this time has not provided notice regarding Opt-Out. Prior to any planned use of CPNI for marketing, the Company will initiate the notification and Opt-Out process. The Company does not provide CPNI to other parties and thus has not used the opt-in approval process. The Company has trained employees regarding prohibitions on use of CPNI for marketing. Prior to initiation of any program for use of CPNI for marketing, the Company will train employees with a need and/or responsibility for obtaining

customer authorization to use CPNI for marketing purposes, regarding the notice and approval requirements under Section 64.2008.

6. Record of Customer CPNI Approval/Non-Approval

At such time as Company may initiate use of CPNI for marketing with corresponding launch of a notification and Opt-Out process, the Company will develop and utilize a system for maintaining readily accessible record of whether and how a customer has responded to Opt-Out approval as required by Section 64.2009(a).

7. Procedures Protecting Against Disclosure of CPNI

The Company has in place procedures for compliance with Section 64.2010 including, but not limited to the procedures listed below:

The Company has implemented procedures for authentication of customers before disclosing CPNI on customer-initiated telephone contacts or business office visits.

The Company provides customers with on-line access to customer account information for which the Company has initiated procedures to control access in compliance with Section 64.2010(c) comprising authentication through a password established in compliance with Section 64.2010(e).

The Company has implemented password back-up authentication procedures in compliance with Section 64.2010(e).

The Company has implemented procedures to notify customers of account changes.

8. Actions Taken Against Data Brokers and Responses to Customer Complaints

Pursuant to Section 64.2009, the Company makes the following 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 CPNI:

Not applicable. No actions taken against data-brokers.
No customer complaints received.

9. Disciplinary Process

The Company has in place an express disciplinary process to address any unauthorized use of CPNI where the circumstances indicate authorization is required under Section 64.2009(b).

10. Supervisory Review Process for Outbound Marketing

Before undertaking to use CPNI for outbound marketing purposes, the Company will establish a supervisory review process to ensure compliance with Section 64.2009(d) of the FCC's Part 64, Subpart U CPNI rules.

11. Procedures for Notifying Law Enforcement of CPNI Security Breaches

The Company has adopted procedures to comply with Section 64.2011 for notifying law enforcement of CPNI security breaches, together with related recordkeeping and deferred notification to customers.

TeleGuam Holdings, LLC Security Incident 2013

Summary Report

Pursuant to 47 C.F.R. § 64.2009(e), TeleGuam Holdings, LLC ("GTA") hereby submits the following summary of the one (1) formal written customer complaint that it received in the past year concerning the unauthorized release of CPNI.

In January 2013, GTA completed its investigation of an incident which occurred in December 2012 involving a customer complaint concerning the unauthorized release of CPNI and implemented procedures to ensure that similar situations do not occur. The incident occurred on December 17th, 2012 and was reported by Bank Pacific ("BP") who notified the GTA EVP of Operations that the BP business account had been hacked by BP's internal auditor firm performing an internal security audit. GTA then began its investigation and developed new procedures which were put in place by GTA Operations (Call Center). These procedures are summarized below.

GTA Procedure for email change: if a customer requests to change/reset their GTA TeleGuam or private hosted domain email password, they must verify one or more of the following: that the request is from a name authorized on the account, verify their PIN, have the correct security question answer, last 4 digits or their Social Security Number or ID on file.

If a business should call the person must be authorized with CPNI PIN or they can contact their Business Account Manager to request the change.

In all cases call customer back on phone contact number on record to verify their request prior to making any changes. Create Service Order for password change and advise customer of \$5 one-time charge as appropriate. Document steps taken in service order and process normally.