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Protection of Customer Proprietary Network Information

(CPNI) is a fundamental obligation under section 222 of the Communications Act of 1934, as amended (Act). Consumers are understandably concerned about the security of the sensitive, personal data they provide to their service providers. In recognition of these concerns, the Commission has issued rules requiring carriers and interconnected VoIP providers to establish and maintain systems designed to ensure that they adequately protect their subscribers' CPNI. Those rules also require that all companies subject to the CPNI rules file an annual certification documenting their compliance with the rules, and documenting any complaints they have received as well as any actions taken against data brokers. Companies must file these certifications with the Commission on or before March 1 each year.