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

EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2009

Date filed: February 26, 2010

Name of company covered by this certification: Medina VoIP, LLC

Form 499 Filer ID: 826733

Name of signatory: James D. White

Title of signatory: Sole Member

I, James D. White, 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.

Attached as Exhibit A 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.

The company has not taken any actions against data brokers in the past year.

The company has not encountered any issues with pretexters. The company does not provide call detail information to all customers; only those customers who request the information. The company verifies any such request made by a customer by confirming the request with the account contact identified by the customer. Call detail access is not established upon the initial inquiry by the customer. Rather, after the initial request is made by the customer, the Company provides customer’s account contact with the pricing estimate for such service. Upon the approval, the call detail access is initiated. A more detailed explanation of this process is provided on the attached summary.

The company has not received any customer complaints concerning the unauthorized release of CPNI.

Signed: [Signature]

James D. White
Sole Member
Exhibit A

Compliance Procedure Summary Statement

In support of the certificate of compliance, Medina VoIP, LLC (the “Company”) hereby offers the following summary regarding the procedures the Company employs to preserve the confidentiality of Customer Proprietary Network Information.

Procedure for providing customer access to Call Detail Information:

1. Most customers do not receive call detail information regarding the calls. The customers who do receive such information must request the same from the Company sales personnel. In the event a customer representative contacts the Company to request any call detail information, whether via the help desk or otherwise, the representative is instructed to communicate such request to its sales representative.

2. After receiving such request, the sales representative will take the request and prepare a quote for the call detail service. The quote will be communicated to the customer’s primary contact via telephone and regular mail (or email if their contact information is on file). This information is delivered to the primary contact regardless of the customer personnel who made the request. This second step is intended to ensure that an adequate check is in place to avoid any pretexting of phishing scams that may result in a third party impersonating customer personnel in order to obtain access to customer’s call detail information.

3. If the quote is approved by the customer’s primary contact, the sales person will notify the Company’s Master VoIP Technician (“MVT”) who will build the appropriate system.

4. The MVT will create the system and provide the initial password to the customer’s primary contact. The customer may modify its password at any time, and may create additional login information for any additional users the customer would like to authorize, pursuant to the procedure outlined above.

5. Aside from the customer’s access to the call detail information, representatives of Medina VoIP also have access to this information. Such access is governed by the Medina VoIP Policy Regarding Access to Customer Call Detail Records, which has been provided to all employees.

Revised 2/2010
Medina VoIP Policy Regarding Access to Customer Call Detail Records

It is the policy of Medina VoIP, LLC (the "Company") to offer the highest level of protection available to any and all customer proprietary information. Consistent with this policy, no employees shall have access to, or shall attempt to access any call detail records of any customer for any reason except the following:

1. In response to an authenticated customer request to access such information;
2. In response to a fraud notification from the company's provider of VoIP telecom services to determine whether a specific call or calls is the result of unauthorized access to the customer phone system (in such event, the review of the call detail records shall be as narrow as necessary to determine whether a specific call was unauthorized); or
3. At the direction of Jim White to obtain such information as necessary to protect the rights or property of the Company.

Further, it is the policy of the Company to refrain from using, disclosing or permitting any access to any call detail information or other customer proprietary network information for purposes of marketing additional service offerings (whether related or unrelated to the categories of service to which the customer then subscribes).

The Company takes this policy seriously. If any employee is aware of any violation of the provisions of this policy, such violation should be reported to the employee's immediate supervisor.