



Arriva
Corporate Address
PO Box 922
Bay Springs, MS 39422

February 27, 2026

Mr. Dan Walsh
Office of the Attorney General
Consumer Interests Section
State of Georgia
40 Capitol Square SW
Atlanta, Georgia 30334

Re: Compliance with O.C.G.A. Section 46-5-212
Customer Proprietary Network Information ("CPNI")

Mr. Walsh:

In accordance with O.C.G.A. § 46-5-212 (Senate Bill 455), adopted by the Georgia General Assembly in 2006, "Each telecommunications company shall provide annually to the office of the Attorney General certification that it has established operating procedures for security of telephone records that are adequate to ensure compliance with 47 U.S.C. § 222 and any rules promulgated thereunder."

Therefore, attached is a copy of the Federal Communications Commission certification executed by Chickamauga Telephone Company certifying its compliance with 47 U.S.C. § 222 for the year ending December 31, 2025.

Sincerely,

Vicki Bowen

Vicki Bowen
Regulatory Affairs
Chickamauga Telephone Company
vbowen@goarriva.com
(769) 249-4411

12 S Third Street, P. O. Box 922, Bay Springs, Mississippi 39422
Annual 47 CFR § 64.2009(e) CPNI Certification
EB Docket 06-36

Annual 64.2009(e)CPNI Certification for 2025

Date filed: February 17, 2026

Name of Affiliated Companies Covered by this Certification

	<u>499 Filer ID</u>
Bruce Telephone Company, Inc.	807279
Chickamauga Telephone Corporation	805902
Fulton Telephone Company	804741
Mound Bayou Telephone and Communications, Inc.	804726
We Connect Communications, Inc.	834887
Nexband Communications, Inc.	815916
Diamond Telephone Services, Inc. ¹	815904
GulfPines Communications, Inc. ²	819216

Name of signatory: Stephanie Hand

Title of signatory: Chief Financial Officer

I, Stephanie Hand, 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 CFR § 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, safeguards, 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 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 CFR § 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  _____

¹Diamond Telephone Services, Inc. has no customers and has been inactive since 2012.

²GulfPines Communications LLC has no customers and has been inactive since August 2014.

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2025 Annual Statement of FCC CPNI Rule Compliance
February 19, 2026

This statement accompanies the Company's Customer Proprietary Network information ("CPNI") Certification, as required by Section 64.2009 (e) of the Federal Communications Commission's ("FCC's") rules, for the purpose of explaining how the operation 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, 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 (h) (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. Identifications of Permissible Uses of CPNI without Customer Authorization

The Company has established procedures and trained employees having access to, 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

As such time as Company initiate uses 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 4.2009 (a).

7. Procedures Protecting Against Disclosure of CPNI

The Company has implemented procedures for compliance with new Section 64.2010 including but not limited to the following:*

Authentication of customers before disclosing CPNI on customer – initiated telephone contacts or business office visits;

Implementation of procedures to provide immediate notification to customers of account changes, including changes in address-of-record and attempts at access to CPNI through use of back-up methods due to forgotten passwords.

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.

