



Customer Proprietary Network Information

The Federal Communications Commission (FCC) has adopted rules designed to protect the security and confidentiality of Customer Proprietary Network Information (CPNI). CPNI includes call detail information (including the numbers you call, who calls you, and the length of your calls) and certain account information (including the services you subscribe to and the amount of your bill).

The rules require that we ask for Photo ID before discussing account details when you visit our office. When calling our office to discuss your account or make changes you will also be required to provide an answer to an authentication question, provide a password and provide the answer to a back-up question in case you can't remember your password. The rules also state that we can discuss account information **only** with the person(s) list on the account.

Please fill out the below and return to our office.

So that we may identify you when you call our office, please answer the following questions.

What is your mother's maiden name? _____

Password: _____

What City were you born in? _____

What is the name of your favorite pet? _____

List Names of any person(s) to be authorized on your account:

(Authorized persons must be able to answer CPNI questions)

Account Owner's Name: _____ Phone Number: _____

Signature _____ Date: _____

Email Address: _____