

Important Message About Your Customer Proprietary Network Information (CPNI)

The protection of your account information has always been very important to us, so has the opportunity to provide you with excellent customer service.

In order to continue providing you with this level of service, we ask that you read the following information carefully, as the Federal Communication Commission (FCC) is imposing new rules on all telecommunications providers.

These rules **require** that we obtain verification from you before we can provide you any information on your billing account. The following rules are now in place:

- Customers requesting information in person will be required to provide a photo ID
- Customers requesting information over the phone will be required to provide us with the account password. If a password is forgotten the customer will have established a "verification question" and "answer" that will allow us to provide or reset the forgotten password.

Customers not able to provide the required verifications above, will only be allowed to receive their account information through the mail. The information may only be sent to the address on the customer account.

Also at this time we are encouraging our customers to make any name change to their account that would make account access easier for those who need to inquire about the account. For example, adding the other spouse's name if the account is listed in only one spouse's name. For this process our company will waive the one time charge that is normally charged for name changes.

Please complete the information below and submit with your payment!
Thank You!

(cut on the dotted line and return the portion below with your next payment)

Account Name (as it appears on the bill) _____

Additional name(s) to add to the Account: _____

Relationship to Account Holder: _____

Account Number: _____

(Appears in upper right hand corner of your bill. Example: 099-0001234-0001)

Select a Password: _____ (12 characters maximum)

(NOTE: if you are a business account please provide this information to the person(s) within your company that require access to your account information)

Check only **ONE** verification question and provide the answer:

- In what state/province was your mother born? **Answer:** _____
- In what state/province was your father born? **Answer:** _____
- What is your mother's zodiac sign? **Answer:** _____
- What is your favorite holiday? **Answer:** _____
- What is your favorite pet's name? **Answer:** _____