
Establishing a Password

Under the new FCC rules governing the use and disclosure of Customer Proprietary Network Information (CPNI), there are certain circumstances under which (*Company Name*) may be permitted to respond to your inquiries regarding call detail information or certain account information only by the customer providing a pre-established password, the company calling the telephone number listed on the account, or the company sending such information to the mailing address or electronic address of record (*See Establishing an E-mail Address of Record*). If you wish to establish a password, you must notify us of the password by completing the form below. The password you choose **CANNOT** be related to your family history or account information (account number, home address, social security number, mother's maiden name, etc) and must be at least 6 alphanumeric characters long (Ex. Sc02hs). This form will establish a password and back-up question only for purposes of service and account inquiries, including inquiries relating to CPNI. If you wish to establish a password and back-up question, please take this opportunity to complete the section below and mail it back to us in the provided envelope.

Designated Password for Account Inquiries:

(Print)

Designated Answer to the Back-Up Question:

What is your favorite color? _____

IMPORTANT: By signing below, the customer is providing the company with express, written approval to use the above password and back-up question before providing any information regarding service and account inquiries made by the account owner or designated account users. This approval includes responses to inquiries related to the customer's services generally and specifically to inquiries concerning call detail information and account information, including Customer Proprietary Network Information.

Account Owner (Print)

Signature

Date

Telephone Number on Account