

CPNI Quick Reference Guide

Due to the Federal Customer Proprietary Network Information (CPNI) law, similar to the banking industry, we are required to ask you some questions to verify your identity. Although it may seem like an inconvenience to you, we do this for your protection. We pledge to protect your privacy and keep your trust. Therefore, we will ask you for verification information before we make changes or give out any information about your account.

Valid Forms of Identification

- **CPNI Passwords or Security Questions** – Passwords and/or security answers that are pre-established by the customer for their protection. These answers will allow the employee to respond to customer inquiries and account information if they provide a designated CPNI password.
- **Valid Photo ID** – A government issued personal identification with a photograph such as a current drivers license, passport, or comparable ID that has not expired.
- **Call Back** – Calling the customer back at the provided telephone number of record. Customer call back number must be on file for 30 days or longer.
- **Mailing** – A customer provided address which has been associated with the customer's account for at least 30 days. A customer may have more than one address of record associated with the account, such as the service address and a separate billing address.
- **Electronic Address of Record** – A customer provided electronic address (e-mail) which has been associated with the customer's account for at least 30 days. An e-mail address provided by other service providers is acceptable.

Note: Readily available biographical information such as a customer's social security number, last four digits of a social security number, home address or date of birth ARE NOT valid forms of identification.

Additional CPNI Questions and Answers

What is CPNI?

CPNI is personal and confidential information that involves both the customer's purchasing and calling habits. Examples include phone numbers called and received by a customer; frequency, duration, and timing of calls; as well as services and features. Palo Communications CPNI policy will also include internet/e-mail usernames, passwords, and IP addresses.

How does this affect you?

If you call or stop by our office, we will ask you for your CPNI password or an answer to one or more of your security questions. If you do not have any of this information on file, we will ask you to complete the CPNI forms to create a password and answer the security questions before we can release any customer details or take an order for service.

What if I do not wish to establish a password?

That option is available however, it is not recommended. In these instances, we would not be able to disclose information if you called in. We would need to hang up and call you back at the telephone number listed on the account, send the information to the address of record, and/or ask you to stop into our office to present valid photo identification.

Who decides the password?

The password is at your discretion but must be at least six alphanumeric characters in length consisting of a mixture of letters and numbers. According to the rules, biographical information is not allowed as part of the password. Biographical information includes Social Security Number, home address, mother's maiden name, date of birth, etc.

Note: you can change your password at any time by completing a new CPNI password form.

What if I want to add someone to the account?

To access any information on the account, the owner of the account will need to add the name(s) to the account.

Will I be notified of account changes?

Yes, you will be notified by a letter which will be mailed to your address of record. We are required to notify customers immediately following a change in address, including e-mail address, password addition or change, when a back-up question is created or changed, or when an account is created or changed.