



CPNI INFORMATION

Name: _____

Address: _____

Phone: _____

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 Palo Communications may be permitted to respond to your inquiries regarding call detail information or certain account information only by the member providing a pre-established password, the cooperative calling the telephone number listed on the account, or the cooperative sending such information to the mailing address or electronic address of record (See Establishing an E-mail Address of Record). **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.

Designated Password for Account Inquiries: _____
(Print)

Designated Answer to the Back-Up Question:

What is your favorite color? _____

Adding Authorized Users to Account

Under the new FCC rules governing the use and disclosure of Customer Proprietary Network Information (CPNI), Palo Communications will only be allowed to discuss with those listed as an authorized user on the account and carrying a photo ID. The only exceptions may be for certain routine member service issues if you have all pertinent information with you, such as the bill or call detail information you wish to discuss. **Remember, CPNI includes call detail information and certain account information, including the amount of your bill.** For telephone inquiries, other rules dictate how we authenticate a member. To make your experience with Palo Communications the best possible, we want to give you the option of adding authorized users to your account. Adding an authorized user does not mean that their name(s) will show up on the bill, but only that these persons will be allowed to discuss CPNI with our cooperative representatives.

Authorized Users to Add to Account:

Legal Name (Print)

Legal Name (Print)

Phone

Phone

E-mail

E-mail

I do not want to add any additional authorized contacts to my account.

Establishing an E-mail Address of Record

Under the new FCC rules governing the use and disclosure of Customer Proprietary Network Information (CPNI), there are certain circumstances under which Palo Communications may be permitted to respond to your inquiries regarding call detail information or certain account information only by calling the telephone number listed on the account or sending such information to the mailing address or electronic address of record. Your mailing address of record is the billing address for your account. If you wish to establish an electronic address of record, you must notify us of the e-mail address you wish to designate as your electronic address of record. **To be considered an electronic address of record, the designated e-mail address must be on file with the cooperative for at least thirty (30) days.** This form will establish an e-mail address as an electronic "address of record" only for purposes of service and account inquiries, including inquiries relating to CPNI. This form will not change the e-mail or billing address for your account.

Designated E-mail Address for Account Inquiries: _____
(Print)

IMPORTANT: By signing below, you, the member is providing the cooperative with express, written approval to communicate via the designated email address in connection with service and account inquiries made by the member or designated account users. This approval includes responses to inquiries related to the member's services generally and specifically to inquiries concerning call detail information and account information, including Customer Proprietary Network Information.

IMPORTANT: By signing below, you, the member is providing the cooperative 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 member or designated account users. This approval includes responses to inquiries related to the member's services generally and specifically to inquiries concerning call detail information and account information, including Customer Proprietary Network Information.

IMPORTANT: By signing below, you, the member is expressly requesting that the cooperative share certain account and call detail information, including Customer Proprietary Network Information, with authorized account users and is authorizing the cooperative to share such information with authorized users as necessary to address service and account inquiries initiated by the member or any authorized user.

Member Name (Print)

Signature

Date