

Your current CPNI Security Questions will expire on May 1, 2018. Please update your information below.

In order to better protect your account information and to help prevent unauthorized users from accessing or changing your account, we are implementing new CPNI password standards, and new security questions. As of May, 1 2018 your current CPNI security questions will no longer be valid. We encourage you to fill out this form and make a copy for your records before returning it to our office. Please drop off this completed form to our office or mail it to South Slope (PO Box 19, North Liberty, IA 52317). You may also update your security questions on SmartHub (southslope.smarthub.coop).

Customer Proprietary Network Information (CPNI)

Federal Communications Commission (FCC) rules govern the use and disclosure of Customer Proprietary Network Information (CPNI). Establishing a password and email address of record for your South Slope Cooperative Communications account will help protect your privacy and prevent identity theft. In order to comply with FCC rules regarding customer call detail and account information, South Slope must verify the identity of the requesting party. When visiting our office you may present a valid picture ID. Over the phone you may verify your identity by providing a pre-established password, or South Slope can contact you directly at your home phone number, or postal or electronic address of record.

Your password will be used to authenticate account information each time you call our office. Establishing an email address gives South Slope the option to communicate with you through the email address you provide. Although it may seem like an inconvenience, these precautions are for your protection. Failure to establish a password will restrict our ability to serve you and may require us to deny you service.

This form will establish a password, back-up question, and electronic address of record for purposes relating to CPNI.

YES – I would like to establish a password and email address of record. By marking this box and signing below, you are providing South Slope with express, written approval to use the below password and back-up question before providing any information regarding CPNI.

Designated Password for Account Inquiries:

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 8 alphanumeric characters long (letters and numbers, Example: Sc42hs12).

(Please print legibly)

Designated Answer to the Back-Up Question:

The model of your first car: _____

Name of your first pet: _____

Name of the street you grew up on: _____

Designated Email Address for Account Inquiries:

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 email address you wish to designate as your electronic address of record. In order to be considered an electronic address of record, the designated email address must be on file with the company for at least 30 days.

(Please print legibly)

Account Owner (Please print legibly)

Telephone Number on Account

Signature

Account Number

Date

Contact Number(s)