

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. (Please check YES or NO below, if nothing is checked the default selection will be NO.)

- 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.
- NO - I'm currently not interested in establishing a password and email address of record.** By marking this box and signing below, you acknowledge South Slope will be unable to release information regarding CPNI without reaching out to you at an existing contact method on record.

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 password 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 email address legibly: _____

Account Number: _____ Telephone Number on Account: _____

Printed Name: _____

Signature: _____ Date: _____

South Slope Representative: _____ Date: _____