



Customer Proprietary Network Information (CPNI) Authorized Users and Authentication questions

The Federal Communications Commission (FCC) has adopted new rules designed to better protect the security and confidentiality of your Customer Proprietary Network Information (CPNI). CPNI is any information that is not publicly available and includes the type of products and service you receive from CS Technologies, such as call detail billing records and services you purchase.

In order to comply with these changes we will be requiring Authentication questions or a Photo ID before discussing account details when you visit our office. When calling our office to discuss your account or make changes you will also be required to provide an answer to an authentication question, provide a password and provide an answer to a back-up question in case you can't remember you password. The rules also state that we can discuss account information ONLY with the person (s) listed on the account

Please fill out the information below and return to our office.

So that we may identify you when you call our office, please answer the following authentication question:

What is your Mother's maiden name? _____

When calling our office to discuss your call detail, services you subscribe to and the amount of your bill, please assign yourself a password and answer either one of the back-up authentication questions.

Password _____

(This password cannot be readily available biographical information)

What City were you born in? _____

What is the name of your favorite Pet? _____

List Names for any persons to be authorized on your account:

Account owner's Name _____ **Phone#** _____

Signature _____ **Date** _____

Email address: _____