



Customer Proprietary Network Information Notice of Changes

The FCC has implemented new rules that will further strengthen the protection of your Customer Proprietary Network Information (CPNI). This effort by the Commission is in response to the practice of “pretexting” and provides additional privacy safeguards that will limit pretexters’ ability to obtain unauthorized access to your CPNI.

“Pretexting” is the practice of pretending to be a particular customer or other authorized person in order to obtain access to that customer’s call detail or other private communication records. Several changes have been implemented that will affect the way PC Telcom will conduct business with you in the future. Specifically, we are required to implement passwords for any customer initiated calls requesting call detail, be able to authenticate who you are as well as any additional authorized contacts you add to your account, and we are to notify you, as well as law enforcement should there be any unauthorized changes to your password, address, or account information.

The new rules require that you provide a password before PC Telcom can release certain information about your account. To establish a password, please fill out the information below, or contact a customer service representative at 970-854-2201 or toll free at 866-854-2111. Please have your most recent PC Telcom bill and account number available when you call in. PC Telcom, in compliance with the FCC rules, will utilize new authentication methods to ensure that we are dealing with the authorized contact.

In order for PC Telcom to discuss any details about your account with another party, such as your spouse, sibling, or other, they must be authorized by you and added to your account. If you would like to add another authorized contact to your account, such as a spouse or child, please fill out the information on the reverse side of this form, or contact a customer service representative at the telephone numbers listed above.

These rule changes are meant to protect you and your valuable customer proprietary information and to safeguard your privacy. Please contact us with any questions or concerns.

Please continue to the reverse side of this page and answer the questions PC Telcom will use to protect your Customer Proprietary Network Information.

Please fill out the following information (Please Print):

Customer / Business Name (Please Print): _____

Question for authentication **(Please answer any one (1) question from the following choices):**

What is / was the name of your favorite pet? _____

What was the color of your first automobile? _____

What is the name of your favorite sports team? _____

What was the name of your 1st grade teacher? _____

How many states have you lived in? _____

You may enter a question and answer of your own choosing:

Question

Answer

_____ No, I do not want to add any additional authorized contacts to my account.

_____ Yes, I would like to add the following as authorized contact for my account.

Telephone Number(s): _____

Service Address: _____

Signature: _____
(Signature of person currently listed on account)

Today's Date: _____

**Please return completed form to: PC Telcom
PO Box 387
Holyoke, CO 80734-0387**