



Customer Privacy

New rules have been put in place by the Federal Communications Commission (FCC) governing Customer Proprietary Network Information (CPNI). CPNI is all of the information associated with your telecommunications service, including your calling charges, the optional services you subscribe to, usage data and calling patterns. In short, it is YOUR private information about the services YOU receive from 3 Rivers.

The FCC requires that 3 Rivers customers use a password when accessing personal account information, specific to long distance. These rules are designed to safeguard your information from 'pretexters', people who impersonate you in an effort to gain access to your account information—your CPNI.

Please fill out and return the Account Access Authorization/Password form. By establishing a password and security questions now, you will minimize potential future delays and frustration. You can also use this form to authorize other individuals to make inquiries or changes to your account. Access will not be granted until the signed form is received by 3 Rivers. This will assure everyone is working together to protect the security of your account.