



February 25, 2019

The telecommunications business is full of acronyms--CPNI is one of them. CPNI stands for Customer Proprietary Network Information. 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.

Rules put in place by the Federal Communications Commission (FCC) governs CPNI. One of these FCC rules is that 3 Rivers customers will be required to 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. As a 3 Rivers Telephone Cooperative, Inc member you need to know about these rules, your rights, and your options regarding CPNI issues.

Please fill out and return the Account Access Authorization & CPNI Password form found on the opposite side of this letter. 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 ensure everyone is working together to protect the security of your account.

Sincerely,

3 Rivers Communications

3 RIVERS COMMUNICATIONS
ACCOUNT ACCESS AUTHORIZATION & CPNI PASSWORD FORM

*Name on 3 Rivers Billing Statement: _____
Phone # _____

For Office Use Only: Customer #: _____ Member #: _____ 3rc Taken by: _____

Current CPNI password (if already established): _____

To add or change your CPNI password:

I wish to add/change my 3 Rivers Communications CPNI password to: _____
(Password must NOT be based on readily-available biographical information such as telephone or Social Security number, address, date of birth)

To establish security questions in case CPNI password is forgotten

Please answer one of the following security questions which will be noted on your account to verify your identity if your password is forgotten:

Residential

Birth City: _____
First Car: _____
Name of favorite pet: _____
Favorite food: _____

Business

What service does your business provide: _____
Who is the CEO of the business: _____
Where is your main office located: _____

To establish authorized individual(s):

I authorize the individual(s) listed below to make inquiries or make changes to my account.
I understand that it is my responsibility to inform my authorized individual(s) of my password as they will be required to give it before 3 Rivers will allow any changes or release any information. I also understand it is my responsibility to notify 3 Rivers Communications of any changes in authorized individuals.

Please print (or type) first and last names:

Contact Number:

Type: (circle one)

Cell	Home	Work
Cell	Home	Work
Cell	Home	Work
Cell	Home	Work
Cell	Home	Work

Authorized by: _____ Date: _____
Signature of person currently listed on account / and Title (if business)

Printed (or typed) name of above Signature: _____