

# Customer Proprietary Network Information Form

Per FCC rules regarding Customer Proprietary Network Information (CPNI), this form needs to be completed and returned to our office.

We can discuss account information only with the person(s) listed on the account or proven power of attorney. As mandated by the FCC, these rules are for the protection of your privacy as they ensure that no one other than the authorized person is receiving account information and making account changes.

## Account Information

\_\_\_\_\_  
Name on Account

\_\_\_\_\_  
Account Number

\_\_\_\_\_  
Account Phone Number

## Personal Identification Number (PIN)

Due to the CPNI FCC rules, if you request call detail information you must supply your PIN before the information can be disclosed. If you do not remember the PIN, one of the following will be required:

- 1) A West Central Telephone representative will call you back on the telephone number of record.
- 2) A West Central Telephone representative will mail you the requested call detail information to the address of record.
- 3) You, the authorized account customer, must come to our business office and show your valid photo ID.

Please create a PIN below; we suggest using a Passphrase or Password with 6 – 30 alphanumeric characters.

\_\_\_\_\_

\_\_\_\_\_  
Email (optional)

*The FCC allows call detail CPNI to be sent to an email address. Please provide an email if you would like our company to have it in our files. This email address must be in the company files for at least 30 days before CPNI can be sent to it.*

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## Security Questions and Answers

A security question will be asked by a West Central Telephone representative for account verification when contacting us for account information. Choose two of the following security questions and fill in the answers.

\_\_\_\_\_  
What is your favorite movie or character?

\_\_\_\_\_  
Who was your childhood best friend?

\_\_\_\_\_  
What is your favorite vacation destination?

\_\_\_\_\_  
What is your maternal grandmother's first name?

\_\_\_\_\_  
What was your first car?

## Authorized Account Contacts

I would like the following people to have authorization to inquire or make changes to the account. If you do not want to add additional names, please leave this section empty.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Please Return Completed Form To:

West Central Telephone Association | PO Box 304, Sebeka, MN 56477

For questions regarding this form or the CPNI FCC Rules, please contact Jon Loeffen,  
West Central Telephone CPNI Compliance Officer, at (218) 837-5151.