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BUSINESS CPNI

The Federal Communications Commission (FCC) has rules for telephone companies to protect their customer's information. Customer Propriety Network Information (CPNI) includes where, when, and to whom a customer places a call, as well as the types of service offerings to which the customer subscribes and the extent to which the services are used.

The FCC is be requiring telephone companies to:

- Ask for a password for your account
- Ask customer to verify information (account number, telephone number, address, etc.) when a customer calls in with questions involving the account
- Provide password protection for online account access. www.genuinetel.com
- Ask for a photo ID of all customers at a retail location or password for account before releasing CPNI
- Notify customers when a password, online account information or address of record is created or changed
- Notify customers if there is ever an accidental disclosure of their CPNI

Genuine Telecom is serious about keeping your information safe from pretexting (someone calling in pretending to be you). In accordance with the FCC rules we secure the privacy of your information.

Please list all authorized users on your account (these are people that can make changes to the account, and we can discuss the account with). If you need to add more, please contact our office.

Name	Contact Number	Email Address
_____	_____	_____
Name	Contact Number	Email Address

Account Number: _____

Federal Tax ID: _____

Password: _____

Name Printed: _____

Name Signature: _____

Contact Number: _____

Contact Email: _____