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RESIDENTIAL 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 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 concerning 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.

Name on account: _____ Account Number: _____

Contact Number: _____ Email Address: _____

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). Please make sure all users know the password for the account. If you need to add more names, please contact our office.

_____	_____	_____
Name	Contact Number	Email Address

_____	_____	_____
Name	Contact Number	Email Address

Password: _____

Verification Questions for lost or forgotten password. **Please answer at least 2 questions.**

What is your favorite color: _____ What is your favorite season: _____

What is your first pets name: _____ What is your favorite vacation spot: _____

What is your mother’s maiden name: _____ What is your nickname: _____

Signature

Date