



**Customer Update on New CPNI Rules**

**What is CPNI?**

**Customer Proprietary Network Information (CPNI) is information contained in your telephone bill pertaining to the service you receive from Marne Elk Horn Telephone Company.**

Effective in December of this year, the FCC will implement new rules to protect the privacy of information contained in all telephone accounts, including your telephone account with Marne & Elk Horn Telephone Company. The new rules allow us to discuss account information only with the person(s) listed on the account. Also, when you call our office, we must be able to confirm that you are who you say you are.

**Authenticating Our Customers:**

We will confirm the identity of callers by asking them to answer the authentication question listed below. We will not share certain call detail information over the phone regardless of authentication. Instead, that information will need to be mailed to you, we may call you back at the phone number on your account, or you may stop by our office to pick up this call detail information.

**Please PRINT your ANSWER to the question below.**

**Question for authentication: What are the last 4 digits of your social security number? \_\_\_\_\_**

**Adding Authorized Contacts:**

If your account is listed only in your name, you might want to consider adding the name of your spouse or roommate to the account so that we can discuss the account with them and allow them to make changes to the account. If you rely on someone else (a child, neighbor or friend) to help with your account, pay your bill or anything else with our company, you will need to have that person's name added to your account. The name does not need to be added to the billing name but can be added to our records as an "Authorized Contact" for discussing information and making changes to your account. Authorized Contacts will not be held responsible for payment of your account.

\_\_\_\_\_ No, I do not want to add any additional authorized contacts to my account

\_\_\_\_\_ Yes, I would like to add the following as authorized contacts for my account

Authorized Contact \_\_\_\_\_

Authorized Contact \_\_\_\_\_

Authorized Contact \_\_\_\_\_

Authorized Contact \_\_\_\_\_

**Note: If you are adding contacts, you will need to provide them with the answer to the authentication question.**

Telephone Number (s) the above contacts are authorized on: \_\_\_\_\_

Email address: Please contact us if you would like to add an email address of record to your account.

By signing this authorization, the account owner(s) is expressly requesting that the company shares certain account information with authorized account contacts and is authorizing the company to share such information with authorized contacts as necessary to address service, account inquiries and/or changes initiated by the account owner or any authorized contact.

**Authorized by:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
(Signature of person currently listed on account)

\_\_\_\_\_ **Date:** \_\_\_\_\_  
(Signature of person currently listed on account)

**Please return this completed form as soon as possible in the enclosed envelope or drop it by our office at 4242 Main Street, Elk Horn, IA 51531**