



Important Message About Your Customer Proprietary Network Information (CPNI)

Effective in December 2007, the Federal Communications Commission (FCC) is adopting new rules for telephone companies to protect their customer's 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 subscribe, and the extent to which the services are used.

The FCC will be requiring telephone companies to:

- Ask for a photo ID of all customers at a retail location before releasing CPNI.
- Ask for a password when a customer calls in with questions or changes regarding his/her account.
- Provide password protection for online account access.
- 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.

Before Vernon Communications Cooperative can release any CPNI:

When a customer walks into our office he/she will be asked for their photo ID. The valid photo ID must match the name on the account. We will not be able to disclose any information if your name is not on the account.

When calling in the cooperative will ask for your password.

Please complete the information below and submit with your payment.

Thank you!

(Cut on the dotted line and return with your next payment)

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Account Name (as it appears on the bill): _____

Additional **name(s) & contact #** to add to the account: _____

(Important: Make sure additional people know the password & verification question)

Account Number: _____ (Appears on upper right hand corner of your bill)

Select a Password: _____ (12 character maximum)

Check only **ONE** verification question and provide your answer:

___ What is your mother's middle name? **Answer:** _____

___ What is your favorite pet's name? **Answer:** _____

___ Who is your hero? **Answer:** _____

___ Which state would you most like to visit? **Answer:** _____

*Signature _____ *Date _____