

## **WHY?**

The FCC has implemented rules to protect the privacy of information contained in all telephone accounts, including your account with Webster-Calhoun Cooperative Telephone Association.

The rules allow us to discuss account information only with the person(s) listed on the account. We must also be able to confirm a caller is who they say they are.

**What is CPNI?** CPNI (Customer Proprietary Network Information) consists of the call, service and billing records regarding your use of telecommunications services that you purchase from Webster-Calhoun Cooperative Telephone Association.

### **Webster-Calhoun Cooperative Telephone Association**

and subsidiaries  
1106 Beek Street  
PO Box 475  
Gowrie, IA 50543  
Phone: 515-352-3151  
[www.wccta.net](http://www.wccta.net)

## **CPNI – Customer Proprietary Network Information**



## **Your Right To Privacy On Your WCCTA Account**



**Webster-Calhoun**  
Cooperative Telephone Association

# How can I access my telephone account information?

First of all, to have access to an account you must be an authorized user on the account. We will then confirm the identity of callers by one of the following methods:

- Using a pre-established password.
- Correctly answer authentication questions.
- Webster-Calhoun will call you back at the number of record.
- Webster-Calhoun will mail information to you at the postal or e-mail address on file.
- In person with photo ID.

## E-Mail Address:

What is your primary e-mail address?

\_\_\_\_\_

## Account Passwords:

Passwords may *not* be based upon readily obtainable biographical information such as name, mother's maiden name, social security number or date of birth. It can *not* be based upon account information such as telephone number, address or member number.

Password: \_\_\_\_\_

**Authorized Contacts:** You can add necessary persons to your account as authorized contacts. Those persons can discuss information and make changes to your account. Authorized Contacts will not be responsible for payment of your account.

Examples of authorized contacts may be if you rely on someone else, such as an adult child, neighbor or friend, to help you with your account or pay your bill. Businesses may want to list certain employees as having access to their account.

To add Authorized Contacts, please use the blanks below:

# 1.  
Authorized Contact: \_\_\_\_\_

Relationship: \_\_\_\_\_

Contact Phone #: \_\_\_\_\_

# 2.  
Authorized Contact: \_\_\_\_\_

Relationship: \_\_\_\_\_

Contact Phone #: \_\_\_\_\_

# 3.  
Authorized Contact: \_\_\_\_\_

Relationship: \_\_\_\_\_

Contact Phone #: \_\_\_\_\_

**Authentication Questions:** (choose 2)

Favorite Movie: \_\_\_\_\_

Name of First Pet: \_\_\_\_\_

Favorite Vacation Spot: \_\_\_\_\_

Favorite Sports Team: \_\_\_\_\_

Favorite Candy: \_\_\_\_\_

Favorite Food: \_\_\_\_\_

Favorite Holiday: \_\_\_\_\_

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

Authorized by: \_\_\_\_\_  
(Signature of person currently listed on the account.)

Telephone Number: \_\_\_\_\_

Date: \_\_\_\_\_

Please complete and return to  
**Webster-Calhoun Cooperative  
Telephone Association**  
1106 Beek Street, PO Box 475  
Gowrie, IA 50543