

Customer Proprietary Network Information (CPNI)

CPNI consists of the call, service, and billing records regarding your use of telecommunications services that you purchase from Webster-Calhoun Cooperative Telephone Association. The Federal Communications Commission (FCC) rules 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.

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 account password, correctly answer authentication questions, Webster-Calhoun will call you back at the phone number of record, Webster-Calhoun will mail information to you at the postal or e-mail address on file, or in person with photo ID.**

Account Password – Password may not be based upon readily obtainable biographical information such as name, mother's maiden name, social security number, or date of birth. It also cannot be based upon account information such as telephone number, address, or member number.

Account Password: _____

Authentication Questions (choose two)

Name of First Pet: _____

Favorite Vacation Spot: _____

Model of Your First Car: _____

Favorite Sports Team: _____

Name of the Street You Grew Up On: _____

Favorite Movie: _____

Phone Number of Record – This is the main telephone number associated with your telecommunication service, your landline phone number, unless you specifically want a cell phone listed as the main contact number. The designated phone number must be on file with Webster-Calhoun for at least 30 days.

Phone Number: _____

Email Address of Record – Your mailing address of record is the billing address for your account. If you wish to also establish an electronic address of record you must notify us of the email address you wish to designate as your electronic address of record. To be considered an electronic address of record, the designated email address must be on file with Webster-Calhoun for at least 30 days.

Email Address: _____

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: _____

Relation/Role: _____

Contact Phone #: _____

#2 Authorized Contact: _____

Relation/Role: _____

Contact Phone #: _____

#3 Authorized Contact: _____

Relation/Role: _____

Contact Phone #: _____

Webster-Calhoun Account #: _____ **Account Type:** ☐ **Business** ☐ **Residential**

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)

Date: _____

Printed Name: _____

Please complete and return to:
Webster-Calhoun Cooperative Telephone Association
1106 Beek Street, PO Box 475 Gowrie, IA 50543
Any questions, please call our office at: 515-352-3151