

## CPNI Record Authorization

Under the FCC rules governing the use and disclosure of Customer Proprietary Network Information (CPNI), Alpine Communications will only be allowed to discuss CPNI at our retail location(s) with those listed as an authorized user on the account and carrying a photo ID. The only exceptions may be for certain routine customer service issues if you have all pertinent information with you, such as the bill or call detail information you wish to discuss. Remember, CPNI includes call detail information, including the amount of your bill. For telephone inquiries, other rules dictate how we authenticate a customer. To make your experience with Alpine Communications the best possible, we want to give you the option of adding authorized users to your account. Adding an authorized user does not mean that their name(s) will show up on the bill, but only that these persons will be allowed to discuss CPNI with our company representatives.

Customer Name: \_\_\_\_\_ Account #: \_\_\_\_\_

Street Address of Record: \_\_\_\_\_

City/State/Zip of Record: \_\_\_\_\_

Mailing Address of Record: \_\_\_\_\_

Phone Number of Record: \_\_\_\_\_ Cellphone Number of Record: \_\_\_\_\_

Name of authorized contact for the above account:

\_\_\_\_\_

Email address of authorized contact:

\_\_\_\_\_

Phone number of authorized contact:

\_\_\_\_\_

Types of data allowed for authorized contact:

- All Record Types
- Billing Records
- Switch/Toll Records
- Add/Update/Delete Services

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

Security Question: \_\_\_\_\_

Security Answer: \_\_\_\_\_

Name of authorized contact for the above account:

\_\_\_\_\_

Email address of authorized contact:

\_\_\_\_\_

Phone number of authorized contact:

\_\_\_\_\_

Types of data allowed for authorized contact:

- All Record Types
- Billing Records
- Switch/Toll Records
- Add/Update/Delete Services

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

Security Question: \_\_\_\_\_

Security Answer: \_\_\_\_\_

See back for additional contact entry.

**IMPORTANT:** By signing below, the customer is expressly requesting that Alpine Communications share certain account and call detail information, including Customer Proprietary Network Information, with authorized account users and is authorizing the company to share such information with authorized users as necessary to address service and account inquiries initiated by the account owner or any authorized user.

Name/Title to request changes to the above information: \_\_\_\_\_

Email address to request changes to above information: \_\_\_\_\_

# Additional Contacts

Name of authorized contact for the above account:

Name of authorized contact for the above account:

Email address of authorized contact:

Email address of authorized contact:

Phone number of authorized contact:

Phone number of authorized contact:

Types of data allowed for authorized contact:

- All Record Types
- Billing Records
- Switch/Toll Records
- Add/Update/Delete Services

Types of data allowed for authorized contact:

- All Record Types
- Billing Records
- Switch/Toll Records
- Add/Update/Delete Services

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

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

Security Question: \_\_\_\_\_

Security Question: \_\_\_\_\_

Security Answer: \_\_\_\_\_

Security Answer: \_\_\_\_\_

Name of authorized contact for the above account:

Name of authorized contact for the above account:

Email address of authorized contact:

Email address of authorized contact:

Phone number of authorized contact:

Phone number of authorized contact:

Types of data allowed for authorized contact:

- All Record Types
- Billing Records
- Switch/Toll Records
- Add/Update/Delete Services

Types of data allowed for authorized contact:

- All Record Types
- Billing Records
- Switch/Toll Records
- Add/Update/Delete Services

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

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

Security Question: \_\_\_\_\_

Security Question: \_\_\_\_\_

Security Answer: \_\_\_\_\_

Security Answer: \_\_\_\_\_