

IMPORTANT INFORMATION ABOUT YOUR ACCOUNT

C.R.S.T. Telephone Authority has implemented new Customer Proprietary Network Information (CPNI) rules in accordance with the Federal Communications Commission order, to protect the privacy of information contained in your account. The new CPNI rules, which are now in effect, allow us to discuss account information only with the person(s) listed on the account. In addition, before we can answer questions or provide information related to the account, we must first be able to verify the person we are talking to is listed on the account.

What Does This Mean To Me?

When a customer walks into our office to discuss their account information, they will be asked for their photo ID. The valid photo ID must match the name on the account. When a customer calls our office they will be asked questions to confirm that they are the account holder or are authorized to discuss or make changes to the account.

Who Can Access or Make Changes to the Account?

If your account is listed only in your name, you may want to consider adding another name to the account, if appropriate, i.e. a spouse. If you are a parent or individual that relies on someone else to make account changes, payments, or anything else with our company, you will need to have that person's name added to your records as an authorized person for discussing information and making changes to your account. The additional person(s) that you authorize will not be listed in the telephone directory, responsible for payment of this account, or entitled to any of the privileges associated with this account.

C.R.S.T. Telephone Authority is prohibited from providing any information to anyone whose name is not listed on the account. If you would like to allow someone else to have access to your account you may do so by notifying us in writing. Simply return in the attached form including your name, billing number, and the name of person(s) that you are adding. Also, you will need to provide us with your password on the form below or call the office and speak to a customer service representative to set up a password. These changes cannot be made if your request is not signed.

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PLEASE UPDATE MY ACCOUNT INFORMATION

Billing Name: _____ Billing No.: _____

Password: _____

I authorize C.R.S.T. Telephone Authority to allow the following person(s) to obtain information or make changes to my account:

Name 1: _____

Name 2: _____

Name 3: _____

Signed: _____

Date: _____

(Signature of person currently listed on account)

**Return this form to C.R.S.T. Telephone Authority*