

Establishing a Password

Under the new FCC rules governing the use and disclosure of Customer Proprietary Network Information (CPNI), there are certain circumstances under which Clarence Telephone Company/Cedar Communications, LLC may be permitted to respond to your inquiries regarding call detail information or certain account information only by the customer providing a pre-established password, the company calling the telephone number listed on the account, or the company sending such information to the mailing address or electronic address of record (*See Establishing an E-mail Address of Record*). If you wish to establish a password, you must notify us of the password by completing the form below. **The password you choose CANNOT be related to your family history or account information (account number, home address, social security number, mother’s maiden name, etc) and must be at least 6 alphanumeric characters long (Ex. Sc02hs).** This form will establish a password and back-up question only for purposes of service and account inquiries, including inquiries relating to CPNI. If you wish to establish a password and back-up question, please take this opportunity to complete the section below and mail it back to us in the provided envelope.

Designated Password for Account Inquiries:

(Print)

Designated Answer to the Back-Up Question:

What is your favorite color? _____

IMPORTANT: By signing below, the customer is providing the company with express, written approval to use the above password and back-up question before providing any information regarding service and account inquiries made by the account owner or designated account users. This approval includes responses to inquiries related to the customer’s services generally and specifically to inquiries concerning call detail information and account information, including Customer Proprietary Network Information.

Account Owner (Print)

Signature

Date

Telephone Number on Account

Adding Authorized Users to Account

Under the new FCC rules governing the use and disclosure of Customer Proprietary Network Information (CPNI), Clarence Telephone Company/Cedar Communications, LLC 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 and certain account information, including the amount of your bill.** For telephone inquiries, other rules dictate how we authenticate a customer. In order to make your experience with Clarence Telephone Company/Cedar Communications, LLC 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. Please take this opportunity to complete the section below and mail it back to us in the provided envelope.

Authorized Users to Add to Account:

Legal Name (Print) Phone Number

Legal Name (Print) Phone Number

Legal Name (Print) Phone Number

Legal Name (Print) Phone Number

IMPORTANT: By signing below, the customer is expressly requesting that the company 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.

Account Owner (Print)

Signature

Date

Telephone Number on Account