

CPNI

Customer Proprietary Network Information (CPNI) is information contained in your telephone bill pertaining to the service you receive from Marne Elk Horn

Effective December 2007, the FCC implemented new rules to protect the privacy of information contained in all telephone accounts, including your telephone account with Marne Elk Horn. The new rules allow us to discuss account information only with the person(s) listed on the account. Also, when you call our office, we must be able to confirm that you are who you say you are.

Authenticating Our Customers:

We will confirm the identity of callers by asking them to answer the authentication question listed below. We will not share certain call detail information over the phone regardless of authentication. Instead, that information will need to be mailed to you, we may call you back at the phone number on your account, or you may stop by our office to pick up this call detail information.

Please PRINT your ANSWER to the question below.

Question for authentication: What are the **LAST 4 DIGITS of your social security number? _____**

Adding Authorized Contacts:

If your account is listed only in your name, you might want to consider adding the name of your spouse or roommate to the account so that we can discuss the account with them and allow them to make changes to the account. If you rely on someone else (a child, neighbor or friend) to help with your account, pay your bill or anything else with our company, you will need to have that person's name added to your account. The name does not need to be added to the billing name but can be added to our records as an "Authorized Contact" for discussing information and making changes to your account. Authorized Contacts will not be held responsible for payment of your account.

____ No, I do not want to add any additional authorized contacts to my account

Authorized Contact _____ Authorized Contact _____

Note: If you are adding contacts, you will need to provide them with the answer to the authentication question (above).

If you wish to establish an electronic address of record, (to email your requests to us) you must notify us of the email address you wish to designate as that electronic address. **To be considered an electronic address of record, the designated email address must have been on file with us for 30 days.** This email address is for service and account inquiries and will not change the billing address for your bill. If you wish to have a paperless bill please contact our office to get registered.

Email Address for electronic inquiries: _____

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

Customer Name (from the bill) _____ **Account #** _____

Authorized by: _____ **Date:** _____
(Signature of person currently listed on account)

	Offices:	4242 Main Street Elk Horn, IA 51531	510 Highland Street Walnut, IA 51577	161 South Elm Avoca, IA 51521
www.metc.net	Phone:	712.764.6161	712.784.2211	712.784.2211
metc@metc.net	Fax:	712.764.2773	712.784.2010	712.784.2010
	Business Hours:	M-F 8am-5pm	M-F 8am-4:30pm	M-F 8am-4:30pm