



ACCOUNT PRIVACY (CPNI) Form

The FCC mandates that all telecommunications companies safe guard Customer Proprietary Network Information (CPNI) data. In general terms, CPNI is personal information stored and collected by Red River Communications for billing and provisioning service. Examples of protected information include call detail, services and features subscribed to and carrier selected. Examples of non-protected information, because it is of public record, include name, address and phone number if published. Red River Communications will do everything possible to protect the privacy of your CPNI information. Part of the rule changes by the FCC requires Red River Communications to perform a customer authentication process anytime you call for protected information about your account or if you come into the office. The following procedures have been put into place by Red River Communications to comply with these requirements.

- **If you come to the office for information**, please bring a copy of your complete bill with you. If you do not have your bill you will need to provide a valid photo ID before we can share information on your account.
- **If you are calling the office**, you need to provide your CPNI password to allow us to share information about your account. Please create a CPNI password that you would like to use.

Security questions may be set up on your account in the event you call our office to inquire about your account and do not remember your password. Answering these security questions will allow you to access your account. Please fill out at least one of the security questions and answers below.

Additional Authorized Contacts: In addition, information will only be given to the name of the person on the account. If you would like other people (husband, wife, family, etc) to have access and/or make changes, please provide the names below of those whom you wish to have access to your account. Remember, all contacts will need to know the password and security questions when they call in to our office.

Thank you for assisting us in protection your information. If you have any questions, please call our business office at 701-553-8309 or 1-866-553-8309.

Account Holder Name: _____
Typed or Printed Signature

Password: _____ **Phone #:** _____

Please provide a simple question(s) and answer(s) for the times you need to contact Red River Communications.

Question 1: Pets name(s)? Answer: _____
Question 2: Favorite color? Answer: _____
Question 3: _____ Answer: _____
(Create your own question)

Common information such as mother's maiden name, birthday, home address or social security number should NOT be used as a password.

Please identify any additional authorized contacts:

Additional Authorized Contact: _____

Additional Authorized Contact: _____