

July 20, 2015

**IMPORTANT NOTICE FROM MON-CRE TELEPHONE COOPERATIVE, INC.:**  
**PLEASE READ CAREFULLY, COMPLETE, AND RETURN TO MON-CRE**

As your telecommunications provider, Mon-Cre Telephone Cooperative, Inc. ("Mon-Cre," "We," "Us" or "Our") remains committed to protecting the privacy of your customer records. You have a right, and we have a duty, to protect the confidentiality of your Customer Proprietary Network Information ("CPNI").

**WHAT IS CPNI?**

CPNI is the information that We obtain that relates to the quantity, technical configuration, type, destination, location, and amount of use of your telecommunications services. It includes the information that is found in your bills, but it does not include subscriber list information, such as your name, address and telephone number. Examples of CPNI would be the telephone numbers that you call, the times you call them, the duration of your calls or the amount of your bill.

**WHO MAY ACCESS YOUR ACCOUNT INFORMATION**

Only the **Responsible Party**, defined as the member or subscriber of record on the account, **or other persons specifically authorized in writing** by the Responsible Party (**Authorized Persons**), will be able to access or discuss the subscriber's detailed account information. If there are no Authorized Persons on the account, **ONLY** the Responsible Party will be able to attain CPNI or account information from Us. In addition, before any detailed account information may be discussed or disclosed with a customer, the Responsible Party or Authorized Person must authenticate or identify themselves to Our representatives by providing a valid photo ID and/or a chosen password.

**KNOWING YOUR PASSWORD, CREATING A "SHARED SECRET," AND ADDING AUTHORIZED PERSONS TO YOUR ACCOUNT**

In the space below, please provide a password that will be exclusive to your account, not to exceed ten (10) characters in length. Your password can be letters, numbers, or a mixture of letters and numbers, but should not be your Social Security number, date of birth, mother's maiden name, home address, phone number or account number. Please note this password and keep it in a secure place. You and your Authorized Persons will need this password to access or discuss detailed account information with any Mon-Cre representative. You also need to create a "shared secret" that will be used to change your password or access account information in case you forget your password. You may choose from the "shared secret" questions below simply by filling in one of the answer blanks. Finally, if you desire for anyone other than the Responsible Party to access your detailed account information, you must add them as an Authorized Person to your account by filling out the appropriate section below. An Authorized Person may include a spouse that is not jointly listed as a Responsible Party or any other person. **WE WILL NOT ACCEPT ANY VERBAL REQUESTS TO ADD AN AUTHORIZED PERSON TO AN ACCOUNT.**

Please provide your new password, answer the "shared secret" and, if needed, complete the Authorized Person(s) section below. Then sign, date and return this form to Us.

**PLEASE COMPLETE THIS FORM AND RETURN TO MON-CRE.**

SUBSCRIBER NAME:

ADDRESS

ADDRESS

**YOUR PASSWORD IS:** \_\_\_\_\_

**SHARED SECRET and ANSWER: (Fill in only one blank below)**

<u>QUESTION</u>	<u>ANSWER</u>	<u>AUTHORIZED PERSON(S)</u>
• <b>What is Your Favorite Pet's Name?</b>	_____	_____
• <b>What is Your Favorite Food?</b>	_____	_____
• <b>What is Your Favorite Television Show?</b>	_____	_____

I have read and understand the new account information listed on this form and hereby designate the person(s) I have listed above to have full access privileges to my private account information, including any call detail information.

Your Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**RETURN THIS FORM after completing, signing and dating.** BY MAIL to P.O. Box 125, Ramer, AL 36069, BY FACSIMILE at (334) 562-9494, OR BY BRINGING IT PERSONALLY INTO OUR BUSINESS OFFICE. If you have any questions, please call a Mon-Cre Customer Service Representative at (334) 562-3242.