

"What is CPNI?"

The Federal Communications Commission (FCC) issued an order that impacts all Heart of Iowa Communications Cooperative members. The FCC has stepped up its efforts to prevent unauthorized disclosure of customer information by enacting the Customer Proprietary Network Information (CPNI) rules.

It is Heart of Iowa Communications Cooperative's current policy and procedure to restrict what information we disclose on our customers. **We do not disclose information to unaffiliated companies.** These are rules that the FCC is imposing on all communications providers.

- **What is CPNI?** CPNI is highly personal and confidential information that Heart of Iowa Communication Cooperative would not otherwise have access to that involves both the customer's purchasing and calling habits. Examples of CPNI include phone numbers called by a customer; frequency, duration and timing of such calls; and services subscribed to such as caller id and call waiting.
- **How does this affect you?** When you call in or stop by one of our office locations we will ask that you create a password and answer a back-up question. Before this password can be created we must authenticate you, to make sure we are indeed establishing a password with you. In order to do this, we can (1) call you back at the telephone number listed on the account; (2) mail or email the applicable form to the address of record; or (3) ask that you stop in one of our office locations and present current photo identification such as a driver's license.
- **What if I do not wish to establish a password?** That option is available. In these instances, we would not be able to disclose information to you if you called in. We would have to (1) hang up and call you back at the telephone number listed on the account; (2) mail or email the information to the address of record; and /or (3) ask you to stop in one of our office locations to present valid photo identification.
- **Who decides the password?** The password is at your discretion but must be at least six characters in length consisting of a mixture of letters and numbers. Please note that the password cannot contain "biographical information." According to the rules, biographical information includes your Social Security Number or your last four digits of your Social Security Number; home address; mother's maiden name; date of birth; city of birth, etc.
- **What if I already created a password?** We are suggesting if you do not have a password with a minimum of six characters in length consisting of a mixture of letters and numbers, you establish a new one. We are asking that each member answer a back-up question in the event you forget your password (to verify we are speaking to you.)
- **What if only my spouse's name is listed on the account?** In order to access any information on the account, you will have two options. One option is to have your spouse add your name to the account. **By adding your name to the account, this does not mean it will be published in the directory unless you want it to be.** The second option available is to have your spouse give his/her permission for you to call/stop in about the account by completing an authorization form that is available at any Heart of Iowa office or by calling 486-2211.
- **What about my directory information, is that biographical?** Referred to as Subscriber List Information in the order, if this information is published, it is not considered CPNI.
- **Will I be notified of Account Changes?** We are now required to notify customers immediately following a change in address; password addition or change; when a back-up question is created or changed; or when an online account is created or changed.
- **How can I give permission for a family member and/or designated representative to have access to my account?** In order for individuals not listed on an account to have access, an Authorization form needs to be filled out by the account holder and returned to our office. Residential or Business Authorization forms are available by contacting our business office at 486-2211.

If you have any questions that are not addressed above, please feel free to give our office a call.

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