



Sac County Mutual Telephone Company

108 S. Maple St., P.O. Box 488, Odebolt, Iowa 51458

Phone 712.668.2200 Fax 712.668.2100

odetelco@netins.net

APPLICATION FOR PHONE SERVICE

NAME: _____

(Please type or print, illegible forms will delay processing)

SERVICE ADDRESS: _____ PO BOX _____

CITY: _____ STATE: _____ ZIP: _____

BILLING ADDRESS: _____ PO BOX _____

(If different from service address)

CITY: _____ STATE: _____ ZIP: _____

DAYTIME PHONE #: (_____) _____ CELL PHONE #: (_____) _____

DRIVER'S LICENSE NUMBER: _____ SOCIAL SECURITY NUMBER: _____

EMPLOYER: _____ HOW LONG? _____

PREVIOUS TELEPHONE COMPANY: _____

PREVIOUS TELEPHONE NUMBER: _____

PREVIOUS ADDRESS: _____ PO BOX _____

City: _____ State: _____ Zip: _____

CREDIT REFERENCES: 1. _____

(ie: employer, bank, ect) 2. _____

3. _____

CPNI: OPT-IN _____ OPT-OUT _____

WOULD YOU LIKE 900 CALLS BLOCKED? YES _____ NO _____

COLLECT CALLS BLOCKED? YES _____ NO _____

LONG DISTANCE TOLL CARRIER: _____

MONTHLY SERVICE INFORMATION:

NEED TO LEASE A PHONE? YES _____ NO _____

WIRE SERVICE? YES _____ NO _____

NONPUBLISHED NUMBER? YES _____ NO _____

OTHER OPTIONS: (Check the options for which you are interested in adding to your service; additional fees applied)

___ CALLER ID ___ CALLER WAITING ___ CALLER ID WAITING ___ LOCAL VOICEMAIL

___ CALL FORWARDING ___ 3-WAY CALLING ___ SPEED DIALING

HOW DO YOU WANT YOUR NAME LISTED FOR CALLER ID (MAX. 15 CHARACTERS)?

SIGNATURE: _____ DATE: _____

(Office Use Only) Assigned Phone Number: _____



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CUSTOMER UPDATE ON NEW CPNI RULES

The Federal Communication Commission (FCC) has adopted new rules designed to better protect the security and confidentiality of Customer Proprietary Network Information (CPNI). CPNI includes call detail information (including the numbers you call, who calls you, and the length of your calls), certain account information (including the services you subscribe to and the amount of your bill) and other individually identifiable and customer specific information. Under the FCC's new rule's, telephone companies like Sac County Mutual Telephone Company are responsible for maintaining the security and confidentiality of CPNI. Failure to comply with the new rules may result in substantial fines or other penalties. The new rules become effective immediately and will have a significant impact on our relationship the customers. In order to prepare for these changes, we will be phasing in new policies and procedures over the coming months. This interim period will provide all of us with the time needed to adjust to the required changes. Listed below are the biggest changes these new rules will have on our relationship:

- At our retail location, the company can only discuss CPNI with the customer of record or persons designated by the customer of record as authorized to receive information about the account.
- At our retail location, you will be required to show a photo ID when you have questions relating to your account. For certain routine customer service issues, we may be permitted to discuss CPNI if you have all pertinent information with you, such as the bill or call detail information you wish to discuss. For example, you will be required to show a photo ID if you have questions about your bill (including the amount of the bill) but do not have the bill with you.
- For telephone inquiries relating to CPNI, we will be required to authenticate you as the customer of record. We have three options: the customer can provide a pre-established password, we can call you back at the telephone number related to your account or we can mail the information to your mailing address of record. For certain routine customer service issues, we may be permitted to discuss CPNI if you are able to give our customer representative all the information necessary to assist with your issue.

For your convenience, we have enclosed forms which can be used to set up a password and/or to designate authorized account users. If you wish to have the option to communicate with us regarding CPNI using a password, through authorized account users or via e-mail, you should return these forms at your earliest convenience.

We recognize that the new rules and the procedures are going to change the way we do business. One way to alleviate the potential frustration associated with these policies and procedures is to always have the information in question or required to complete the transaction with you. We apologize in advance for any inconvenience, but failure of Sac County Mutual Telephone Company to comply with these rules may result in substantial fines or other penalties imposed by the FCC. We appreciate your understanding and cooperation as we change our policies and procedures to comply with these new FCC requirements.

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 Sac County Mutual Telephone Company 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 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, including Customer Proprietary Network Information (CPNI).

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), Sac County Mutual Telephone Company will only be allowed to discuss CPNI at our retail location 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 you bill.** For telephone inquiries, other rules dictate how we authenticate a customer. In order to make your experience with Sac County Mutual Telephone Company 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)

Legal Name (Print)

Legal Name (Print)

Legal Name (Print)

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