

## Mulberry Cooperative Telephone Co., Inc. Password Set Up

Per the new FCC rules regarding Customer Proprietary Network Information (CPNI) as described in the attached notice, this form needs to be completed and returned to our office.

**Reminder:** Due to the new CPNI FCC rules, if you request call detail information you must supply this password before the information can be disclosed. If you do not remember the password, the security questions below will be used for verification and a new password will be established. If a password can not be supplied for call detail information, there are only a few ways mandated by the FCC in order to obtain the information.

- (1) Have the telephone representative call you back, but only at the telephone number of record
- (2) Have the telephone representative mail you the requested call detail information, but only to the address of record
- (3) You, the authorized account customer, must come to the telephone office and show your valid government issued photo ID

One Form must be completed per account, therefore if there are more than one authorized customers on the account this password will be for all authorized customers.

Contact: \_\_\_\_\_

Contact: \_\_\_\_\_

Authorized Customer Chosen Password\*: \_\_\_\_\_

5-10 characters in length - Alpha, Numeric, or Alpha/Numeric Mixed - no spaces or symbols

**\*This password can not be historical information such as based on your social security number, address, etc. The FCC is trying to minimize the possibility of false identification for supplying call detail, therefore do not use anything that someone else would be able to access.**

### Security Questions & Answers:

Chose two security questions and fill in the answer. This will be used to verify you as the authorized customer if the password can not be remember. The telephone representative will ask you the chosen questions and wait for the proper answer (that you complete below) before the password is re-established.

1. What was your first childhood pet's name?

\_\_\_\_\_

2. Where were were born?

\_\_\_\_\_

(You can use city and state, just state, just city, state abbreviation, zip code, city nick name, etc. Just remember they way you have chosen to answer this.)

3. What is your favorite color?

\_\_\_\_\_

4. As a child, what was your dream job?

\_\_\_\_\_

5. What brand of shampoo do you use?

\_\_\_\_\_

Authorized By: \_\_\_\_\_

(Signature of authorized contact currently listed on the account)

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

Please use the enclosed envelope to return the completed form to our office at:

Mulberry Telecommunications  
116 S. Glick St. P.O. Box 370  
Mulberry, IN 46058

For questions regarding this form or the new CPNI company policies, please contact:

Glen Hitze  
CPNI Compliance Officer  
Mulberry Telephone Company  
(765) 296-2885