

# Residential CPNI – Customer Proprietary Network Information

Golden West administers Customer Proprietary Network Information (CPNI) rules in accordance with the Federal Communications Commission order, in order to protect the privacy of information contained in your account. CPNI rules allow us to discuss account information only with the person(s) listed on the account. In addition, before we can answer questions or provide information related to the account, we must first be able to verify the person we are talking to is listed on the account.

**What Does This Mean to Me?** When a customer walks into one of our business offices to discuss their account information, they will be asked for their photo ID. The valid photo ID must match the name on the account. When a customer calls one of our business offices they will be asked questions to confirm they are the account holder or authorized to discuss or make changes to the account.

**Who Can Access or Make Changes to the Account?** If your account is listed only in your name, you may want to consider adding another name to the account, if appropriate, i.e. a spouse or another individual. If you rely on someone else to make account changes, payments, or anything else, you will need to have that person's name added to your records as an authorized person for discussing information and making changes to your account. Additional security steps will be needed to access specific call detail information as well.

The additional person(s) that you authorize will not be responsible for payment of this account, or entitled to any of the privileges associated with this account.

## Please update my account information

Account Number: \_\_\_\_\_ Contact Phone #: \_\_\_\_\_

Billing Name: \_\_\_\_\_

Last 4 digits of SS#: \_\_\_\_\_

## *I authorize Golden West to allow the following person(s) to obtain information or make changes to this account:*

Name 1: \_\_\_\_\_ Last 4 Digits of SS#: \_\_\_\_\_

Name 2: \_\_\_\_\_ Last 4 Digits of SS#: \_\_\_\_\_

Name 3: \_\_\_\_\_ Last 4 Digits of SS#: \_\_\_\_\_

Name 4: \_\_\_\_\_ Last 4 Digits of SS#: \_\_\_\_\_

*These changes cannot be made if your request is not signed.*

Signature of Individual Listed on this Account: \_\_\_\_\_

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

**RETURN COMPLETED FORM TO:** info@goldenwest.com  
PO Box 411 • Wall, SD 57790  
1-855-888-7777 • Fax: (605) 279-2747

