

## How can I access my Customer Proprietary Network Information (CPNI)?

First of all, to have access to an account you must be an authorized user on the account. We will then confirm the identity of callers by one of the following methods:

- WesTel Systems will call you back at the phone number of record (your landline phone number).
- WesTel Systems will mail information to you at the postal address of record.
- In person, with photo ID.

**Authorized Contacts:** You can add necessary persons to your account as authorized contacts. Those persons can discuss information and make changes to your account. Authorized contacts will **NOT** be responsible for payment of your account.

Examples of authorized contacts may be if you rely on someone else, such as an adult child, neighbor, or friend, to help you with your account or pay your bill. **Businesses may want to list certain employees as having access to their account.**

Would you like this form to update or replace your existing authorized contacts? Please place check next to appropriate option.

\_\_\_\_ Replace    \_\_\_\_ Update

To add Authorized Contacts, please PRINT the full name of individuals that you are authorizing to have access to your account.

#1 Authorized Contact:

Contact #1 Phone Number:

#2 Authorized Contact:

Contact #2 Phone Number:

#3 Authorized Contact:

Contact #3 Phone Number:

*To benefit both WesTel Systems and you, the customer, we would like to have other methods of contacting you for **Non-CPNI** related items. Most of our customers are not at home during the day and want the **information** they are requesting **quickly**. To alleviate this inconvenience, please provide us with the following information:*

*Phone number of record for correspondence (usually your cellular phone number) along with who your carrier is:*

*E-mail address of record for correspondence:*

*This information is strictly for use between WesTel Systems and YOU!*

**IMPORTANT:** By signing below, the customer is expressly requesting that the company share certain account and call detail information, including Customer Proprietary Network Information (CPNI), with authorized account contacts and is authorizing the company to share such information with authorized contacts as necessary to address service and account inquiries initiated by the account owner or any authorized contact. The account owner is also requesting that they can be contacted for non-CPNI related items by the phone number of record for correspondence and/or the e-mail address of record for correspondence.

Authorized by:

\_\_\_\_\_  
(Signature of person currently listed on account)

Account Owner Name (Printed):

\_\_\_\_\_  
Account Number:

\_\_\_\_\_  
(9-digit number on monthly billing statement)

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

Please complete and return to



012 E 3<sup>rd</sup> St, PO Box 330

Remsen, Iowa 51050

Scan and email to

acctinfo@westelsystems.com