



**Customer Proprietary Network Information Notice of Changes**

The FCC will be implementing new rules shortly that will further strengthen the protection of your Customer Proprietary Network Information (CPNI). This effort by the Commission is in response to the practice of “pretexting” and provides additional privacy safeguards that will limit pretexters’ ability to obtain unauthorized access to your CPNI.

“Pretexting” is the practice of pretending to be a particular customer or other authorized person in order to obtain access to that customer’s call detail or other private communication records. Several changes will be implemented that will affect the way **Plains Communication Services (PCS)** will conduct business with you in the future. Specifically, we are required to implement passwords for any customer initiated calls requesting call detail, be able to authenticate who you are as well as any additional authorized contacts you add to your account, and we are to notify you, as well as law enforcement should there be any unauthorized changes to your password, address, or account information.

The new rules require that you provide a password before **PCS** can release certain information about your account. To establish a password, please fill out the information below, or contact a customer service representative at 970-592-2211. **PCS**, in compliance with the FCC rules, will utilize new authentication methods to ensure that we are dealing with the authorized contact.

In order for **PCS** to discuss any details about your account with another party, such as your spouse, sibling, or other, they must be authorized by you and added to your account. If you would like to add another authorized contact to your account, such as a spouse or child, please fill out the information below or contact a customer service representative at the telephone numbers listed above.

These rule changes are meant to protect you and your valuable customer proprietary information and to safeguard your privacy. Please contact us with any questions or concerns.

Please fill out the following information:

Question for authentication: City you were born in? \_\_\_\_\_

Question for authentication: Name of your favorite pet ? \_\_\_\_\_

\_\_\_\_\_ No, I do not want to add any additional authorized contacts to my account.

\_\_\_\_\_ Yes, I would like to add the following as authorized contacts for my account:

\_\_\_\_\_

Account Telephone Number(s): \_\_\_\_\_

Service Address: \_\_\_\_\_

Restricted Information Password: \_\_\_\_\_

Authorized By: \_\_\_\_\_ Date: \_\_\_\_\_  
(Signature of person currently listed on account)

Please return this completed form to: Plains Communication Services  
423 Main Street #A  
Wray, CO 80758