

## CUSTOMER AUTHENTICATION & EMAIL FORM

Minburn Communications, guided by Federal regulations, seeks to protect your account information from identity theft and fraud. The rules allow us to discuss account information only with the person(s) listed on the account. We must be able to authenticate that person. Minburn Communications will confirm the identity of callers by asking them to answer the 'authentication' question listed below.

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

Business Name: \_\_\_\_\_ Address: \_\_\_\_\_

Business Contact Name: \_\_\_\_\_

Question for authentication: What are the last four digits of your Tax ID Number? \_\_\_\_\_

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

### Establishing an E-mail Address of Record

Under the new FCC rules governing the use and disclosure of Customer Proprietary Network Information (CPNI), there are certain circumstances under which Minburn Communications may be permitted to respond to your inquiries regarding call detail information or certain account information only by calling the telephone number listed on the account or sending such information to the mailing address or electronic address of record. Your mailing address of record is the billing address for your account. If you wish to establish an electronic address of record, you must notify us of the e-mail address you wish to designate as your electronic address of record. **In order to be considered an electronic address of record, the designated e-mail address must be on file with the company for at least thirty (30) days.** This form will establish an e-mail address as an electronic "address of record" only for purposes of service and account inquiries, including inquiries relating to CPNI. This form will not change the billing address for your account. If you wish to establish an electronic address of record for service and account inquiries, please take this opportunity to complete the section below and mail it back to us in the provided envelope.

Designated E-mail Address for Account Inquiries: \_\_\_\_\_

**IMPORTANT:** By signing below, the customer is providing the company with express, written approval to communicate via the designated e-mail address in connection with 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 and account information, including Customer Proprietary Network Information. Please sign even if you do not have an email account.

Account holder: \_\_\_\_\_ Date: \_\_\_\_\_

### Additional / Authorized Users

\_\_\_\_\_ 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.

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

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

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

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

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