



**CPNI Authorized contacts for Telephone/Internet Accounts**

**Name account is in now:** (Please Print) \_\_\_\_\_

**AMU/MACC Account #:** \_\_\_\_\_

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

**Question for Residential authentication:** What is your mother's maiden name?

\_\_\_\_\_

**Question for Business authentication:** What is your Tax ID # or last 4 digits of your SS Number?

\_\_\_\_\_

Please list all the names of Family members or Office employees that you allow to find out info on your bill or that have the ability to change information. If you have a payee that handles your account, please list them, also. The name does not need to be added to the billing name, but can be added to our records as an authorized person for discussing information and making changes to your account.

\_\_\_\_\_ 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: (Please Print.)

\_\_\_\_\_

**Account telephone number(s):**

\_\_\_\_\_

**Authorized by Account Holder or POA, Please print:** \_\_\_\_\_

**Please sign:** \_\_\_\_\_

(Signature of Account Holder)

Please return this completed form to:

Algona Municipal Utilities  
P.O. Box 10  
Algona, IA 50511

You may also bring the completed form to the AMU office at 104 W. Call St. during regular business hours, 8 a.m. to 4:30 p.m., or you may drop off the form at the AMU drop box.

Feel free to contact AMU at 295-3584 if you have questions.

The Federal Communications Commission will implement new rules at the end of 2007 for phone and 2017 for Internet, to protect the privacy of information contained in your phone and/or Internet accounts with Algona Municipal Utilities. The new rules allow AMU to discuss account information only with person(s) listed on your AMU Communications account. AMU must be able to authenticate that person and will do that by asking a specific question to which you have previously provided an answer. Although AMU has always treated your account information with confidentiality, please help us in our effort to further ensure that we protect this information by completing the following:

Customer proprietary information (customer PI) means any of the following that a carrier acquires in connection with its provision of telecommunications service:

1. Individually identifiable customer proprietary network information (CPNI)
  - Voice CPNI:
    - Information that relates to the quantity, technical configuration, type, destination, location and amount of use by a customer. Information contained in the bills pertaining to telephone exchange service or telephone toll service, e.g., phone numbers; time, date and duration of calls; calling patterns; frequently called states; amount customer spends.
  - Broadband Internet Access Service (BIAS) CPNI:
    - Broadband Service Plans
    - Geo-location (physical location of a customer or device) Address
    - Media Access Control (MAC) Addresses and Other Device Identifiers (specific information about the devices on the network)
    - IP Addresses and Domain Name Information
    - Traffic Statistics (such as monthly data usage and average speed)
    - Port Information (relates to the destination, type and technical configuration of a service)
    - Application Header (can include websites visited or email addresses)
    - Application Usage (which cloud services a customer uses)
    - Application Payload (content of an instant message or videos streamed)
    - Customer Premises Equipment and Device Information (type of routers, smartphones or computers used by a customer)
2. Personally identifiable information (PII)
  - Any information that is linked or reasonably linkable to an individual or device. This means that it can be used on its own, in context, or in combination to identify an individual or device, or to logically associate with other information about a specific individual or device. Some examples are:
    - Date of birth
    - Mother's maiden name
    - Government-issued identifiers, e.g. driver's license number
    - Physical address
    - Phone numbers
    - Email address or other online contact information
    - Customer contact Information
  - Sensitive customer proprietary information or "sensitive customer PI" includes:
    - Financial information
    - Health Information
    - Information pertaining to children
    - Social Security numbers
    - Precise geo-location information
    - Content of communications
    - Call detail information
    - Web browsing history, application usage history and the functional equivalents of either.
3. Content of Communications
  - BIAS content includes, but is not limited to, the "contents of emails; communications on social media; search terms; web site comments; items in shopping carts; inputs on web-based forms, and consumers' documents, photos, videos, book read, and movies watched."