



Adding/Removing Authorized Account Users

Under the FCC rules governing the use and disclosure of Customer Proprietary Network Information (CPNI), **F&B Communications** will only be allowed to discuss CPNI at our retail location(s) with those listed as an authorized user on the account and carrying a photo ID. The only exceptions may be for certain routine customer service issues if you have all pertinent information with you, such as the bill or call detail information you wish to discuss. **Remember, CPNI includes call detail information and certain account information, including the amount of your bill.** For telephone inquiries, other rules dictate how we authenticate a customer. In order to make your experience with **F&B Communications** the best possible, we want to give you the option of adding authorized users to your account. Adding an authorized user does not mean that their name(s) will show up on the bill, but only that these persons will be allowed to discuss CPNI with our company representatives.

AUTHORIZED USERS to Add/Remove from Account:

Add Remove _____
Legal Name (Print) Phone Number

Add Remove _____
Legal Name (Print) Phone Number

Add Remove _____
Legal Name (Print) Phone Number

Add Remove _____
Legal Name (Print) Phone Number

QUESTIONS FOR AUTHENTICATION (please complete at least three):

What is the make of your first car? _____

Who was your childhood hero? _____

In what city or town was your first job? _____

What is your mother's middle name? _____

What street did you live on in third grade? _____

What is the last name of your first-grade teacher? _____

If you do not provide us with authentication answers, we will be unable to add or change your services, inform you of the balance due or discuss your account over the phone when you call our office. You will be required to come into our office and present a photo ID or we may contact you by phone at the telephone number on the account or send correspondence by U.S. Mail. Even stricter requirements apply to the release of call detail records for calls billed on your F&B Communications statement. We may only provide this information to you in-person, by calling the telephone number on your account or by U.S. Mail.

IMPORTANT: By signing below, the customer is expressly requesting that the company share certain account and call detail information, including Customer Proprietary Network Information, with authorized account users and is authorizing the company to share such information with authorized users as necessary to address service and account inquiries initiated by the account owner or any authorized user.

Account Owner Name (Print) Account Owner Signature

Date Account Number