



COMMUNICATIONS

Local. Reliable. Responsive.

Recently new laws have been passed increasing our obligations to protect your information. These rules are referred to as CPNI (Customer Proprietary Network Information). We have always protected your telephone information. It is important to us to make sure that none of your information is given to any unauthorized person.

We will be implementing several new procedures to ensure that all account information is being given only to those authorized to receive the information.

You will be required to establish a password to obtain information over the telephone. If you do not want to establish a password, we can send information to the address of record or we can call you back at the phone number of record.

We will only give information to a person in our business office if they can show a government issued photo ID to verify that they are the owner named on the account.

We have included in this letter an account update form. If your account contains an additional authorized person or spouse information, then this person can also obtain information about your account. Please make sure that this information is correct. If you have had any changes such as marriage or divorce this information may need to be updated. Your account must be in your name, not the name of another person. Regulations require that we have an authorized person on the account, without this we will not be able to give any information or make changes on your account.

This form should also be used if you want to establish a password for your account. This would be the only way we could give you any account information over the phone, without calling you back at the phone number of record. If you typically call us from work etc, a password would be the best way for you to continue to conduct business with us in the same manner that you are used to. A password cannot be your address, or the numbers of your address, social security number, name, mother's maiden name, etc. Your password should not be anything that an unauthorized person may be easily able to obtain about you.

If you have Internet access, you can also establish an online account. Here you would be able to get account information such as amount owed, calls on your bill, services on your bill etc. You can also see bills for previous months. Sign up is easy, go to www.ctcn.net, my account, click link to jump to resources, select E-Statement, then new users register here.

Please take a moment now to return this important information. We want to continue to make it convenient for your, our customer, to get information and make changes to your account, while protecting your information from unauthorized persons. If you have questions, please call our office at 653-4000.

CT Communications Account Update Form (Please Print)

Phone Number

Account Number

Name of Authorized Account Holder

Additional Authorized Person (Indicate "NA" if no other person is authorized on your account)

Password on Account (Cannot be your name, phone number, address, no profanity) (Must be 2 - 10 letters and/or numbers)

Signature of Authorized Account Holder

Date