

Customer Proprietary Network Information (CPNI) for Business Customers

The Federal Communications Commission (FCC) has implemented new rules to further protect the information contained in your telephone account with Golden West. As a result, telephone customers will encounter additional security steps when inquiring about their bills.

The FCC rules allow Golden West employees to discuss account information only with the person(s) listed on the account. Before we can answer questions or provide information related to the account, we must first verify that the person we are talking to is listed on the account. These new rules do not apply to customers calling to report outages or problems with a Golden West service.

What does this mean to you as a business customer?

When a customer walks into one of our business offices inquiring about their account, they will be asked for their government-issued photo ID (driver's license, tribal membership card, passport, etc). The valid photo ID must match a name on the account before any information is released.

When a customer calls one of our business offices, they will be asked some questions to confirm they are the account holder or authorized to discuss or make changes to the business account before any information is released. Additional questions may be needed to access specific call-detail information as well.

Sample Letter

Your Business Letterhead

December 3, 2007

Golden West Telecommunications
PO Box 411
Wall, SD 57790

Dear Customer Service:

This letter is to designate the following personnel from (name of your business) as individuals authorized to discuss information and make changes to our business account numbers 279-1111, 279-1112, and 279-1113 with Golden West.

Name	Last 4-digits of Social Security Number
Jack Hill, Owner Business X	0000
Jane Doe, Business Manager	1111
John Doe, IT Manager	2222

I understand that when one of these individuals calls a Golden West business office they will be asked a couple of questions, including this information, to confirm they are authorized to discuss or make changes to the business account before any information is released.

Sincerely,

You Must Sign This Letter

Jack Hill, Owner
Business Name

Who can access or make changes to your account?

If you are a business that relies on specific employees to help with account changes, payments, or anything else with Golden West, you should seriously consider adding these individuals' names to your records as an authorized person for discussing information and making changes to your business account.

If your business account is listed only in the business's name, we will not be able to share information about the account until we are notified in writing as to who is authorized to access or make changes to this account.

If you would like to add additional names to your account, i.e. business manager, we encourage you to notify us in writing on your business letterhead. Simply write the necessary information including your business name, billing phone number, and the name of the person(s) that you are adding, as well as the last four digits of their social security number. We have included a sample letter that you may refer to when notifying Golden West who you would like to allow to have access to your account.

Sorry for the hassle.

Although the new security steps will prevent our customers from getting hurt by other people trying to steal your information. Please know that Golden West will do what it can to make the process as fast and hassle-free as possible while still protecting your information.

