

## **THE GOLDEN BELT TELEPHONE ASSOCIATION, INC.**



103 Lincoln Street, P. O. Box 229  
Rush Center, Kansas 67575  
Telephone: 785-372-4236  
Fax: 785-372-4210

### **NOTICE TO CUSTOMERS – FEBRUARY 2008**

The Federal Communications Commission (FCC) has made changes regarding Customer Proprietary Network Information (CPNI) and how all telecommunications companies are to handle it. CPNI is personal information stored and collected by Golden Belt Telephone for billing and provisioning of services. Examples of information include specific subscriber call detail records, services, features, and selected long-distance carrier. Examples of non-protected (public record) information include name, address, and published phone number. Golden Belt Telephone will do everything possible to protect the privacy of your CPNI information. Part of the FCC rule changes requires our company to perform a customer authentication process anytime you call for or visit the office for protected account information. The following procedures have been put into place by Golden Belt Telephone to comply with these requirements:

**If you VISIT the office for information**, you may be asked to produce a photo id for identification purposes and to give us your password information.

**If you CALL the office for information**, you will need to provide the password information to allow us to share information about your account.

In addition, information will only be given to the person named on the account. If you would like other people (spouse, parents, children, employees, etc.) to have access and/or make changes to your account, please provide the names of those who you wish to have access to your account on the attached sheet and return it to our office. **Remember, all contacts will need to know the password or the verification answer when they call in to our office.**

As a customer, you have the right at any time to restrict the use of CPNI for marketing purposes. If you choose not to permit us to disclose your CPNI with GBT Communications or other affiliates, you may opt out of receiving such information. The services you are currently receiving will not be affected if you opt out; however, restricting CPNI may make you ineligible to receive information from Golden Belt Telephone about new products and services, packaged offerings, and various promotions.

If you do not want us to share your CPNI with GBT Communications or other affiliates, you can notify us in writing or email our office at [custservice@gbta.net](mailto:custservice@gbta.net) within 30 days. Once you opt out, you will remain on this list until you request otherwise.

Thank you for assisting us in protecting your personal information. If you have any questions, please call our office at 800-432-7965 or 785-372-4236.

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103 Lincoln Street, P. O. Box 229  
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Telephone: 785-372-4236  
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Account Name: \_\_\_\_\_

Acct # \_\_\_\_\_

Address: \_\_\_\_\_

City, St, Zip: \_\_\_\_\_

In accordance with the Federal Communications Commission's (FCC) new Customer Propriety Network Information (CPNI) rules, telephone companies are required to set up password protection for your account. CPNI includes where, when and to whom a customer places a call, as well as the types of service offerings to which the customer subscribes and the extent to which the services are used.

You will need to provide us with a password when calling in to discuss any information that involves CPNI. According to FCC rules, only persons listed on your telephone bill can access or change information regarding your CPNI.

At this time, we are encouraging our customers to make any changes to their account that would make access easier for those who need to inquire about the account. You can add authorized users such as spouse, parents, children, employees, etc. to your account which would allow them to make changes or receive information about your account. They will need to know the Password or verification questions in order to obtain any information regarding your account.

Please fill in the form below completely. You can mail the form to Golden Belt Telephone Assn., Inc., PO Box 229, Rush Center, KS 67575; or fax the form to 785-372-4210. You can return the form to our office in Rush Center, Ness City or Ellis. If you have any questions, please feel free to contact our office at 800-432-7965 or 800-946-4282 if you are outside of Kansas.

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1. Establish an account password: \_\_\_\_\_

2. Choose one of the following questions as your backup security question and provide an answer:

What is your favorite candy? \_\_\_\_\_ What is your favorite food? \_\_\_\_\_

What is your favorite holiday? \_\_\_\_\_ What is your favorite movie? \_\_\_\_\_

What is your favorite sports team? \_\_\_\_\_ What is your favorite vacation location? \_\_\_\_\_

What was the name of your first pet? \_\_\_\_\_

3. Add the following Name(s) as authorized user(s) to request information and/or to make changes on my account.

0 \_\_\_\_\_ 1 \_\_\_\_\_ 2 \_\_\_\_\_

3 \_\_\_\_\_ 4 \_\_\_\_\_

Print Name: \_\_\_\_\_ Email Address: \_\_\_\_\_

Signature: \_\_\_\_\_ Local Phone Number(s) \_\_\_\_\_ Date: \_\_\_\_\_

Must be the Account Holder