

ESTABLISHING AN AUTHENTICATION RESPONSE

MONARC TECHNOLOGIES WILL CONFIRM THE IDENTITY OF CALLERS BY ASKING THEM TO ANSWER THE 'AUTHENTICATION' QUESTION LISTED BELOW.

QUESTION FOR AUTHENTICATION: What are the last four digits of your social security number? _____

ESTABLISHING AN E-MAIL ADDRESS OF RECORD

Under the new FCC rules governing the use and disclosure of Customer Proprietary Network Information (CPNI), there are certain circumstances under which Monarc Technologies may be permitted to respond to you inquiries regarding call detail information or certain account information only by calling the telephone number listed on the account or sending such information to the mailing address or electronic address of record. Your mailing address of record is the billing address for your account. If you wish to establish an electronic address of record, you must notify us of the e-mail address you wish to designate as your electronic address of record. In order to be considered an electronic address of record, the designated e-mail address must be on file with the company for at least thirty (30) days. This form will establish an e-mail address as an electronic "address of record" only for purposes of service and account inquiries, including inquiries relating to CPNI. This form will not change the billing address for your account. If you wish to establish an electronic address of record for service and account inquiries, please take his opportunity to complete the section below.

Designated E-mail Address for Account Inquiries:

(Print)

IMPORTANT: By signing below, the customer is providing the company with express, written approval to communicate via the designated e-mail address in connection with service and account inquiries made by the account owner or designated account users. This approval includes responses to inquiries related to the customer's services generally and specifically to inquiries concerning call detail information and account information, including Customer Proprietary Network Information.

Account Owner (Print)

Signature

Date

Telephone Number on Account



Account Telephone Number(s):

1. _____

2. _____

The following names are the authorized users/contacts on 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.
(Maximum number of user names is four)

Authorized Contact Information

Keeping your information private is important to us. In keeping with the Customer Proprietary Network Information (CPNI) rules, we are asking that you provide the information below, so that we can confirm with whom we are speaking when you contact us by phone. Additionally, you may add other 'authorized' users to your account. They can be anyone that you wish, or those that need to have access, to make changes to your account with us.

Password _____

Additional Authorized Users

1. _____ 2. _____ 3. _____

Your Personal Security Question & Answer _____

Your Personal Security Question & Answer _____

Signature _____

Authorized by: _____
(Signature of person currently listed on account)

Date:

Please return this completed form to:

