

Protecting your CPNI: Important Changes to Your Account

Dear Valued Customer,

The Federal Communication Commission (FCC) has introduced regulations aimed at strengthening the security and confidentiality of Customer Proprietary Network Information (CPNI). CPNI includes details such as call records (who you call, who calls you, and call durations), account information (the services you subscribe to and your billing details), and other personal customer data.

To comply with these regulations, **Farmers Mutual Telephone Co. d/b/a Heartland Technology** must ensure that your CPNI remains protected. Failure to follow these rules could result in significant fines or penalties. As part of these changes, **we need you to complete and return the attached form by April 1, 2025**, to maintain access to your account information.

Key Changes You Need to Know:

We can only discuss CPNI with the **account holder or authorized users** designated by the account holder.

- **In-Person Verification Process:** When visiting our office for account-related questions, we must authenticate your identity. You can verify yourself in one of the following ways:
 - Show a valid photo ID.
 - Provide a pre-established 4-digit pin/password.
- **Phone Verification Process:** If you call us regarding your account, we must authenticate your identity. You can verify yourself in one of the following ways:
 - Providing a pre-established 4-digit pin/password.
 - Receiving a callback on the phone number linked to your account.
 - Having the requested information mailed to your registered mailing or email address.
 - For service-related issues (i.e. service outage), we may be able to assist if you provide all necessary account details during the call.
- **Online Account Security:** If you access your account online, you must set up a **unique password** that does not contain personal information such as your account number, home address, Social Security Number, mother's maiden name, or date of birth.

Next Steps:

For your convenience, we have enclosed a form on the back of this sheet to assist you with:

- Setting up a **4-digit pin/password** and **security questions**.
- Designate **authorized account users**.
- Provide an **email address and phone number of record** for official account communications.

If you prefer to set up your password online, visit your customer portal. A step-by-step guide, titled *How to: Set up CPNI via Online Customer Portal*, can be found at www.heartlandtechnology.com/resources.

Why These Changes Matter

We understand these rules may change how we interact, and we appreciate your patience as we implement these security measures. **To make your experience as smooth as possible, we recommend bringing the necessary identification when handling account-related matters.**

We apologize for any inconvenience these new procedures may cause, but compliance is essential to ensure the protection of your personal information and avoid FCC penalties.

Thank you for your understanding and cooperation. If you have any questions, please don't hesitate to reach out.

Sincerely,

Heartland Technology

ACCOUNT INFORMATION UPDATE FORM

Please fill out the required fields and submit this form via mail, in person, our outdoor drop box, or via email.
541 Young St. PO Box 249 Jesup, IA 50648 | customercare@heartlandtechnology.com

GENERAL ACCOUNT INFORMATION

****REQUIRED****

Account Number (find this 10-digit number on your monthly statements) _____

Name on Account _____

Phone Number on Record _____

E-mail Address on Record _____

ESTABLISH 4-DIGIT PIN/PASSWORD AND SECURITY QUESTIONS

****REQUIRED****

Create a 4-digit pin/password.

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Security Question – Please answer ***one*** of the below questions.

- What is your favorite color? _____
- What is the name of your childhood friend? _____
- What is your pet's name? _____
- What is the name of your favorite teacher? _____

ADD AUTHORIZED ACCOUNT USERS (*Optional*)

Contact #1

First and Last Name _____

Phone Number _____

Contact #2

First and Last Name _____

Phone Number _____

SIGNATURE: _____