

Dear Customer:

We value you as a customer and we know how much your privacy means to you. In the normal course of providing you telecommunication services, Wheat State Telephone collects and maintains certain information about you, whether it is the information actually contained on your monthly phone bill or information specific to your identity. Wheat State Telephone uses this information to conduct our business, to advise you of our products and services, and to provide you with excellent customer service.

When you contact one of our customer CARE centers for assistance we will verify your identity prior to accessing your account information. This is to protect you and prevent fraudulent activity from occurring to your account. We will ask you to verify information that identifies you or the individuals you specify as authorized to view or make changes to your account.

To continue this protection procedure we need you to specify whom in your household or family is authorized to add, delete, or otherwise make changes to your Wheat State Telephone accounts. We also need you to indicate a password that you and these individuals will use when contacting our company to verify their identities and your authorization to make changes.

Please complete the form listed below and return to our office as soon as possible.

Account Name:	Primary Account Holder Name:
Phone number(s):	
Cell Phone(s):	I hereby permit Wheat State Telephone and its business associates to contact me or any other responsible party on my account, on our cell phones or other mobile devices, regarding any and all aspects of my account. Signature: _____ Date: _____
Persons authorized (other than you) to make changes on your account(s):	Relationship to you:
Account Password: Please see other side for instructions.	
Prompt Question # _____ Prompt Answer:	If someone requests a change in services and they are not on this list – or an authorized person is unable to provide the account password – customer CARE will be unable to fulfill the request.

We apologize for any inconvenience this new procedure may cause – but we trust you are reassured by the protection it affords. Thank you for your cooperation. If you have any other questions, please contact one of our Customer Care offices listed below for more information.

CREATING A PASSWORD

and a prompt question to protect your account:

Create a password by selecting one of the following “prompt questions” and answering the question. Simple. If between now and the first time you need to contact our office you have forgotten your password our customer CARE representatives will assist you by asking one of the following Prompt Questions. Your password would answer the question you select:

Circle the letter of the question you would like to use – enter that letter and then the appropriate answer in the box provided on the front side of this form.

1. What was the name of your first pet?
2. What was the name of your elementary school?
3. What was the name of your high school mascot?
4. What is your favorite color?
5. What is your favorite food?
6. What is your father’s middle name?
7. What is your favorite football team?
8. What was the last name of your favorite teacher?
9. Who was the best man at your wedding?
10. What is the name of your first grandchild?
11. Who is your favorite Nascar driver?

EXAMPLE:

We selected prompt question number “1” and printed the answer to create a password.

Prompt Question: (#1)

A. What was the name of your first pet?

Password Answer: Taffy