

CUSTOMER PROPRIETARY NETWORK INFORMATION POLICY

In response to the FCC regulations designed to protect the privacy of your account information, Spruce Knob Seneca Rocks Telephone, Inc. (SKSRT) implemented our Customer Proprietary Network Information (CPNI) policy. According to CPNI regulations, we may discuss your account information with only the person(s) listed on the account, and we must verify the identity of anyone who wishes to discuss your account.

In order to authenticate a customer's identity, SKSRT may ask for a photo ID if you are in our office. If you are calling our office, you will be required to provide your account PIN or answer a backup question.

Your SKSRT Customer Service Representative will be happy to help you set up your PIN or your backup authentication question. If you have lost or forgotten your PIN and/or have not completed and returned the backup questionnaire, please give us a call at 304-567-2121, and we will mail you the appropriate information.