

**Buggs Island Telephone Cooperative (BIT)
New Telephone Installation Form**

Revised September 2009

Date: _____ Contact Number: _____

Name: _____ List in telephone directory as _____

Social Security Number: _____ Driver's License #: _____ State: _____

Spouse (Other Name on Account) _____

Social Security Number: _____ Driver's License #: _____ State: _____

Billing Address: _____

City: _____ State: _____ Zip: _____ County: _____

911 Address: _____

City: _____ State: _____ Zip: _____ County: _____

Own ___ Rent ___ Landlord's name: _____ Telephone Number: _____

Employer: _____ Telephone Number: _____

Have you or your spouse (Other) had telephone service with us before? Yes ___ No ___

If yes, previous telephone number: _____ Date disconnected: _____

Has there been service at this address before? Yes ___ No ___

Do jacks need to be installed? Yes ___ No ___ If yes, how many: _____

Subdivision: _____ Lot #: _____ House type/color _____

Long Distance Carrier : _____

Telephone Number: _____ Published ___ Non-Published ___ CPNI: Opt-Out ___

Inside Wire Maintenance Plan: Yes ___ No ___

Features/Blocks: _____

Bundles: Basic ___ \$84.95 Plus w3 MB ___ \$99.95 Plus w/LD ___ \$99.95 Premium ___ \$114.95

Payment Options – eBill ___ ~ Automatic Draft ___ ~ Credit Card ___ ~ Mail ___

| | | | | | |
|-----------------------|-----------------|---------|-------|------------|-------|
| Installation Charges: | Service Order | \$10.00 | _____ | Date Paid: | _____ |
| | Line Connection | \$10.00 | _____ | | |
| | Premise Visit | \$25.00 | _____ | Bill Fees: | _____ |
| | Taxes | | _____ | | |

Security Deposit: _____ Date Paid: _____

CPNI is a communications industry abbreviation that stands for Customer Proprietary Network Information. CPNI refers to your telephone service, including the charges on your bill, the services you subscribe to, and your usage data and calling patterns. In short, it is your private information about your communication services.

The Federal Communications Commission (FCC) has mandated CPNI 'must comply' rules for all telecommunications companies. The rules are designed to safeguard your information from anyone who is not authorized to have access to your account.

1. Each time you call BIT to speak with a customer service representative regarding your account, we will be required to ask for your secure password. If you cannot remember the password, we are required to ask a verification question, and you will be required to provide an appropriate answer to the question to ensure we are speaking with an authorized contact on your account.
2. Once authorization has been established, we can discuss information about specific calls that you have made after you provide the date of call, length of call and call destination. If you are unable to provide specific details, we can send a copy of this information to the account address on record.
3. If you stop by any BIT office to make account inquiries, you may be required to show personal photo identification before we can discuss or release any account information.
4. You may add up to four authorized contacts. In order to protect your information, only these authorized contacts will be allowed to make inquiries or changes to your account. Inquiries or requests from other parties, including those of a spouse, cannot be honored if they are not an authorized contact or listed on the account. If you are uncertain who is an authorized contact on your account, please contact your local office for clarification.

Security CPNI Password: _____

Security Questions:

1. What city were you born? _____
2. What is your favorite color? _____
3. What kind was your first car? _____
4. What was the name of your first pet? _____
5. What was the name of the high school you attended? _____

Authorized Contacts:

1. _____
2. _____
3. _____
4. _____

Comments:

Customer Signature: _____

Customer Service Representative: _____

Date emailed to dispatch: _____