

Star Telephone Implements FCC Ruling Regarding Customer Proprietary Network Information (CPNI)

If you have had to handle any banking, insurance, or virtually any other personal business by phone or computer, most likely you were asked to provide a “password” or maybe answer a “Verification Question” before you could access your account. Even if you use an ATM machine, you have to provide a Personal Identification Number (PIN) in order to access your account information.

Sometimes, we feel we are bombarded by passwords we have to remember.

The Federal Communications Commission has recently passed a ruling to protect you, the customer, and Star Telephone, the service provider.

This ruling provides our customers with a sense of security that your personal information that is shared with Star Telephone will not be disclosed to any outside party other than you.

So, the next time you come into or call our business offices you will be asked to provide a password (any word that will be easy for you to remember) and the answer to two predetermined security questions; for example, the name of the school you graduated from, the year you were born, the town you reside in, etc.

Once we have your password and security questions documented in our computer system, we are required by the FCC ruling to verify your identity before we can discuss your account with you or make any changes to your account.

If you forget your password, you will be asked to provide the answers to your two security questions.

This ruling is to protect you.

It would be advisable to not share your password and the answers to the security questions except with those you allow to make changes to your account.

Also, each time a change is made to your account, a courtesy letter will be generated and mailed to your billing address to advise you of recent activity on your account.

For more information on Customer Proprietary Network Information (CPNI), please contact our business office at 1-800-706-6538.