

Important information about your Personal Account Information- CPNI.

For many ASTAC coop members, CPNI is not news. Steve Merriam presented the new CPNI rules at all the ASTAC Annual Meetings in July. We offer this information again in this special Messenger so that you may take action to update your account information. If you have any questions, please feel free to call the ASTAC office locally at 811 or at 1-800-478-6409.

“What is CPNI?”

CPNI is one more of those many communications industry abbreviations. CPNI stands for Customer Proprietary Network Information. CPNI is important to you in this ever changing world of telecommunications. CPNI is all of the information associated with your telephone service. CPNI includes your calling charges, the optional services you subscribed to, and your usage data and calling patterns. In short, it is your private information about your telephone services.

On October 2, 2007, new rules governing CPNI will go into effect. The new rules are designed to safeguard your information from ‘pretexters.’ They are unscrupulous, dishonest people who impersonate you in an effort to gain access to your account information- your CPNI. By requiring a password, together we can make your



account information much safer. As an ASTAC co-op member you need to know about these new rules, your rights, and your options regarding CPNI issues. If you give this important topic a few minutes of thought and action, you will be rewarded with better and more secure service. Most of all, we want to assure every coop member that we do not share your CPNI, or any other personal information, with anyone who is not authorized.

Adding a Password to your account information

To comply with CPNI security issues, ASTAC is required to add password access to each customer account.* After October 2nd, 2007, you will be required to use your password for any account access related services. For instance, when you call 811 for customer service help, the password will be required. If you drop by to do business with ASTAC in person at our Customer Care Centers, you will be required to show identification before we can discuss or release any CPNI. The same password will be required to access your CPNI on the Internet no later than April 2, 2008.

“Why A Password For My Account?”

For several years, there have been vendors in the business of switching your service, selling you new services or snooping around in your call detail records while pretending to be you. Whether they do it for financial gain or simple maliciousness is a matter of serious concern for all of us. New CPNI rule changes were needed to help make your account information safe.

“What should I do now?”

To make sure that your service requests are handled efficiently, we are asking you

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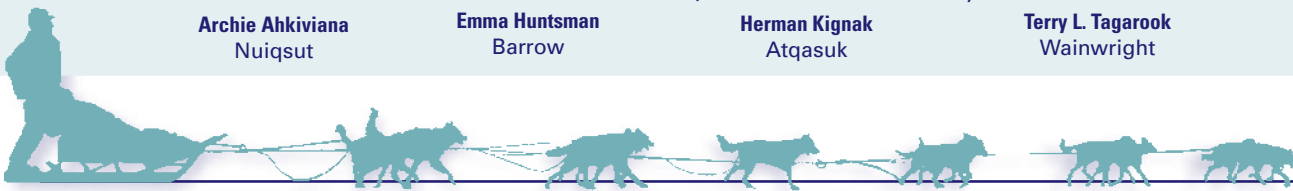
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September / October 2007



ASTAC

THE messenger

An Informational Customer Newsletter from Arctic Slope Telephone Association Cooperative



*The thing about life is that it is not about things.
Be smart, be safe, keep away from drugs and alcohol.*

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to add a password to your ASTAC account immediately. (We would like to update every ASTAC account before the October 2nd deadline!) We will make the process as easy as possible for you to do. In this issue of the Messenger, you will find a form for adding your password to your account information. Just fill out this form and either drop it by the ASTAC Customer Care Center in Barrow; return it with your bill payment or send it by mail. If you drop it off in person, please use an envelope to protect your privacy. Please remember to fill it out completely. If you would prefer to call 811 and set up your password an ASTAC representative will be happy to help you and answer your questions during regular business hours.

“What should my password be?”

First, of course, select a password that is easy for you to remember. This is best done by keeping a picture of the password- or its meaning- in your head. Do not include easy, personal information in your password. Your birthdate, your address, your phone number, or your social security number would be easy information for anyone else to get and are therefore are

poor password choices. Choose a password that is easy to visualize and completely personal to you- something no one else might guess or know about.

Backing up your password

It is always wise to back up your passwords by keeping them in a safe place. If you find it hard to remember, you may want to just jot it down on a piece of paper and put it away in a safe place. In the event that you have forgotten or lost your password, ASTAC will have your ‘shared secret’ on file which you provided to us. Answering the ‘shared secret’ will authenticate you as an ASTAC customer should you ever lose or forget your password.

PLEASE PROTECT YOUR PASSWORD AND YOUR SHARED SECRET AND KEEP IT PRIVATE !

ASTAC is required to notify all customers of certain types of account changes, such as password changes or mailing address changes. We will always have your file information and we will continue to notify you directly if there are any changes in your account information or status.

Thanks For Your Help!

Thank you for taking the time and making the effort to update your ASTAC account with a password. Working together, we will continue to keep your ASTAC connection safe and secure.

Dave Fauske,
General Manager / CEO
Arctic Slope Telephone Association
Cooperative

**Note: Not all business customers will have to comply with the new rules. The FCC exempts ASTAC from the password rules for certain business customers, if those businesses have a dedicated ASTAC customer service account representative.*



The Arctic Slope Telephone Association Cooperative

1-800-478-6409

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Password Verification Form

Please fill out this form completely and return in an envelope, either in person or via the mail.

NAME: _____ **PHONE:** _____

ADDRESS: _____
(Street, City, State & Zip)

PASSWORD: _____ **CONFIRM PASSWORD:** _____

SHARED SECRET: _____

My favorite singer is: _____

MAIL TO: ASTAC, 4300 B St. Suite 501, Anchorage, AK 99503