



# IMPORTANT CUSTOMER INFORMATION!

## **Password Protect Your Personal Account Information - CPNI**

### **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 subscribe to, and your usage data and calling patterns. In short, it is your private information about your telephone services.

As your telecommunications provider, XIT is required to follow specific rules to safeguard your information from 'pretexters', who are unscrupulous, dishonest people who impersonate you in an effort to gain access to your account information — your CPNI.

New rules governing CPNI will go into effect soon. These rules include password protection for customers' accounts. By requiring a password, together we can make your account information much safer. As an XIT customer, you need to know about these new rules, your rights, and your option regarding CPNI issues. If you will give this important topic a few minutes of thought and action, you will be rewarded with better and more secure service.

Most of all, XIT wants to assure each of our customers 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, XIT is required to add password access to each customer's account. In the near future, you will be required to use your password for any account-access-related services. For instance, when you call customer service and request call detail records from your bill, proper identification will have to be established before we can discuss or release any CPNI. In short, before any changes can be made to an account, XIT must request proper identification before releasing account information.

### **"Why a password for my account?"**

Your account needs password protection to prevent unauthorized access by others and to ensure the security of your account information.

### **"What should I do now?"**

To make sure that your service requests are handled efficiently, we are asking you to add a password to your XIT account as soon as possible. We must update all XIT customer's account by November 30th. Please help us meet this deadline. We will make the process as easy as possible for you to do. Attached to this information, you will find a form inserted for adding your password to your account information. Just fill out this form and either drop it by your local XIT Customer Care Center; return it with your bill payment; or send it by mail. If you drop it off in person, please use a sealed envelope to protect your privacy. Please remember to fill out the form completely and write PASSWORD on the front of your sealed envelope. If you would prefer to call your local XIT Customer Care Center to set up your password, a representative from customer service will be happy to help you and answer your questions during regular business hours. There should be only one (1) password and one (1) shared secret per account. If you have a joint account, please make sure that the password and shared secret you choose are known to both parties on the joint account.

### **"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 birth date, your address, your phone number, or your social security number would be easy information for anyone else to get — and, 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

**Continued on other side**

put it away in a safe place. In the event that you have forgotten or lost your password, XIT will have your 'shared secret' on file, which you provided to us. Answering the 'shared secret' question will authenticate you as an XIT customer should you ever lose or forget your password. Examples of a 'shared secret' could be: What's your favorite color? What is the name of your birth city? What was your first car? What was your favorite TV show? Etc.

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

XIT 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 XIT account with a password. Working together, we will continue to keep your XIT connection safe and secure.



## Password Form

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

(As name appears on XIT account. Example: John Doe – John J. Doe – John and Jane Doe)

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Password: \_\_\_\_\_

Shared Secret: \_\_\_\_\_ Answer: \_\_\_\_\_

(Please write out 'Shared Secret' question and provide answer to the question.)

Customer Signature: \_\_\_\_\_

(Required)



**Mail to: XIT Communications  
Attn: Marketing Department  
P.O. Box 711  
Dalhart, TX 79022**