

# Establishment of Account Password

Dear Valued Customer,

We honor the privacy of our customer's account information. You have the right and we have a duty, under federal law, to protect your information known as **CPNI** — Customer Proprietary Network Information.

In an effort to further protect your privacy and confidential information contained in your Wilkes Communications/RiverStreet Networks account, **we are requesting that you create an established password to access your account.** Creating an account password allows us to authenticate individuals and discuss information with only the account holder(s) or authorized individuals. There are no specific requirements for creating a password. It can be a word, phrase, or numbers that are meaningful to you.

This required password must be given before any account information can be discussed or changes can be made regarding your account. Please note, establishing a CPNI password allows whoever has the password full access to the account billing and services.

To establish your account password by phone, please have your most recent invoice available. You will be asked to verify the unique invoice number. If you prefer to submit a paper copy, you may do so by filling out the form below and mailing it to our office at 1400 River Street, Wilkesboro, NC 28697. If you have any questions, please call customer service at 844-238-0131.

We appreciate your business and look forward to further protecting your privacy.

Sincerely,  
Wilkes Communications/RiverStreet Networks

## Password Verification Form

Name/Company \_\_\_\_\_ Account Number \_\_\_\_\_

Home/Company Phone \_\_\_\_\_ Other Contact Number \_\_\_\_\_

Email \_\_\_\_\_

Service Address \_\_\_\_\_

Mailing Address \_\_\_\_\_

Password \_\_\_\_\_

*This is the CPNI password that allows full access to the account billing and services. You will be required to give this to the Sales & Support Representative to access any information on the account.*

Signature \_\_\_\_\_ Date \_\_\_\_\_

*\*By signing above, client agrees to the terms of this form and to receive all emails from the Cooperative and its affiliated organizations including, but not limited to, promotions, campaigns, newsletters, and organizational updates with the right to unsubscribe at anytime.*