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The Federal Communications Commission (FCC) has implemented new rules to protect the privacy of information contained in your account with McDonough Telephone Cooperative. The new rules, which went into effect December 2007, allow us to discuss account information only with the person(s) listed on the account. We must also be able to verify that the person attempting to access the account is actually authorized to do so. We'll do this by asking for a password which you can establish by completing the form at the top of this letter. In the event you should forget your password, we are also asking you to choose an authentication question and answer which would allow us to reissue your password to you. Your password must contain at least four but not more than 8 characters – numbers or letters – and may not be based on any readily available biographical information such as social security number, telephone number or birth date.

What happens if you don't set up a password and authentication question? We will still be able to relay account information to you but under very strict guidelines. If you contact us by phone, we can call you back at your telephone number of record or send the information to your address of record. Please understand – these rules have been handed down by the FCC, and we are obligated to follow them.

If your account is listed in your name only, you might want to add another name, if appropriate – spouse or roommate, for example. That person would then be able to discuss account changes, billing and payment matters and any other issues relating to your account. He or she would become an Authorized Account Representative. The Authorized Account Representative does not become a member of the co-op or have any claim to your voting privileges or capital credits. The title simply gives them the authority to discuss and make changes to your account.

While we have always treated your account information with confidentiality, please help us in our effort to further ensure that we protect this information by completing the form above and returning it at your earliest convenience.