



## Checklist for New Residential Voice Services

### Information Checklist for New Residential Voice Services

Email address (for primary Account contact), will be used as username for Momentum Feature Portal:

#### Caller ID Name

Select one of the 2 Options below to confirm how you want your Caller ID Name to appear to the receiving party on outbound calls:

Option 1 – Caller ID Name will appear as you designate in the following box (max. 15 letters/spaces, typically first and last name of customer, e.g. John Doe). If the box below is left blank, your phone number will display instead.

Option 2 - Block Caller ID Name (Caller ID information of any type will be blocked from appearing on outbound calls)

#### Directory Assistance (DA, 411)/Directory Listing (DL, phone book)

Select 1 of the 2 DA/DL Options below and specify if you want your Address to be omitted from the phone book listing:

Option – No submission, prior listing remains (**only available if existing Phone # is being ported**) (*no charge*)

Option - Name, Address, and Phone # appear in DA (411) and DL (phone book) listing (*no charge*)

**4-digit Account Privacy Personal Identification Number (PIN)** - If left blank, you can create a PIN when logging into Momentum Feature Portal for the first time

Select your PIN (4 numeric digits, no alphabetic or special characters):

Your 4-digit Account Privacy PIN is used to adhere to regulations from the Federal Communications Commission (FCC) regarding Customer Proprietary Network Information (CPNI) and how it is handled by all telecommunications companies. Generally, CPNI is personal information stored and collected to provide service and bill for that service. Examples of protected information include call details, subscribed services and features, and carrier selected. Examples of non-protected information, because it is of public record, include name, address, and phone number (if published). To protect the privacy of your CPNI information, we will perform a customer authentication process before discussing your phone account with you. If you need information about your services or wish to make changes to your account, you must be an authorized individual on the account. You must be authenticated on your account using the above PIN or by answering security questions (or provide a valid photo identification if in person) before we can share any potentially sensitive information. Only the authenticated person(s) whose name is on the account will be able to access account information. To add another person to your account, please indicate the name(s) below. Thank you for your cooperation as we work to ensure your privacy.

I would like to add an authorized person(s) to my account. Name(s) of the person(s) to add:

Name:

Name:

Account Holder's Signature:

Date:

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