



CPNI Setup Procedures



Coming Soon! Q1 '08

We are pleased to announce the arrival of the NEW My NuVox Customer Web Portal!

Highlights :

- Manage your account
- Set up users
- Monitor requests
- Pay online
- View billing history
- Analyze bill
- Manage services
- Purchase services
- Better support resources
- Knowledge directory
- Search capabilities
- Security

New To My NuVox?

The better way to manage your NuVox services - FREE!

eBill
Here is where you can opt-out of receiving call detail. Once logged in, simply select "Yes" for eBill only. View and download your call detail online.

eTicket
eTicket allows you to quickly and easily let us know that you are experiencing issues with your service. Like 800-600-5050, eTicket provides you with a direct link to the Customer Care team at NuVox.

Account Code Tool
Need to change an account code? Add a new one? Remove one? This tool let's you do all of this and more!

eCare
The eCare dashboard will show you all your managed services in one convenient place.

My Accounts
Have multiple NuVox accounts and services? Keep track of...

Portal Login

Login Email

Password

Remember my Login Email

LOGIN

Login Assistance

- Forgot Your Password?
- User's Guide
- Frequently Asked Questions

For customers who wish to opt "in" using our convenient online opting form, simply log into your "My NuVox" page...

My NuVox Administration

My Accounts

Add an Account

Preferences

CONFIDENTIAL

Edit User Details

Fill out the fields below to update your user details.

First Name*: Mason First Name is required

Middle Name: M

Last Name*: Costa Last Name is required

Alternate Email:

Description: test account

UPDATE

Change Your Password

Fill out the form below to update your password.

Old Password*:

New Password*:

Verify Password*:

CHANGE

Change Your Login Email

Fill out the form below to change the email address that you use to sign into My NuVox. You will be required to confirm this address via email to complete the change. Additionally, a notice of the change will be sent to your current login email.

New Login Email*:

SUBMIT

Under the "Preferences" tab, you will find a "CPNI Usage Authorization" link at the bottom of the page, click it...

[CPNI Usage Authorization](#)

My NuVox Administration

[My Accounts](#)

[Add an Account](#)

[Preferences](#)

CONFIDENTIAL

[Back to Preferences](#)

AUTHORIZATION TO USE CUSTOMER PROPRIETARY NETWORK INFORMATION ("CPNI") FOR DEALER CUSTOMERS

In the course of providing service to your company, NuVox Communications ("NuVox") will obtain and possess certain usage-related information about the quantity and type of the communications services your company uses. This information is referred to as customer proprietary network information ("CPNI"). As a practical matter, CPNI includes information such as the type of communications services that you purchase from NuVox (e.g., local service, long distance service, internet service), the features that you purchase (e.g., call waiting, caller ID), and your usage patterns.

Under federal law, you have the right, and NuVox has the duty, to tailor our products and services to your needs and to enhance our ability to provide products and services that we believe may be of interest.

We also may share this information with ONLY your Dealer for the purpose of enhancing your current service with NuVox, and to ensure accurate information for the purpose of selling non-communications related products and services.

By signing below, you consent to NuVox's use and sharing (ONLY for the persons/entities identified above). You may contact NuVox at 1-877-331-7077.

You can visit our website at <http://www.nuvox.com/legal/cpni.htm> to review CPNI frequently asked questions.

Your consent to use CPNI is valid until revoked and your decision will not affect the quality of service that NuVox provides to you.

**CPNI usage authorization requires an electronic signature.
Please type your name, title and company name below and press [I Agree].**

By clicking on the "I Agree" box below, I,

, on behalf of

consent to the use of an electronic record to enter into contract with NuVox Communications, and herein authorize them to use and share my CPNI data ONLY for the purposes described above.

I understand that I may withdraw my consent to the use of this electronic authorization by contacting NuVox Communications at 1-877-331-7077.

And it will take you to your online submission form. Enter your name, role, company and click "I agree"...

My NuVox Administration

[My Accounts](#)

[Add an Account](#)

[Preferences](#)

CONFIDENTIAL

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You can visit our website at <http://www.nuvox.com/Legal/cpni.html>.

And you're opting preference will be automatically updated in our systems, and a printable page will appear at the bottom of your screen.

Below is a record of the "Use of CPNI Authorization" you submitted.

I, James Costa, Technology Analyst, on behalf of Innovative Projects, Inc., consent to the use of an electronic record to enter into contract with NuVox Communications, and herein authorize them to use and share my CPNI data ONLY for the purposes described above.

Your consent to use CPNI is valid until revoked and your decision will not affect the quality of service that NuVox provides to you. You have the right to request a paper copy of this *Authorization to Use CPNI for Dealer Customers* from your dealer and to execute it by pen and paper instead of via this electronic method.

You represent that you have the necessary hardware and software to access and print this CPNI Authorization.

Your consent to execute this CPNI Authorization electronically applies only to this particular consent.

You are not consenting to receive all documents from NuVox in an electronic format.

If you wish to obtain and retain a paper copy of this electronic record, simply print this page.

You understand that you may withdraw your consent to the use of this electronic authorization by contacting NuVox Communications at 1-877-331-7077.