



# CPNI TRAINING

## Protect Your Company and Employees

All telecommunications employees with access to consumer data are required to receive training on the proper handling of CPNI in both sales transactions and everyday customer interactions. A telecommunications company's failure to provide its employees with this training puts the company at risk of substantial FCC fines.

### OVERVIEW

This 30-minute online course is intended to help telecommunications companies meet the FCC's training mandate. It explains the legal requirements for how CPNI can be used and accessed.

#### TOPICS

- What is CPNI?
- The Telecommunications Act of 1996
- FCC rules
- Telecommunications service categories (TSCs)
- Other CPNI use
- Customer approval
- Opt-out and opt-in customers
- Informed consent
- Authentication requirements
- Customer account passwords
- Changes to accounts
- Security breaches
- Recordkeeping
- Annual certifications
- Enforcement

*Signing Up is Easy!*

- 1 Complete the registration form on the Training page at: [www.cooperative-networks.com](http://www.cooperative-networks.com)
- 2 We'll email a link to the training site with log-in information for each individual
- 3 Each individual you sign up, then completes the course and receives a print out for their training file upon completion.

**\$50/person**  
*(for 5 or less students)*

**\$38/person**  
*(for 6 or more students)*

**CNS**  
Cooperative Network Services