

Birch Customer Service Record Single Point of Contact Secure Access Form

To further improve the security of its customers' propriety network information, Birch is updating its CSR request policies. Please complete this form **IN FULL, SIGN** and email to csrpassword@birch.com or fax to Attn: CSR Request Group at (877) 972-4724. This form is only required to be completed once. You will be emailed a user ID and password to access Birch's online Customer Service Record retrieval system. Once a user ID and password is issued, you will have access to Birch's CSR retrieval system. You are responsible for any improper use of your password. Contact the CSR Request Group immediately if you suspect lost or misused passwords. Please allow two (2) business days for processing. Questions may be directed to one of our CSR Coordinators at (877) 772-4724. Access to Birch's CSR retrieval system may be revoked for misuse.

By submitting this form, the individual signing below represents that he/she has Carrier's authority to obtain all information hereafter requested for said Carrier as Carrier's single point of contact with Birch, and the Carrier requesting information in each instance shall possess either: (a) a letter of agency signed by the customer authorizing Carrier to access customer's records, in which case Carrier must provide a copy of said letter of agency to Birch, **OR** (b) a letter of authorization to convert service signed by the customer, in which case the individual signing below will certify possession of said authorization and no copy need be provided, all in accordance with applicable law.

INDIVIDUAL AUTHORIZED BY THE CARRIER NAMED ABOVE TO OBTAIN CUSTOMER SERVICE RECORDS ON BEHALF OF SAID CARRIER:

Contact's Name: _____
Contact's Number: _____
Customer Address: _____
(no P.O. Boxes accepted): _____
City, State, Zip: _____
Contact's Email: _____
Contact Signature: _____
Dated Signed: _____

CLEC/ILEC AND REGULATORY CONTACT INFORMATION FOR VERIFICATION PURPOSES:

Carrier: _____
Regulatory Contact: _____
Telephone: _____
Fax: _____
Email: _____