		Customer Service Representative / Client Care Representative / Call Centre (collectively CSR)		**Interactive Voice Response System (IVR)**		**Website**	
		Prior to the Alleged Incident	**Current**	**Prior to the Alleged Incident**	**Current**	**Prior to the Alleged Incident**	**Current**
1.	**Establishment/Modification of Account**						
a.	What is the process to establish a customer account, including what information/identification is required from the customer?	#	#	N/A	N/A	See Activation Process in Appendix 2	See Activation Process in Appendix 2
b.	What is the process to modify account information, for example billing/mailing address, name of account holder, etc., including what information/identification is required from the customer?	#	#	N/A	N/A	#	#
c.	Does your company notify customers when their account information has been modified? If so, provide details, i.e. how this is communicated, during what time frame, whether it is done before the modification is made, etc.	#	#	#	#	#	#
2.	**Password/PIN (collectively password)**						
a.	Is it technologically feasible to offer customers passwords?	Yes	Yes	Yes	Yes	Yes	Yes
b.	Are customers informed that they can password-protect their	Yes	Yes	Yes	Yes	Yes	Yes

		Customer Service Representative / Client Care Representative / Call Centre (collectively CSR)		**Interactive Voice Response System (IVR)**		**Website**	
		Prior to the Alleged Incident	**Current**	**Prior to the Alleged Incident**	**Current**	**Prior to the Alleged Incident**	**Current**
	accounts? If so, how and when are customers informed?						
c.	Is it your policy to encourage customers to password-protect their accounts? If so, how and when are customers encouraged to do this?	Yes – at time of activation	Yes – at time of activation	Yes – at time of activation	Yes – at time of activation	Yes – at time of activation	Yes – at time of activation
d.	Provide the percentage of your customers that have password-protected their accounts.	#	#	#	#	#	#
e.	If customers have password-protected their accounts, can they access their accounts without their passwords?	#	#	#	#	#	#
f.	If a customer has password-protected his/her account and forgets his/her password, what is the process to create a new password, including what information/identification is required from the customer, whether the customer must visit a retail outlet in person, etc.?	#	#	#	#	#	#
g.	If a customer has password-protected his/her account, is the password the sole piece of information required to access the account? If not, what	#	#	#	#	#	#

		Customer Service Representative / Client Care Representative / Call Centre (collectively CSR)		**Interactive Voice Response System (IVR)**		**Website**	
		Prior to the Alleged Incident	**Current**	**Prior to the Alleged Incident**	**Current**	**Prior to the Alleged Incident**	**Current**
	pieces of identification are required?						
h.	Does your company notify customers when their passwords have been changed? If so, provide details, i.e. how this is communicated, during what time frame, whether it is done before the password is changed, etc.	#	#	N/A	N/A	#	#
3.	**Validation Methods**						
a.	How many pieces of identification are required to validate the identity of a customer a) if a person calls from what appears to be the account billing telephone number, b) if a person calls from any other telephone number.	#	#	#	#	#	#
b.	Provide a complete list of the acceptable pieces of identification required to validate the identity of a customer where a) a person calls from what appears to be the account billing telephone number, b) a person calls from any other telephone number.	#	#	#	#	#	#

		Customer Service Representative / Client Care Representative / Call Centre (collectively CSR)		**Interactive Voice Response System (IVR)**		**Website**	
		Prior to the Alleged Incident	**Current**	**Prior to the Alleged Incident**	**Current**	**Prior to the Alleged Incident**	**Current**
c.	List the order of preference, if applicable, of the acceptable pieces of identification required to validate the identity of a customer a) if a person calls from what appears to be the account billing telephone number, b) if a person calls from any other telephone number.	#	#	#	#	#	#
d.	When and how are each of the pieces of identification listed above placed on the customer's file?	#	#	#	#	#	#
e.	When a person calls from a telephone number that appears to be different from the account billing telephone number, and the person is requesting confidential customer information, does your company require explicit consent for the disclosure through a separate customer contact, e.g., a telephone call? If so, please provide the details as to how this is done.	#	#	#	#	#	#
f.	Does your company notify customers when their	#	#	#	#	#	#

		Customer Service Representative / Client Care Representative / Call Centre (collectively CSR)		**Interactive Voice Response System (IVR)**		**Website**	
		Prior to the Alleged Incident	**Current**	**Prior to the Alleged Incident**	**Current**	**Prior to the Alleged Incident**	**Current**
	confidential customer information has been requested? If so, provide details, e.g. how this is communicated, etc.						
4.	**Distribution of Confidential Customer Information**						
a.	List all of the confidential customer information that is allowed to be divulged, e.g. account balance, account contracts, call details, credit details, etc.	#	#	#	#	#	#
b.	List all of the confidential customer information that is never allowed to be divulged.	#	#	#	#	#	#
c.	For each type of confidential customer information that is allowed to be divulged, list all methods by which it can be distributed, e.g. over the phone, by facsimile, by mail, over the internet, etc.	#	#	#	#	#	#

		Customer Service Representative / Client Care Representative / Call Centre (collectively CSR)		**Interactive Voice Response System (IVR)**		**Website**	
		Prior to the Alleged Incident	**Current**	**Prior to the Alleged Incident**	**Current**	**Prior to the Alleged Incident**	**Current**
		#	#				
d.	Does your company notify customers after their confidential customer information has been provided? If so, provide details, i.e. how this is communicated, how soon notice is given after the information has been provided, etc.	#	#	#	#	#	#
e.	Is there a limit on the amount of confidential customer information that may be distributed a) during one session; b) in total? If so, what are the limits?	#	#	#	#	#	#
5.	**CSR Related Questions**						
a.	List and describe all of the confidential customer information that is accessible to the CSR.	#	#	N/A	N/A	N/A	N/A
b.	For each piece of confidential customer information listed above, is the information a) partially or b) fully accessible to the CSR?	#	#	N/A	N/A	N/A	N/A

		Customer Service Representative / Client Care Representative / Call Centre (collectively CSR)		**Interactive Voice Response System (IVR)**		**Website**	
		Prior to the Alleged Incident	**Current**	**Prior to the Alleged Incident**	**Current**	**Prior to the Alleged Incident**	**Current**
		#	#				
c.	If any of the pieces of confidential customer information listed above, is a) not accessible or b) partially accessible to the CSR, how is this information used by the CSR to validate the identity of a customer?	#	#	N/A	N/A	N/A	N/A
d.	Does the CSR have access to a customer's password?	#	#	N/A	N/A	N/A	N/A
e.	List and describe all of the confidential customer information that a CSR is prohibited from volunteering to a caller in order to validate a customer's identity.	#	#	N/A	N/A	N/A	N/A
f.	List and describe all of the confidential customer information that a CSR is allowed to volunteer to a caller in order to validate a customer's identity.	None	None	N/A	N/A	N/A	N/A
g.	List and describe the steps that a CSR is required to follow when she/he becomes	#	#	N/A	N/A	N/A	N/A

		Customer Service Representative / Client Care Representative / Call Centre (collectively CSR)		**Interactive Voice Response System (IVR)**		**Website**	
		Prior to the Alleged Incident	**Current**	**Prior to the Alleged Incident**	**Current**	**Prior to the Alleged Incident**	**Current**
	suspicious about the identity of a caller.						
h.	List and describe the steps that management follows when made aware that a CSR is/was suspicious about the identity of a caller.	#	#	N/A	N/A	N/A	N/A

Appendix 1

Activation Procedure

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Appendix 2

Web Activations: Client Procedure (Postpaid)

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Appendix 3

Description	The following page outlines the verification process for securing Consumer and Business Personal Accounts, and defines what information can be provided and what changes can be processed for various types of callers.

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Appendix 4

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Appendix 5#

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Appendix 6

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