

## Third Party Verification

Agents or customers may follow this procedure to verify request for service in lieu of a signature on the LOA. Required for all customers in CALIFORNIA and SOUTH DAKOTA as well as ALL INTERNET ORDERS

**PROCEDURE:** With the customer on the line, three-way call into the TPV computer. Prepare the customer by asking them to answer YES to each question when prompted. Inform customer that you will push the buttons after each answer. Agent should NOT speak during the time the computer is recording the answers to the verification questions.

1. Dial 703-857-2335 with customer on three-way call
2. Enter 9119 when prompted for “Rep ID number”
3. Customer will answer each question as agent presses the # key in turn, answering the following:
  - ✓ Name and address
  - ✓ Birth date or SS#
  - ✓ Local toll (answer “yes”)
  - ✓ Long distance (answer “yes”)
  - ✓ Credit check (answer “yes”)
4. BE PREPARED TO WRITE the 7-digit TPV approval number on the order form’s signature line immediately after the last question is answered.
5. FAX the completed order form to ACI at 888-887-3636 (with TPV number in lieu of the customer’s signature)