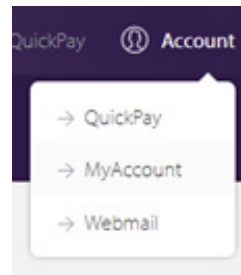




## Advanced Customer Portal How To: How to Login - Existing User

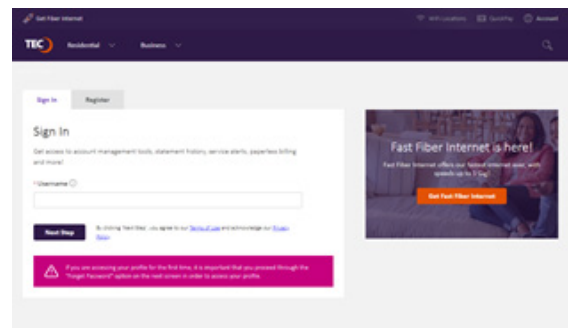
1. Visit [www.tec.com/login](http://www.tec.com/login) or click Account > My Account from the top site navigation on [www.tec.com](http://www.tec.com).



2. Enter your username if you have one from the previous my.tec.com system and click the "Next Step" button.

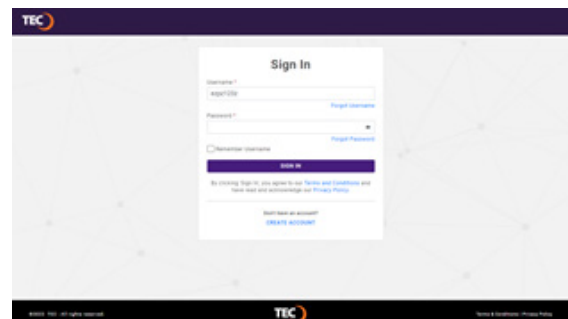
*Note: If you do not know your username, please register a new account.*

*Note: If you do not have a previous customer portal username, please view the "How To Register" tutorial found at [www.tec.com/support/acp-how-tos](http://www.tec.com/support/acp-how-tos).*



3. You will be redirected to the ACP login page where you will find your username pre-populated.

Supply your password, then click the "Sign In" button to login.



4. If your CPNI preferences have not yet been set, you will be asked to configure these preferences. Otherwise, you will be logged into your customer portal.

Your CPNI preferences include:

- CNPI Password
- CPNI Security Questions
- CPNI Notification method
- CPNI Correspondence Opt in/out

5. If applicable, once your preferences are set, click the "Submit" button in the lower right-hand corner to save your settings.

Then you will be signed into your customer portal.

TEC

### Privacy & CPNI Preferences

Account Set Up Incomplete: The fields indicated below must be completed before proceeding.

#### Privacy Statement

Your privacy is important to us. Our Privacy Policy informs you about the information we collect and how we use it.

[PRIVACY POLICY](#)

#### Customer Proprietary Network Information Settings

Customer Proprietary Network Information (CPNI) is information that relates to the type, quantity, destination, technical configuration, location, amount of use and related billing information of your telecommunications or interconnected Voice over Internet Protocol (VoIP) services. Federal law governs our use and sharing of CPNI details.

[FULL DEFINITION](#)

#### How We Protect Your CPNI

To ensure your privacy we will use the information below to protect access to CPNI related information.

CPNI Password \*

Create a password with at least 8 alpha-numeric characters

#### CPNI Security Questions

Security Question 1 \* Answer to Question 1 \*

Select a question  Enter an answer

#### CPNI Notifications

When there are changes to CPNI related information on your account we are required to notify you. Please provide a notification preference.

Email - Sent via electronic mail to:

Mail - Sent to account's billing address

#### Restrict the Use of My CPNI

Internal Marketing - Do not use my CPNI information for TEC internal marketing.