

# Creating, Reconnecting, and Transferring Email Only and Dial-Up Service- Article no. 2005

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## Introduction

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**Authenticate two (2) Security Questions OR the CPNI PIN and one (1) Security Question *before discussing or changing any applicable [CPNI and PII-protected information](#)*; customers *cannot* opt-out of CPNI verification**

### Important:

- There is a charge for **each** email address
- We no longer install or change service in **Site 92**
- Email Only accounts are **not** available in **Former WOW! or Broadstripe domains**
- Email Only accounts are **not** available in **CA, OR, WA, or TX**
- Remember to update the **Customer Questionnaire [CQ] screen** in ICOMS for the new account
- **Commercial Agents** - Do **not** create/transfer an email only account or dial-up service for **TX**

## Resolution Steps

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[Expand All](#) | [Collapse All](#)

[Creating Email Only Accounts](#)

[Creating Dialup Accounts](#)

[Transferring Email Only Accounts](#)

[Transferring Dialup Accounts](#)

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