

## **PEOPLES TELECOMMUNICATIONS NEW CUSTOMER CHECKLIST**

Thank you for allowing Peoples to handle your telecommunication needs. The following is a checklist of information for our new customers.

- ✓ If you have chosen a long distance carrier other than Peoples Telecommunications, you will need to contact them directly to activate your service and set up an account. You will receive a separate billing from the long distance carrier. Calls outside of the 48 contiguous states may vary from the standard calling plans. Please call ahead for rates.
- ✓ There will be a one time connect charge of \$26 on your first bill per phone line. Any jack installation &/or wiring will be billed as additional charges.
- ✓ We bill ahead for basic service and Internet-we bill a month behind for toll charges. Depending on the effective date of your service, your first billing may be for a period of more than 30 days. This also applies to any additional services you acquire at a future date.
- ✓ Payments are due upon receipt of billing statement. If payment is not received prior to the 15<sup>th</sup> of the month, you will receive a courtesy call. If payment is not received by the 20<sup>th</sup> of the month, a 3% late charge will be added to the account and final notice sent.
- ✓ The final notice will advise the disconnect date-this will vary from month to month. If payment is not received by 2pm that day, service will be disconnected. A \$26 reconnect fee for the phone and a \$26 reconnect fee for Internet if applicable must be collected prior to service being re-established.
- ✓ Once we reach the first day of the next month, past due charges plus current charges plus reconnect fees must be paid in order to re-establish service.
- ✓ In order to obtain information on an account, a person must be authorized to do so and will be required to provide a picture ID.
- ✓ Account info requested by phone will require pre-established password.