



# Peoples Telecommunications, LLC Residential Service Application

Date: \_\_\_\_\_

<b>Service(s) Requested:<sup>1</sup></b> _____ <b>Home Phone</b> _____ <b>Internet</b> _____ <b>Television</b> _____
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Name(s): \_\_\_\_\_ &/or \_\_\_\_\_  
Applicant Co-Applicant

Mailing Address: \_\_\_\_\_  
(Street Address or PO Box) City State ZIP

Current Phone Number: \_\_\_\_\_

Address: \_\_\_\_\_

Email Address: \_\_\_\_\_ Email Bill?  Y  N

Present Employer: \_\_\_\_\_ Address: \_\_\_\_\_

Occupation: \_\_\_\_\_ Work Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Co-Applicant's Employer: \_\_\_\_\_ Address: \_\_\_\_\_

Occupation: \_\_\_\_\_ Work Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Former Address: \_\_\_\_\_  
(Street Address or PO Box) City State ZIP

Former Telephone Number: \_\_\_\_\_ Disconnect Date: \_\_\_\_\_

<b>Office Use Only:</b> Deposit: _____ Amt Collected: _____ Cash _____ or Check # _____ Letter of Credit: _____
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<sup>1</sup> Internet and Television Services are provided through Peoples Services, LLC (Peoples Telecommunications, LLC's subsidiary)  
1 July 2018 Residential



## Peoples Telecommunications, LLC Residential Service Application

I understand and agree that the furnished information will be used to establish this application for telephone, internet or television services and/or equipment. I understand that a suitable deposit may be required for service(s) and/or equipment. I understand and instruct any person, consumer reporting agency or credit card agency to compile and furnish to Peoples Telecommunications, LLC any information it has on me or the entity on whose behalf I am making this application.

In making this application the undersigned agrees to the rules and regulations of Peoples Telecommunications, LLC as set forth in the exchange tariff and to any general changes in rules, or rates for the service furnished under this application. This application becomes a contract when accepted in writing by Peoples Telecommunications, LLC.

**Per FTC Regulations:** Applicants for new service must be properly authenticated with a valid government issued photo IDs. If the applicant(s) is unable to provide photo ID in person, a notarized statement attesting to the fact that the applicant(s) has presented this identification to a notary public must be submitted with application.

Applicant's SSN: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ DL # \_\_\_\_\_ State \_\_\_\_\_ D.O.B. \_\_\_\_\_

Co-Applicant's SSN: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ DL # \_\_\_\_\_ State \_\_\_\_\_ D.O.B. \_\_\_\_\_

\_\_\_\_\_  
Applicant's Signature Date

\_\_\_\_\_  
Co-Applicant's Signature Date

\_\_\_\_\_  
Peoples Representative Date

<b>Applicant(s) Has Received and Understands Checklist:</b>	
_____ Applicant Initials	_____ Co-Applicant Initials



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## Home Phone

Directory Listing: \_\_\_\_\_ Yes \_\_\_\_\_ No (\$1.05 Per Month for Nonpublished Numbers)

Directory Name: \_\_\_\_\_

Address included? \_\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_ Mailing Address \_\_\_\_\_ or Street Address

*Please check one of the following option **ONLY** if your number is to be a Nonpublished number:*

\_\_\_ **I agree** to let Peoples provide my name and address to toll carriers for the purpose of billing calling card, collect or third-party calls to me. I understand that the toll carrier is restricted from using this information for any other purpose.

\_\_\_ **I do not agree** to let Peoples provide my name and address to toll carriers for the purpose of billing calling card, collect or third-party calls to me. I understand that this will restrict me from making any calling card calls or from receiving collect calls or having third party calls billed to my number.

\_\_\_\_\_  
Applicant's Signature                      Date

\_\_\_\_\_  
Co-Applicant's Signature                      Date

### PHONE OPTIONS:

Do you own your own phone? \_\_\_ Yes \_\_\_ No

**Customer Owned Phones:** Peoples will not repair customer owned phones. A \$40.00 trip charge will be assessed if trouble trip is made and trouble is found to be in customer owned phone.

**Leased Phones:** Peoples performs all maintenance with no additional charge to customer. Phones that reflect extraordinary abuse will be charged to customer.

Lease phones available @ \$1.30 per month.

Type and Amt: \_\_\_\_\_ Wall \_\_\_\_\_ Desk

### CUSTOM CALLING SERVICES:

Peoples has many Custom Calling Services Available. See attached list for other options and pricing.

\_\_\_\_\_ Caller I.D. Name & Number  
\_\_\_\_\_ Voice Mail  
\_\_\_\_\_ Call Waiting

\_\_\_\_\_ Call Forward  
\_\_\_\_\_ Other \_\_\_\_\_



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### MAINTENANCE WIRING OPTION:

Monthly Maintenance Option #1 - \$1.95 per month

Wiring installed by the company will be maintained by the company.

Monthly Maintenance Option #2

Customer will be responsible for maintenance and understand if Peoples is called to find trouble there will be a \$40.00 trip charge with no repair.

Monthly Maintenance Option #3

Customer will hire Peoples as needed with understanding there will be a trip charge of \$40.00 plus \$45.00 per hour for labor.

### LOCAL SERVICE ONLY (TOLL DENY): Please read and sign:

Local service only means NO Long Distance, 3<sup>rd</sup> party calls & all collect calls coming in or would will be blocked. You may receive long distance inbound calls .

\_\_\_\_\_  
Applicant's Signature                      Date                      Co-Applicant's Signature                      Date

### CPNI (Customer Proprietary Network Information): *(See attached form)*

\_\_\_\_\_ Yes – I agree to share my CPNI information  
\_\_\_\_\_ No – I do not agree to share my CPNI information



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## PEOPLES LONG DISTANCE CALLING PLANS

	Peoples Budget Toll	“Pay As You Go”	\$5.00 for 30 Minutes	
	Basic Rate Plan	No MRC	11¢ Per Minute	In State or Out of State
	\$5.95	MRC	4¢ Per Minute	In State or Out of State
	\$19.95	MRC	“All You Can Eat” <sup>2</sup>	Residential Unlimited <sup>3</sup>

MRC – monthly recurring charge.

### ***Want More Value??? Try Our “All You Can Eat Bundles!”***

**All You Can Eat bundles include the following features:** Call Waiting, Caller ID, Call Forward Busy, Speed Dial, 3-Way Calling, and Basic Voice Mail.

- “All You Can Eat” Bundle** -- Available to Residential Only. -- \$30.00 MRC.

### CARRIER FREEZE AUTHORIZATION

- ✓ I hereby request & authorize Peoples Telecommunications, LLC to freeze my INTRALATA & INTERLATA service to PEOPLES TELECOMMUNICATIONS LONG DISTANCE.
- ✓ I understand that I will not be able to change my carrier selection unless I lift the freeze.
- ✓ I understand that there is not a fee to initiate this freeze.
- ✓ **I do understand that there will be a \$31.50 total charge to switch long distance carriers.**

Applicant’s Signature

Date

## CPNI INFORMATION CHECKLIST

Due to FTC regulations, we cannot release any information over the phone without first authenticating our customer’s identify. We will use the information you have provided on this form to do so.

In addition, we are unable to release any information on your account to anyone who is not an authorized party to receive such information. Any and all parties authorized to access this account must be able to provide the above information upon request.

When requesting information in person, picture ID will be required.

<sup>2</sup> **“All You Can Eat” Services** -- The monthly recurring charge will entitle the customer to unlimited direct dialed station interstate and intrastate long distances calls for residential voice only. If it is determined that usage is not consistent with residential voice applications, such as for Internet access services, commercial facsimile or auto-dialing, call forwarding, three-way calling, resale, telemarketing or other non-residential uses, Peoples may immediately suspend, restrict or cancel the customer’s service without prior notice and assess an additional \$20 monthly recurring charge for each month in which such usage occurred. Incidental internet and other data usage is permitted, provided however, that any usage in excess of 5,000 minutes per month shall be presumed to be not consistent with residential voice applications and shall be subject to the conditions stated above.

<sup>3</sup> Limited to one residential line only.



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**The following questions will help keep your account secure:**

Account Access Password: \_\_\_\_\_

Authorized Parties: \_\_\_\_\_  
\_\_\_\_\_

**Pick One Response Per Question:**

**Level 1: Authentication Question:**

\_\_\_\_\_ What is the address of record for your account?

Answer: \_\_\_\_\_

\_\_\_\_\_ What are the last 4 numbers of your SSN?

Answer: \_\_\_\_\_

**Level 2: Call Detail CPNI**

\_\_\_\_\_ What is the middle name of your oldest sibling?

Answer: \_\_\_\_\_

\_\_\_\_\_ What was the name of your 1st grade teacher?

Answer

\_\_\_\_\_ What was the name of your first pet?

Answer: \_\_\_\_\_

\_\_\_\_\_ What was your first car?

Answer: \_\_\_\_\_

\_\_\_\_\_ What was your first job?

Answer: \_\_\_\_\_

\_\_\_\_\_  
Applicant's Signature

\_\_\_\_\_  
Date



## Peoples Telecommunications, LLC Residential Service Application

### 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.



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### CUSTOM CALLING SERVICES:

#### 1. Rates

The following rates and charges apply in addition to the established rates and charges for the services with which these features are associated. Installation charges do not apply when Custom Calling Services are provided in conjunction with other equipment installations or moves. Otherwise there may be a service order charge.

	<u>Monthly Rate</u>
1. Anonymous Call Rejection	\$2.50
2. Automatic Call Back	\$2.50
3. Automatic Recall	\$2.50
4. Call Blocking Per Line	\$2.50
5. Call Forwarding	\$2.00
6. Call Forwarding/Busy	\$2.50
7. Call Forwarding/Don't Answer	\$2.50
8. Call Waiting/Cancel Call Waiting	\$2.00
9. Calling Identity on Call Waiting	\$2.50
10. Calling Name Delivery/Calling Number Delivery	\$5.00
11. Customer Originated Trace	\$5.00 each
12. Distinctive Ringing/CW	\$2.50
13. Find Me Service	\$2.50
14. One Plus Per Call Restriction	\$2.50
15. Restrict 900	\$2.50
16. Selective Call Acceptance	\$2.50
17. Selective Call Forwarding	\$2.50
18. Selective Call Rejection	\$2.50
19. Speed Calling 30	\$2.00
20. Teen Service	\$4.00
21. Telemarketing-Do Not Disturb	\$2.99
22. Three Way Calling	\$2.00
23. Warm Line	\$2.50

\*Order any 4 features and get Basic Voice Mail for only 50 cents/month. (Excludes Calling Name Delivery/Calling Number Delivery and Teen Service Features.)

#### **NameNo Plan**

Caller Number and Caller Name \$ 5.00

a. Calling Feature Plans (CFP) – (Excludes Calling Name Delivery/Calling Number Delivery and Teen Service Features.)

Any two features	\$5.00
Any three features	\$6.00
Any four features	\$7.00
Any five features	\$8.00
Any six features	\$9.00
Each additional feature over six	\$ .50





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### **IMPORTANT PRIVACY NOTICE FOR ALL PEOPLES TELECOMMUNICATIONS, LLC CUSTOMERS PLEASE READ CAREFULLY**

Federal law allows you, the consumer, to choose how we here at Peoples Telecommunications, LLC use your Customer Proprietary Network Information (CPNI). CPNI is data that is not publicly available, such as:

- ✓ The type of service you subscribe to
- ✓ The number of telephone lines you have
- ✓ How much you use your services
- ✓ Calling and billing records

These laws were designed to protect your privacy rights, while allowing Peoples Telecommunications, LLC to meet your future telecommunication needs. Peoples Telecommunications, LLC values our customers and meeting your communication requirements, while protecting your privacy, is our main concern.

In order to meet the future needs of our customers, we may share CPNI information with other companies, including Peoples Telecommunications, LLC. We will only disclose your CPNI records for the specific intent to analyze and/ or provide products or services. This allows us greater ability to tailor the services we provide to you.

In order to use and share your CPNI records, Peoples Telecommunications, LLC must have your permission. You have the right, under federal law, to control how your CPNI records are used. Peoples Telecommunications, LLC has a responsibility to protect the confidentiality of your CPNI records.

To restrict the use of your CPNI records, you should contact us in writing at the following address or e-mail us within 30 days of receiving this notice; however, you always retain the right to restrict the use of your CPNI records. Any restriction of the use of your CPNI records will remain valid for two years or until you give written notice to the contrary.

If you decide not to let us use your CPNI records, this will not affect, in any manner, the services to which you subscribe. Regardless of your decision, we will provide another notice about your rights in two years. We thank you for your time and attention to this important matter.

PEOPLES TELECOMMUNICATIONS, LLC  
PO BOX 450  
LACYGNE, KS 66040  
(913) 757-2500

[ptl@peoplestelecom.net](mailto:ptl@peoplestelecom.net)