



Office Use Only:
Acct Number: _____

Residential Service Agreement

Date: _____

Basic Phone Price: Begins at \$37.00 Appx After Taxes

Service(s) Requested:¹ _____ **Home Phone** _____ **Internet**
Are you a Veteran? ___ Y ___ N **Please provide DD 214 or comparable for \$25 one-time credit.**
Referred By: _____

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: _____

Office Use Only:
Deposit: _____ Amt Collected: _____ Cash _____ or Check # _____ Letter of Credit: _____

¹ Internet Services are provided through Peoples Services, LLC (Peoples Telecommunications, LLC's subsidiary)

Soft Credit Check Authorization

I understand and agree that the furnished information will be used to establish this application for telephone or internet 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

Applicant(s) Has Received and Understands Checklist:

_____ Applicant Initials

_____ Co-Applicant Initials

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 options **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**

Maintenance Wiring Options: *(Please choose one)*

_____ **Option #1:** \$1.95 per month-No trip charge or wiring charge is wurer was installed by Peoples Telecommunications LLC

_____ **Decline Maintenance Option:** Could result in \$40.00 trip charge and additional wiring charges.

Phone Leasing Option:

_____ Lease a Touchtone Phone for \$1.30 per month.

Calling Feature Request: _____

PEOPLES LONG DISTANCE CALLING PLANS

Basic Phone Price: Begins at \$37.00 Appx After Taxes

	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	“Unlimited Long-Distance” ²	Residential Unlimited ³
	\$30.00	MRC	Unlimited Long-Distance Bundle	Residential Unlimited

MRC – monthly recurring charge.

Unlimited Long-Distance Bundle includes the following features: Call Waiting, Caller ID, Call Forward Busy, Speed Dial, 3-Way Calling, and Basic Voice Mail.

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

OR

Local Service Only (TOLL DENY): Please read and sign **ONLY if another plan is not already selected above.**

Local Service Only means **NO Long Distance**, 3rd party calls & all collect calls coming in will be blocked. You may receive long distance inbound calls.

Applicant’s Signature
Date
Co-Applicant’s Signature
Date

² **“Unlimited Long Distance” 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.

³ Limited to one residential line only.

CPNI INFORMATION CHECKLIST

Due to FTC regulations, we cannot release any information over the phone without first authenticating our customers 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.

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

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

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 15th of the month, you will receive a courtesy call. If payment is not received by the 20th 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.

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

**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.

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