

Peoples Residential Fiber Internet Agreement

Date _____

Name _____ Contact Phone #: (____) _____

One free email account is included with your service. If you wish to activate this account, please complete the login name and password fields below. Your password needs to be 8 to 10 characters containing at least one upper case letter, one lower case letter, a number and a symbol.

Login name/email address: _____ @peoplestelecom.net

Password: _____

Tier	12-Month Pricing ¹	Please ✓ one
25/5 Mbps	\$65.00	
50/10 Mbps	\$85.00	
100/15 Mbps	\$95.00	
150/25 Mbps	\$115.00	
200/25 Mbps	\$125.00	
1000/25 Mbps	TBD	
<u>Symmetrical Tiers</u>		
50 Mbps/ 50 Mbps	\$95.00	
100 Mbps/ 100 Mbps	\$125.00	

Services:

Service may not be available in all areas. Basic Phone service required and price is NOT included in the above pricing. Speeds are not guaranteed.

FREE INSTALLATION with 12-month Agreement. Installation includes wiring and programming to telephone network interface and inside connectivity to a Single PC. A broken Agreement fee of \$185.00 may be assessed if service is cancelled after 15 days and prior to expiration of Agreement. Wiring charges may be assessed if service is cancelled before the expiration of Agreement. Other charges and fees may be applicable for change of service.

Routers:

Wireless routers may be purchased through Peoples.² While we highly recommend that you purchase your router from us you may use your own compatible router. Routers must be TR069 compatible. Customer owned routers not purchased through Peoples may limit our ability to troubleshoot any issues. **Help with setup or troubleshooting of a customer owned router will result in additional charges.**

Peoples also offers a managed Wi-Fi mesh device that provides coverage to dead zones within the residence. You must have either a Gigacenter 844-E or 844-G. The maintenance charge for the mesh device will be an additional \$10.00 per month per device. This mesh device provides a whole home Wi-Fi experience.

_____ **Yes, I am interested in whole home Wi-Fi experience**

¹Must have landline. 12-month contract. Plus any applicable surcharges and taxes.

² Routers purchased through Peoples are eligible for router maintenance plans starting at \$3.99. Ask for more details.

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Please read and initial:

_____ Surge Protection and Grounding – Customer agrees to properly surge protect their computer equipment and any additional devices attached to said equipment. People Services is not responsible for any conditions, outages, or problems that result due to power surges, or lack of surge protection. **BATTERY BACKUP RECOMMENDED**

_____ Firewall Protection – Peoples Services is not responsible for any external intrusion to the customer’s network equipment. The customer is responsible for providing firewall protection in an effort to help prevent intrusions. Since this service is an “ALWAYS ON” connection, it is Peoples Services recommendation that customers have appropriate firewall protection on their equipment when using Peoples Services Internet service.

_____ Router Placement-I will consult with the on-site technician and agree to the placement of the router. I understand that if the router is not placed in a centrally located spot within the residence, quality of service may be affected. Charges for moving the router at a later date will apply. Potential charges associated with moving the router may include but are not limited to a Trip Charge of \$40 and \$25 per half hour wiring.

I have read and understand the provision of this entire agreement and certify that the all information provided is current and accurate.

Customer Printed Name

Signature of Customer

Date