



Office Use Only:  
Acct Number: \_\_\_\_\_

# COMPLETE TANGLEWOOD WIRLESS

## 12 Month Internet Only Service Agreement

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



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: \_\_\_\_\_ Paper  Y Email (free)  Y

Present Employer: \_\_\_\_\_ DOB: \_\_\_\_\_

DL Number: \_\_\_\_\_ Work Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Peoples Telecommunications  
PO Box 450  
208 N. Broadway Street  
LaCygne, Ks 66040

(913) 757-2500 ext. 3  
www.peoplestelecom.net

\_\_\_\_\_

# Residential Agreement-12 month

## Property Access Approval<sup>4</sup>

### Property Address:

\_\_\_\_\_

Street	City	State	ZIP
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\_\_\_\_\_ I hereby give my permission to Peoples Telecommunications, Peoples Services, LLC and its employees, duly authorized representatives, agents and contractors, to enter upon and have access at reasonable times to my property more commonly known at the above listed address for the following purposes, so that Peoples Telecommunications & Peoples Services, LLC may:

- 1) Conduct a site visit to complete a pre-construction assessment, if needed.
- 2) Install and maintain equipment relating to the provisioning of communications services related to Peoples' Internet.
- 3) Conduct appropriate groundwork/construction relating to the installation of services, as discussed prior to installation with property owner, which may potentially affect current landscaping.
- 4) The customer has informed the operator of the utility locations and releases the operator of our company or anyone contracted by our company of any liability. These utilities would be considered private water lines, sprinkler systems, septic tank, lateral lines, private electric, invisible dog fences or any line underground that will not be located by a service provider. If you have these types of lines on your property, it is the home owner's responsibility to have them marked. If the customer has a dispute, they must submit the dispute within six months of the fiber installation in order to be considered.

### Property Owner Information:

Property Owner Name

\_\_\_\_\_

Property Owner Signature

Date

### Property Access Approval of a Rental or Tenant Occupied Location<sup>5</sup>

Name of Occupant/Tenant

\_\_\_\_\_

Occupant/Tenant Phone Number

\_\_\_\_\_

Occupant/Tenant Email Address

\_\_\_\_\_

Occupant/Tenant Signature

Date

<sup>4</sup>Must be completed and returned before installation begins.

<sup>5</sup>Must be completed and returned before installation begins for Occupant/Tenant property.

## 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: \_\_\_\_\_

\_\_\_\_\_

**ANSWER ONE QUESTION ON LEVEL 1 AND FOR LEVEL TWO**

**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?

\_\_\_\_\_

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

\_\_\_\_\_

\_\_\_\_\_  
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

**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)



# Peoples Telecommunications Wireless Internet Agreement

Date \_\_\_\_\_

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

*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 <sup>1</sup>	Please <input type="checkbox"/> one
100/20Mbps	\$115.00	<input type="checkbox"/>
300/50 Mbps	\$135.00	<input type="checkbox"/>

**FREE INSTALLATION** with 12-month Agreement. You have the option to purchase or lease a router. 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.<sup>2</sup> While we highly recommend that you purchase/lease your router from us you may use your own compatible router. It must be an Ethernet Router. **Help with setup or troubleshooting of a customer owned router will result in additional charges.**

\_\_\_\_\_



# Peoples Telecommunications Wireless Internet Agreement

**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

# Peoples Router Option



## Standard Option

- **GigaSpire U4 (Standard Option):**
  - **Key Features:** Dual-band Wi-Fi 6, best suited for average homes or apartments with fewer devices. Provides reliable coverage for typical internet activities like streaming, online shopping, and video calls.
  - Our standard router works great in smaller spaces with fewer devices. If you primarily stream on one or two TVs and use the internet on your phone or laptop, this will give you solid coverage and reliability.

Lease \_\_\_\_\_ \$9.50+tax a month

Purchase \_\_\_\_\_ \$135.00 + tax



- **GigaSpire U6X (Premium Option):**
  - **Key Features:** Dual-band Wi-Fi 6 with modular upgrades for future technology, higher throughput for faster internet speeds, and better coverage for larger homes or homes with multiple devices. Designed to handle more demanding activities, like 4K streaming and smart home devices.
  - The premium router is perfect for larger homes or families with many connected devices. It offers greater coverage, especially if you have multiple floors or smart devices. If you're a heavy internet user, streaming in 4K or have a smart home setup, this router will provide a more seamless and future-ready experience.

Lease \_\_\_\_\_ \$16.50 + tax per month

Purchase \_\_\_\_\_ \$325.00+tax

\_\_\_\_\_ Providing your own router. If Peoples must assist in setting up the router there will be additional charges. We are also limited on the trouble shooting with your own router.



## NEW CUSTOMER CHECKLIST

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

- ✓ We bill ahead for Internet and router maintenance. 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 contact. If payment is not received by the 20<sup>th</sup> of the month, a 3% late charge will be added to the account.
- ✓ If payment is not received by 2pm on disconnect, service will be disconnected. 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.

### **Broadband Facts**

<b>PEOPLES TELECOMMUNICATIONS</b>		
100/20 RESIDENTIAL INTERNET ONLY		
Mobile Broadband Consumer Disclosure		
<b>Monthly Price</b>	\$	<b>115.00</b>
<b>Additional Charges &amp; Terms</b>		
• Downgrade Speed	\$	26
• Free Installation with Contract		
Government taxes vary by location		
<b>Discounts &amp; Bundles</b>		
0 does not offer discounts or bundles.		
<b>Plan Speeds</b>		
Typical download speed		100 Mb
Typical upload speed		20 Mb
Typical latency		8 ms
<b>Data Included</b>		
Charge for additional data usage	\$	0
<b>Network Management</b>		
To view our network management policy, visit: <a href="https://www.peoplestelecom.net">https://www.peoplestelecom.net</a>		
<b>Privacy Policy</b> <a href="https://www.peoplestelecom.net">https://www.peoplestelecom.net</a>		
<b>Customer Support</b>		
Help Desk-866-681-2085		
Main Office-913-757-2500		
Learn more about the terms used on this label by visiting the Federal Communications Commission's Consumer Resource Center.		
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### **Broadband Facts**

<b>PEOPLES TELECOMMUNICATIONS</b>		
300/50 RESIDENTIAL INTERNET ONLY		
Mobile Broadband Consumer Disclosure		
<b>Monthly Price</b>	\$	<b>135.00</b>
<b>Additional Charges &amp; Terms</b>		
• Downgrade Speed	\$	26
• Free Installation with Contract		
Government taxes vary by location		
<b>Discounts &amp; Bundles</b>		
0 does not offer discounts or bundles.		
<b>Plan Speeds</b>		
Typical download speed		300 Mb
Typical upload speed		50 Mb
Typical latency		8 ms
<b>Data Included</b>		
Charge for additional data usage	\$	0
<b>Network Management</b>		
To view our network management policy, visit: <a href="https://www.peoplestelecom.net">https://www.peoplestelecom.net</a>		
<b>Privacy Policy</b> <a href="https://www.peoplestelecom.net">https://www.peoplestelecom.net</a>		
<b>Customer Support</b>		
Help Desk-866-681-2085		
Main Office-913-757-2500		
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