



# Peoples Services, LLC Business High Speed Internet Service Agreement

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

Business Name: \_\_\_\_\_ Business Contact Name: \_\_\_\_\_

Contact Phone Number: (\_\_\_\_) \_\_\_\_\_ Work? Y N Cell Phone? Y N

Additional Contact Phone: (\_\_\_\_) \_\_\_\_\_ Work? Y N Cell Phone? Y N

Mailing Address: Street: \_\_\_\_\_

P.O. Box: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

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

Billing Address: Street: \_\_\_\_\_

P.O. Box: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Own  Rent or Lease-Landlord must sign property access agreement prior to installation

Current Email Address: \_\_\_\_\_

Email Bill? Y N Paper Bill? Y N

**Please provide three credit references:**

\_\_\_\_\_  
Name of creditor Contact Number

\_\_\_\_\_  
Name of creditor Contact Number

\_\_\_\_\_  
Name of creditor Contact Number



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**Presubscription Disclaimer:**

*I understand that this document represents a presubscription agreement and I am committing to receive service (TV and/or Internet) from Peoples Services, LLC when it is available in my area. Billing for services (TV and/or Internet) will not start until agreed upon service(s) are installed at my business. Payment for equipment and installation may be applied at time of service installation. Construction fee of \$\_\_\_\_\_ may be charged and must be paid upfront prior to receiving service, unless waived.*

\_\_\_\_\_ initial

Login name/email address: (1) \_\_\_\_\_ @peopleservices.us

Password: (1) \_\_\_\_\_

**Additional email accounts:**

(2) \_\_\_\_\_ (3) \_\_\_\_\_

(4) \_\_\_\_\_ (5) \_\_\_\_\_

Additional email accounts passwords: (xx@peopleservices.us)

(2) \_\_\_\_\_ (3) \_\_\_\_\_

(4) \_\_\_\_\_ (5) \_\_\_\_\_

Authorized Contact(s) on Account: \_\_\_\_\_

\_\_\_\_\_

**Property Access Approval:**

*NOTE: Refer to service agreement addendum for Property Access Approval of a Rental or Tenant Occupied location.*

I hereby give my permission to 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 as (insert street address, city) \_\_\_\_\_ for the following purposes, so that 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 including but not limited to Internet, Television, etc.
- (3) Conduct appropriate groundwork/construction relating to the installation of services, as discussed prior to installation with property owner, which may potentially effect current landscaping

Property Owner Printed Name: \_\_\_\_\_

Property Owner Signature: \_\_\_\_\_

Contact information for occupant (if different than owner):



**Peoples Services, LLC**

**Business High Speed Internet Service Agreement**

Name of Occupant: \_\_\_\_\_ Date: \_\_\_\_\_

Business Name: \_\_\_\_\_ Business Contact Name: \_\_\_\_\_

**Internet:**

*(Megabits per Second = Mbps, download speeds listed first/upload speeds listed second).*

<b>Tiers</b>	<b>24-Month Agreement</b>	<b>Non-Agreement Pricing<sup>1</sup></b>
10 Mbps / 3 Mbps	\$65.00	
25 Mbps / 5 Mbps	\$75.00	
50 Mbps / 10 Mbps	\$95.00	
100 Mbps / 10 Mbps	\$105.00	
1 Gig / 25 Mbps	TBD	
<b><u>Business Symmetrical Internet</u></b>		
10 Mbps / 10 Mbps	\$150.00	
25 Mbps / 25 Mbps	\$250.00	
50 Mbps / 50 Mbps	\$450.00	
100 Mbps / 100 Mbps	\$650.00	

<b>Installation Charges</b>	
<b>Battery Backup</b>	

**Services:**

*Service may not be available in all areas. Speeds are not guaranteed.*

- Each plan includes 5 email accounts. Additional email account \$2.00 each.
- Priority service for trouble and installs.

Installation includes wiring, construction to premise and inside connectivity to a Single PC. An Installation of equipment cancellation fee may be assessed if service is cancelled after 15 days and or prior to expiration of Agreement. Peoples may also charge you a pro-rated fee of up to \$185 for early termination of 24 month service contract, fee will be determined by the number of months left for agreement fulfillment. 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.

<sup>1</sup> Prices subject to change with 30 days' notice. Additional fees for installation and equipment may apply.



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## Customer System Requirements:

System Type:     VISTA SERVICE PACK     MAC     WINDOWS 7/ 8/8.1     WINX(10)     Other\_\_\_\_\_

**Customer has Wireless LAN or Ethernet Card**     Yes     No    **Virus Protection Installed:**     Yes     No

\_\_\_\_\_ File and Print Sharing Off – If you are NOT using a router, File and print sharing should be turned off on your computer. If they are turned on, there is a greater potential that other users on the internet could access your computer system and/or files. By initialing here, you state your understanding and take full responsibility for any and all damage to your computer system and/or files should you leave the file and print sharing turned on.

\_\_\_\_\_ 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.

**I HAVE READ AND UNDERSTAND THE PROVISION OF THIS ENTIRE AGREEMENT AND CERTIFY THAT THE ABOVE INFORMATION IS CURRENT AND ACCURATE.**

\_\_\_\_\_  
Customer Printed Name

\_\_\_\_\_  
Signature of Customer

\_\_\_\_\_  
Date

Witnessed by: \_\_\_\_\_  
Peoples Representative

\_\_\_\_\_  
Date

**PEOPLES TELECOMMUNICATIONS, LLC**  
**d/b/a/ PEOPLES SERVICES**  
**INTERNET**  
*ACCEPTABLE USE POLICY*

**All Peoples Services (“Peoples”) Customers should read this document! Even if you don’t read it, you are still responsible for the policy written here, and your account WILL BE DISABLED WITHOUT WARNING if you violate it.**

PEOPLES INTERNET sets forth an Acceptable Use Policy with the intent of protecting our service, our customers, and other users of the Internet from potentially abusive actions taken by Peoples customers. The following policy is non-exclusive; any action about which there is doubt should be referred to Peoples for evaluation. Peoples may alter this policy from time to time, as need dictates.

- [Statement of Responsibility](#)
- [Acceptable Use: Network](#)
- [Acceptable Use: Domain Names](#)
- [Acceptable Use: Email](#)
- [Acceptable Use: Web/FTP Sites](#)
- [Reporting Abuse to Peoples](#)

**Statement of Responsibility**

- Each Peoples Internet account has a password that is the key to gain access to the account. The customer who registered the account is solely responsible for all access and actions taken with regard to the account. It is the account owner’s responsibility to safeguard the account password and to ensure that Peoples Acceptable Use Policies are honored. Peoples will hold the account owner responsible for any violations of the Acceptable Use Policy.
- The benefits or rights conferred by this Agreement are nontransferable and nonassignable. The connectivity provided is expressly limited to you. Resale or use of this connection by another person or persons is prohibited.
- Sites directly attached to the Peoples backbone are expected to adhere to the Peoples Acceptable Use Policies. The individual who signed the contract is responsible for educating site users on acceptable use policy. Violations of the acceptable use policy by directly attached sites will be referred to the contract signer for resolution. The contract signer will be held responsible for the violations of the Acceptable Use Policy
- Use or attempted use of a Service to improperly disrupt any of the Peoples’ Service accounts or the Peoples’ Service network may result in account termination and referral to enforcement authorities. Such use or attempted use

- includes, but is not limited to, “social engineering” (tricking other people into releasing their passwords), password cracking, security hole scanning, denial-of-service attacks, ping-flooding, sending packets with an improper packet size, UDP flooding and half-open TCP connection flooding
- Peoples enforces these policies with respect to Peoples customers only. We are not responsible for abusive actions which originate from other sites or networks on the Internet.

### **Acceptable Use: Network**

Acceptable use of the Peoples network facilities does NOT include:

- Attempting to circumvent user authentication or security of the host, network, or account on Peoples systems of the Internet at large (“cracking”). This includes scanning or probing ports without the consent of the owner of the machine being scanned.
- Use of Peoples systems or networks (willfully or negligently) in a manner that encumbers disk space, processors, bandwidth, or other system resources so as to interfere with others’ normal use of services on Peoples or their systems and networks (“denial of service” attack).
- Activities that violate local, state or federal statutes.

### **Acceptable Use: Domain Names**

Peoples provides domain name service for dedicated connection. Keeping registry information updated and accurate is the responsibility of the domain holder and not Peoples . Acceptable use of the Peoples domain name service does NOT include:

- Falsifying or omitting valid domain contact information, including the administrative, technical, zone, and billing contacts.

### **Acceptable Use: Email**

Acceptable use of Email does NOT include:

- Sending unsolicited mass mailings of any nature, including those with a “negative option” for continuation. The negative option is inviting those who do not wish to receive more email to reply to you.
- Sending a large number of email messages, or singularly large email messages to a single address in order to flood someone’s mailbox.
- Forging email headers to obscure the true originator of the message
- Creating or participating in pyramid schemes or chain letters.
- Sending harassing email, either by language, size, or frequency. This includes sending email (or real time) messages to a person who has asked explicitly that you do not.
- Activities that violate local, state or federal statutes.

## **Acceptable Use: Web/FTP Sites**

Acceptable use of Peoples web/FTP space does not include:

- Distribution of pornographic or otherwise indecent offending materials
- Distribution of restricted software or materials in violation of copyrights of distribution licenses.
- Distribution of materials that violates local, state, or federal statutes.

## **Reporting Abuse to Peoples**

Peoples provides an email address for use in reporting abusive activities originating from Peoples customers as outlined in the Peoples Acceptable Use Policy. Please note, abuse originating from non-Peoples customers cannot be handled by Peoples . Report those instances to the provider/site who has authority over the abusive user.

- When reporting email or abuse, include a full copy of the message, including headers.
- When reporting other types of abuse, include as detail as possible.
- Send your report in an email message to [support@peoplestelecom.net](mailto:support@peoplestelecom.net)

Peoples reserves the right to restrict or terminate service without refund in the event of an Acceptable Use Policy violation. Peoples also reserves the right to take action on abuse, which is not specifically named in this Acceptable Use Policy at the sole discretion of Peoples use of the Peoples systems and network constitutes understanding and agreement of this policy.

If you are a copyright owner who feels their content is being posted, stored or downloaded without permission please contact Peoples' Designated Agent:

Elizabeth R. Sachs  
Lukas, Nace, Gutierrez & Sachs, LLP  
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Washington, DC 20016