



Residential Agreement-24 month

Residential Maintenance Agreement

Peoples' maintenance agreement covers wiring, fittings, splitters and ONT replacement in case of damage (current cost to replace is \$340). Fee includes any troubleshooting and isolation of problems with any Peoples Services' provided equipment including any labor or replacement charges and any trip fees associated for \$9.50 per month^[2].

While Peoples highly recommends that you purchase a maintenance plan, this is optional. Even without a maintenance plan Peoples will help and assist you, however, you will be charged equipment, labor, trip charges, etc.

Yes, I accept the Maintenance Agreement **No, I decline Maintenance Agreement.**

I understand and agree that the furnished information will be used to establish this application for 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 Services, LLC any information it has on me or the entity on whose behalf I am making this application. This application becomes a contract when accepted in writing by Peoples Services, LLC.

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

Applicant's Printed Name

Applicant's Signature

Date

Optional:

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

Co-Applicant's Printed Name

Co-Applicant's Signature

Date

^[2] Pricing subject to change with 30-days notice.



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Property Access Approval⁴

Property Address:

Street	City	State	ZIP
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_____ 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 at the above listed address 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 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.

Property Owner Information:

Property Owner Name

Mailing address of Property Owner

Property Owner Phone Number(s)

Property Owner Email Address

Property Owner Signature

Date

Property Access Approval of a Rental or Tenant Occupied Location⁵

Name of Occupant/Tenant

Occupant/Tenant Phone Number

Occupant/Tenant Email Address

Occupant/Tenant Signature

Date

⁴Must be completed and returned before installation begins.

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



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Account 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: _____ @peopleservices.us

Password: _____

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

Tiers	24-Month Agreement	Please ✓ one
25 Mbps / 5 Mbps	\$ 65.00	
50 Mbps / 10 Mbps	\$ 85.00	
100 Mbps / 15 Mbps	\$ 95.00	
150 Mbps/ 25 Mbps	\$115.00	
200 Mbps/ 25 Mbps	\$125.00	
1 Gig / 25 Mbps	TBD	
<u>Symmetrical Tiers -- Additional Upload</u>		
50 Mbps/ 50 Mbps	\$ 95.00	
100 Mbps/ 100Mbps	\$125.00	

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**

Services:

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

Peoples may also charge you a pro-rated fee of up to \$185 for early termination of a 24 month service agreement, fee will be determined by the number of months left for agreement fulfillment. **Help with setup or troubleshooting of a customer owned router will result in additional charges.**



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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 ABOVE INFORMATION IS CURRENT AND ACCURATE.

Customer Printed Name

Signature of Customer

Date