

PEOPLES TELECOMMUNICATIONS 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 17th of the month, you will receive a late notice. If payment is not received by the 20th of the month, a 3% late charge will be added to the account.
- ✓ The late 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. If payment is received by 4pm that day, service will be re-connected with no fees. After this, a \$26 reconnect fee for the phone and a \$26 reconnect fee for DSL 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.

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