

# BROADBAND FACTS

Fixed Broadband Consumer Discloser

## PIONEER TELEPHONE COMPANY

Service Plan: GOLD INTERNET 100Mbps Download/ 50Mbps Upload

**Monthly Price:** **\$100.00**

**Price includes:** **Unlimited Data**

**Charges for additional data:** **Not Applicable**

**Introductory Rate:** **Not Applicable**

**Monthly Modem Rental:** **\$0.00/Month**

The monthly price shown on this label does not obligate the consumer to enter into a contract, and no penalties are incurred for service disconnection.

### Additional Charges/ Tariffed Charges

Service Order Fee @ Activation \$ 6.00

Central Office/ Provisioning Fee @ Activation \$ 7.00

One-Time Purchase Fees

Installation Fee \$150.00

(Installation Fee covers your battery backup, Wi-Fi Router, modem and Fiber connection) **Note:** One time fees will be applied only if the service location has never been hooked up to fiber or DSL.

### Discounts with Bundling

**Gold Internet with a landline** when you add a landline to your services the monthly internet costs are \$85.00. Please note that a typical landline costs about \$30.00 per month. This fee is in addition to the \$85.00 for internet, so the total for internet with a phone line would be approximately \$115.00 monthly.

**Pioneer Telephone Company** participates in the FCC Lifeline program that provides a telephone or internet service discount to qualifying low-income consumers. Please visit our website for more information on services.

<https://www.pionnet.com>

### Speeds provided with Bronze Internet

Typical Download Speed 100 Mbps

Typical Upload Speed 50 Mbps

Typical Latency 14 ms

### Network Management Policy

<https://www.pionnet.com/policies>

### Privacy Policy

<https://www.pionnet.com/policies>

### Customer Support

Phone: 509.549.3511

Website: <https://www.pionnet.com>

### After Hours Support:

509.549.HELP (4357)

### Emergency Contacts:

Ray Summers @ 509.549.7297

Justin Siebert @ 509.549.3029

Learn more about terms used on this label. Visit the Federal Communications Commission's Consumer Recourse Center.

<https://www.fcc.gov/consumer>

Unique Plan Identifier: F001584275GOLD10050BBAND3