

Pioneer Telephone Co.

-----Serving LaCrosse, Endicott, Winona, Hooper, Dusty and Hay -----

Telephone (509)549-3511

P.O. Box 207

LaCrosse, Washington 99143-0207

OPEN INTERNET POLICY

Pioneer Telephone Company has adopted an Open Internet Policy also known as "net neutrality" or "Internet freedom" to ensure the internet remains a platform that fosters freedom of expression, control by the end-user, competition, and unrestricted innovation.

Pioneer Telephone Company ensures no unreasonable discrimination in the transmission of lawful network traffic over a customer's broadband Internet access service, adhering to reasonable network management practices.

Pioneer Telephone Company does not discriminate among specific uses or classes of uses of its network. It does not impair, degrade, or delay VoIP applications or services that compete with its voice services or those of its affiliates. It does not impair, degrade, delay, or otherwise inhibit access by customers to lawful content, applications, services, or non-harmful devices. It does not impair free expression by actions such as slowing traffic from particular websites or blogs. It does not demand pay-for-priority or similar arrangements that directly or indirectly favor some traffic over other traffic. It does not prioritize its own applications, services, or devices or those of its affiliates.

Pioneer Telephone Company does not block lawful content, applications, services, or non-harmful devices, and adheres to reasonable network management. The network management practices are detailed below.

Pioneer Telephone Company will not discriminate against customers based on the type of content, applications, services, or devices they use on the network.

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NETWORK MANAGEMENT POLICY AND PRACTICES

Pioneer Telephone Company diligently manages its network to deliver optimal service to its customers. It employs a range of measures deemed suitable for safeguarding its network and customer data. While Pioneer Telephone Company cannot assure complete prevention of spam, viruses, security breaches, or network congestion that may impact service quality, it does implement various filters, monitoring systems, and other strategies to mitigate the impact of such issues.

Pioneer Telephone Company maintains the right to regulate the internet traffic of customers with high data usage during times of notable congestion. This policy ensures that these customers will continue to have internet access and can participate in their preferred online activities. However, they may encounter increased download or upload times, reduced access speeds, and latency in online gaming during these periods. Traffic management measures are anticipated to be short-lived and rare occurrences.

Applications and Devices

Customers are permitted to use any lawful and commercially available application of their choice. Pioneer Telephone Company typically does not monitor the content of customer traffic or applications and does not assume the responsibility to oversee or examine the legality of any particular application utilized by a customer.

Pioneer Telephone Company will intervene in a customer's application-specific behavior only if it reasonably believes that the application may harm its network or engage in illegal activities, such as violating intellectual property rights.

Customers are permitted to use any lawful, compatible, type-accepted, and commercially available device on the Pioneer Telephone Company network, provided that the device does not harm the network or engage in unlawful activities.

Security and Privacy

Pioneer Telephone Company does not commit to monitoring or safeguarding customer traffic against spam, viruses, denial of service attacks, or other harmful, illegal, or unwarranted activities.

Pioneer Telephone Company cannot assure protection against all security breaches. Customers use the service at their own risk and are advised to procure their own spam filtering, ransomware protection, and antivirus software from reputable commercial providers to satisfy their requirements.

Pioneer Telephone Company typically does not conduct inspections of network traffic. Pioneer Telephone Company retains and stores certain traffic information for durations mandated by federal and state law. This includes, among other details, the identity of the customer associated with a specific IP address over a given time frame.

Pioneer Telephone Company cooperates with law enforcement by supplying available traffic data upon request, in compliance with the Communications Assistance for Law Enforcement Act, the Foreign Intelligence Surveillance Act, and applicable national and state security and criminal laws. Pioneer Telephone Company does not gather, retain, or utilize traffic data to profile its customers for selling additional services or for any purposes other than managing the network.

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COMPLAINTS

Customers with service complaints are invited to contact Pioneer Telephone Company at 1.509.549.3511, email css@pionnet.com, or visit the office during regular business hours. Our office is open Monday through Friday from 8:00 AM to 4:30 PM, and is closed daily for lunch from 12:00 PM to 12:30 PM.

Customers have the right to lodge a complaint with the Federal Communications Commission at www.fcc.gov. If you suspect you have been a target of identity theft, it is advisable to reach out to the Federal Trade Commission at IdentityTheft.gov.

RESERVATION OF RIGHTS/AMENDMENTS

Pioneer Telephone Company reserves the right to amend this Policy and any other linked policies for its customers at its sole discretion. Any changes will be announced on this website. Individual notifications to customers, content creators, application developers, service providers, or device manufacturers will not be issued unless mandated by federal or state legislation. Advance notice of changes will typically be provided on a thirty-day basis. Nonetheless, Pioneer Telephone Company retains the right to implement a shorter notice period if warranted by circumstances.