



# Pioneer Telephone Company

P.O. Box 207 • LaCrosse WA 99143

Phone: 509-549-3511 • Fax: 509-549-3514

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



## Application for Service

Physical Address: \_\_\_\_\_  
(City, State, ZIP)

Mailing Address: \_\_\_\_\_  
(City, State, ZIP)

Previous Address: \_\_\_\_\_  
(City, State, ZIP)

Previous Telephone and/or Internet Company: \_\_\_\_\_

Full Name: \_\_\_\_\_ Social Security Number: \_\_\_\_\_

Mobile/Cell #: \_\_\_\_\_ Driver's License Number: \_\_\_\_\_

Present Employer: \_\_\_\_\_

Employer Address: \_\_\_\_\_  
(City, State, ZIP)

Spouse's  
Spouse's Name: \_\_\_\_\_ Social Security Number: \_\_\_\_\_

Spouse's  
Spouse's Mobile/Cell #: \_\_\_\_\_ Driver's License Number: \_\_\_\_\_

Spouse's Employer: \_\_\_\_\_

Spouse's Employer Address: \_\_\_\_\_  
(City, State, ZIP)

Do you own this property? ☐ YES ☐ NO (If NO, please fill in the information below.)

Landlord or Manager's Name: \_\_\_\_\_ Contact Number: \_\_\_\_\_

Landlord or Manager's Address: \_\_\_\_\_  
(City, State, ZIP)

### Additional Authorized Contacts On Your Account:

Name: \_\_\_\_\_ Contact Number: \_\_\_\_\_ Relationship: \_\_\_\_\_

Name: \_\_\_\_\_ Contact Number: \_\_\_\_\_ Relationship: \_\_\_\_\_



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**Would you like to request Phone Service?** ☐ **YES** ☐ **NO** (if no, check no and skip to page 4)

Would you like your name to be listed in the phone book? ☐ **YES** ☐ **NO**

( Note: There is a \$0.50 per month charge for an unlisted number)

If you want to be listed in the phone book, please indicate how you want your name to appear in the phone book:

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If you checked YES above, do you want your address listed too? ☐ **YES** ☐ **NO**

**Do you want long distance?** ☐ **YES** ☐ **NO**

Pioneer Telephone Company offers the following long distance rates:

**Intrastate - \$0.14 per minute**

**Interstate - \$0.10 per minute**

Please choose which long distance company, or companies, you would like to provide your interstate and intrastate service.

**Interstate Carrier:**

☐ Pioneer Telephone

☐ Other: \_\_\_\_\_

**Intrastate Carrier:**

☐ Pioneer Telephone

☐ Other: \_\_\_\_\_

*(Pioneer Telephone Company will make every effort to place your service with the long distance carrier you choose. In the event that your service is inadvertently connected to a different company, we will assume liability only to the extent of connecting your number to your chosen company at the earliest opportunity after you notify us.)*

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Signature

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Date



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## Optional Calling Features:

Below is a list of the most popular calling features Pioneer Telephone offers.  
Please select which ones, if any, you would like to add to your phone service.

| Select | Call Feature                        | Description  | Monthly Fee |
|--------|-------------------------------------|--|-------------|
|        | Non-Published Number                | Your name, number, and address will not be included in the phone book  | \$0.50      |
|        | Call Forwarding                     | Immediately transfers incoming calls to another number of your choice  | \$1.50      |
|        | Select Call Forwarding              | Forward up to ten numbers to a phone number of your choice   | \$1.50      |
|        | Call Waiting                        | A tone alerts you of incoming calls while you're on the phone, allowing you to transfer between calls                                      | \$1.50      |
|        | Caller ID                           | Displays the name and phone number of incoming calls   | \$4.00      |
|        | Distinctive Ringing                 | Allows two phone numbers to use a single telephone line by assigning a distinctive ring to the second line                                 | \$5.00      |
|        | Speed Calling (8 digits)            | Set a one-or two digit code for frequently called numbers (up to 8 phone numbers)  | \$1.50      |
|        | Speed Calling (30 digits)           | Set a one-or two digit code for frequently called numbers (up to 30 phone numbers)   | \$2.50      |
|        | Selective Call Rejection            | Blocks unwanted calls from up to ten numbers   | \$1.50      |
|        | Telemarketer Call Screening         | Blocks telemarketers from calling your number and learns who your friends are and lets those calls through uninterrupted                   | \$1.50      |
|        | Voice Mail                          | Stores messages from incoming calls that may be checked from any phone. After how many rings do you want voice mail to answer? _____ RINGS | \$4.95      |
|        | Last Call Return (Automatic Recall) | Automatically redials the last incoming call number, whether the call was answered or not.   | \$1.50      |

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## Would you like to request Internet Service?

☐ YES

☐ NO

Please See Page #8 for a list of our Broadband Facts

Below are the fiber optic options available and their monthly prices.

Please select which one you would like.

Internet use is unlimited.

If you choose to have phone service with Pioneer Telephone, below are the fiber optic internet options:

| Fiber Optic Pricing <b>with</b> Phone Service   |         |  |       |
|---|---------|--|-------|
| Select  | Package | Speeds                                       | Price |
|   | BRONZE  | Download - Up to 25mbps • Upload - 3 mbps    | \$40  |
|   | SILVER  | Download - Up to 50mbps • Upload - 25 mbps   | \$65  |
|   | GOLD    | Download - Up to 100 mbps • Upload - 50 mbps | \$85  |
| Note: Pioneer Telephone phone service is typically around \$30.00 per month plus any long distance and/or special features. |         |  |       |

If you do **NOT** have phone service with Pioneer Telephone, below are the fiber optic internet options:

| Fiber Optic Pricing <b>without</b> Phone Service   |         |  |       |
|--|---------|--|-------|
| Select   | Package | Speeds                                       | Price |
|  | BRONZE  | Download - Up to 25mbps • Upload - 3 mbps    | \$55  |
|  | SILVER  | Download - Up to 50mbps • Upload - 25 mbps   | \$80  |
|  | GOLD    | Download - Up to 100 mbps • Upload - 50 mbps | \$100 |
| Note: If your location did not previously have internet service with us, there may be a one-time \$150 charge for set up and installation. |         |  |       |

Would you like a password to access your internet?

☐ YES

☐ NO

Password: \_\_\_\_\_

- Minimum length of 8 characters
- No spaces

Signature

Date



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**Would you like to request an email account?**      ☐ **YES**      ☐ **NO**

All internet packages include: Up to five email addresses, SPAM control, Web Mail Access.

Please choose an email address below:

Email Address desired: \_\_\_\_\_ @pionnet.com

Email Address desired: \_\_\_\_\_ @pionnet.com

Email Address desired: \_\_\_\_\_ @pionnet.com

Email Address desired: \_\_\_\_\_ @pionnet.com

Email Address desired: \_\_\_\_\_ @pionnet.com

In order to be able to access your account information, you will need to set up a password. Please indicate the password you wish to use below. The password should not contain readily available biographical or account information.

Email Password: \_\_\_\_\_

- Minimum length of 8 characters
- Maximum length of 20 characters
- Cannot contain semicolons
- Must have a number

Security Question (please answer two)

What is the last name of your fourth grade teacher? \_\_\_\_\_

Who was your childhood hero? \_\_\_\_\_

What was the color of your second car? \_\_\_\_\_

What was the first concert you attended? \_\_\_\_\_

What is your favorite movie? \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



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### Liability Release and Indemnification Form for Internet Usage

I hereby release and agree to indemnify and hold harmless pioneer Telephone Company and its affiliates, and their respective officers, directors, employees, and agents, from and against any and all liability arising in any manner from the use of the Internet access furnished or facilitated by Pioneer Telephone Company or from any information or communication derived therefrom.

I hereby acknowledge that I have been advised by Pioneer Telephone Company that Internet access provides an opportunity for access to material that may be obscene or indecent and/or otherwise unsuitable for minors. I hereby expressly represent that I am at least eighteen (18) years of age. I hereby agree to supervise any and all use of the Internet access furnished to me or facilitated by Pioneer Telephone Company by any and all persons under the age of eighteen(18) years of age.

I hereby further acknowledge that I have been advised by Pioneer Telephone Company that one of the methods available to me to restrict access to my Internet account is to utilize one or more personal passwords to activate the Internet access program(s) on my computer and that passwords should be changed frequently, and that there is software available from third parties that will assist me in controlling access to undesirable Internet material through the Internet access furnished by Pioneer Telephone Company. I understand and agree that it is my responsibility to determine whether, and how, I will utilize these options.

I hereby agree to observe and be bound by Pioneer Telephone Company's terms and conditions of Internet access, as the same may be modified from time to time. I hereby acknowledge receiving a copy of such terms and conditions. I understand that such terms and conditions may be changed without notice, but that a current copy of such terms and conditions will be furnished to me upon request.

**I have been made aware of the possibility of identity theft through use of the Internet. I agree it is my responsibility to protect my personal identifying information when using the Internet and the personal identifying information of others using my account.**

### Pay-In-Full Agreement

I understand that my Pioneer Telephone Company bill must be paid in full by the 15<sup>th</sup> of each month in which it is received. If it is not, I will be put on toll restriction and my Internet connection may be shut off. If the bill is not completely cleared within 15 days after toll restriction, the service will be completely disconnected. (Notice of disconnection as required by WAC 480-120-172 will be provided.)

To be reconnected, my bill must be paid in full, and a reconnect charge will apply and a deposit may be required. If a deposit has been made at the time I acquired service, the deposit will be credited to my account. Any credit balance will be returned to me from Pioneer Telephone Company after final billing. If my bill is kept current, my deposit plus interest will be returned to me after 12 months.

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Print Name

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Signature

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Date



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**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.

**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.

**COMPLAINTS:** Customers with service complaints are invited to contact Pioneer Telephone Company at 1.509.549.3511, email [css@pionnet.com](mailto: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](http://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](http://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.

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Print Name

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Signature

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## 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: F001584275GOLD10050BAND3

## BROADBAND FACTS

Fixed Broadband Consumer Discloser

PIONEER TELEPHONE COMPANY

Service Plan: SILVER INTERNET 50Mbps Download/ 25Mbps Upload

Monthly Price: \$80.00

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

**Silver Internet with a landline** when you add a landline to your services the monthly internet costs are \$65.00. Please note that a typical landline costs about \$30.00 per month. This fee is in addition to the \$65.00 for internet, so the total for internet with a phone line would be approximately \$95.00 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 50 Mbps

Typical Upload Speed 25 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

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Unique Plan Identifier: F001584275SILV1010050BAND2

## BROADBAND FACTS

Fixed Broadband Consumer Discloser

PIONEER TELEPHONE COMPANY

Service Plan: BRONZE INTERNET 25Mbps Download/ 3Mbps Upload

Monthly Price: \$55.00

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

**Bronze Internet with a landline** when you add a landline to your services the monthly internet costs are \$40.00. Please note that a typical landline costs about \$30.00 per month. This fee is in addition to the \$40.00 for internet, so the total for internet with a phone line would be approximately \$70.00 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 25 Mbps

Typical Upload Speed 3 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

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

Unique Plan Identifier: F001584275BRONZE253BAND1