

Pioneer Telephone Cooperative Privacy Policy

At Pioneer Telephone Cooperative (Pioneer), we are committed to protecting the privacy of our members. We know that you place your trust in us, and we strive to provide a safe, secure Member experience. While there is certain subscriber information known as Customer Proprietary Network Information (CPNI) that Pioneer has a responsibility to protect, we also take great care to protect all of the information that you provide us.

This privacy statement sets forth the privacy policy that applies to Pioneer and its Members.

The information to we use to serve you

During the course of establishing and maintaining service, we may request that you provide personal information, including your name, address, e-mail address, telephone number, credit card number, social security number, contact information, billing information and any other information from which your identity is discernible. We also gather or may gather certain information about your use of Pioneer products and services.

We may ask for this information to be provided to Pioneer in person, via telephone or online. It is important to note that Pioneer's website may contain links to other websites over which we have no control. We are not responsible for the privacy policies or practices of other websites should you choose to link from our sites. We encourage you to review the privacy policies of those other websites so that you can understand the privacy of that website.

Our Use of Your Information

Pioneer uses the information we gather from you for the purpose of operating and improving our service to you. Pioneer may use your contact information to send mail or e-mail you information related to our telephone service regarding updates to our products or services.

Disclosing Your Information

Pioneer does not sell your information to third party entities. We may share information if it is necessary to make improvements to our products and services through the use of consultants and vendors who will be contractually obligated to not further share this information.

There are times when we are required to disclose information, to governmental entities who have asserted a legal order or if we believe in good faith that such action is necessary to (a) conform to legal requirements or comply with legal process; (b) protect our rights or rights or property or our affiliated companies; (c) prevent a crime or protect national security; or (d) protect the personal safety of users or the public.

Security

Pioneer has put in place measures designed to secure your personal information from accident, loss and from unauthorized access, use, alteration or disclosure.

You may review, correct, update or change your customer information at any time.

If Pioneer decides to make changes to our privacy statement, we will post those changes on the Pioneer website so that you will know what information is being gathered and how that information might be used.

If at any time you have questions or concerns about this privacy statement or believe that we have not adhered to this privacy statement, please feel free to call us 541-929-3135 and speak to one of our Customer Service Representatives.

Information Regarding Pioneer Products and Services

General

Services and offers not available everywhere. Pioneer Telephone may change, cancel, or substitute offers and services, or vary them by service area at its sole discretion without notice. Services and offers may require credit approval and additional restrictions may apply.

Terms and Conditions

All products and services listed are governed by tariffs, local terms of service, or terms and conditions set out on this website.

TAXES, FEES AND SURCHARGES

Taxes, fees, and surcharges apply. For a detailed explanation of what all the taxes, fees and surcharges are, please refer to: PUC – [Navigating Your Phone Bill](#)

VOICE

Some restrictions apply and based on current rates, which are subject to change. Rates effective as of November 7, 2014. Local Service is included in pricing but does not include taxes, fees and surcharges. Pricing also varies based upon **Extended Area Service (EAS)** - The Extended Area Service (EAS) is your local toll free calling area. There are two types of EAS programs; Flat and Measured. Measured EAS is 5 cents per minute to your local calling area and Flat EAS is a flat rate based upon your exchange.

Calling Features: Features may be purchased individually or in a qualifying bundled plan.

BUNDLED SERVICES

For all bundled services. Some restrictions apply and based on current rates, which are subject to change. Local Service is included in pricing but does not include taxes, fees or surcharges. Extended Area Service (EAS) pricing varies from exchange to exchange, however, it is included in Freedom Choice, Premier Pac, and Essential Pac. See below for additional information for specific packages:

Premier Pac: Applies to 1 telephone line including Local Service, VoiceMail, NetProtect and 10 calling features specified by Pioneer Telephone. High Speed Internet Service – *See High Speed Internet below.* **Long Distance** -“1000 Minutes” are limited to the 50 United States and Canada. Long Distance “1000 Minutes” do not apply to Internet Access, 900 calls or facsimiles. A charge of 15.5¢ per minute will be applied for calls of this nature. Minutes used beyond the allotted 1000 minutes will be charged at 15.5¢ per minute. Calls to the Operator, Operator Assisted Calls, Directory Assistance and Third Party calls are not included and are billed at standard rates.

Freedom Choice: Applies to 1 telephone line including Local Service, NetProtect and 5 calling features specified by Pioneer Telephone. Up to 6Mbps of High Speed Internet Service included – *See High Speed Internet below.* **Long Distance** -“1000 Minutes” are limited to the 50 United States and Canada. Long Distance “1000 Minutes” do not apply to Internet Access, 900 calls or

facsimiles. A charge of 15.5¢ per minute will be applied for calls of this nature. Minutes used beyond the allotted 1000 minutes will be charged at 15.5¢ per minute. Calls to the Operator, Operator Assisted Calls, Directory Assistance and Third Party calls are not included and are billed at standard rates.

Essential Pac: Applies to 1 telephone line including Local Service, VoiceMail, NetProtect and 10 calling features specified by Pioneer Telephone. High Speed Internet Service – *See High Speed Internet below.*

Total Choice: Applies to 1 telephone line including Local Service, VoiceMail, NetProtect and 9 calling features specified by Pioneer Telephone.

Classic Choice: Applies to 1 telephone line including Local Service, VoiceMail, NetProtect and 3 calling features specified by Pioneer Telephone.

Teen Choice: Applies to 1 telephone line including Local Service, NetProtect and 4 calling features specified by Pioneer Telephone.

HIGH SPEED INTERNET

Based on current rates, which are subject to change. Modem charges, taxes, fees and surcharges are not included in the listed price. Six (6) month service commitment is required. If High Speed Internet service is cancelled prior to the 6 month commitment, you will be billed a \$25 early cancellation charge. A 99¢ per month regulatory fee is charged by PEAK Internet. Not all members qualify for all speeds advertised. Actual speeds vary and are not guaranteed. Performance will vary due to conditions outside of network control including customer location, websites accessed, Internet congestion and customer equipment. Connection speeds are based on sync rates. Download speeds will be up to 15% lower due to network requirements. Please contact a Customer Service Representative for availability. Home telephone service required.

NETPROTECT

Based on current rates, which are subject to change. 15-day waiting period from the time of signing up. This service covers any inside wiring installed by Pioneer and other inside wiring installed to telephone industry standards. Telephones and other Customer Provided Equipment (CPE) are not covered by this service. Pioneer Telephone does, however, rent telephones and will replace defective rental equipment should it fail. NetProtect does not cover any computer or telephone equipment or cords attached to the computer or telephone equipment.¹