

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, Essential Choice, and Simple Choice. See below for additional information for specific packages:

Freedom Choice: Applies to 1 telephone line including Local Service, Flat Rate EAS, VoiceMail, NetProtect and 10 calling features specified by Pioneer Telephone. High Speed Internet Service included: Peak Power Plan – *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, or 900 calls. 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 Choice: Applies to 1 telephone line including Local Service, Flat Rate EAS, VoiceMail, NetProtect and 10 calling features specified by Pioneer Telephone. High Speed Internet Service included: Peak Power Plan – *See High Speed Internet below*. **Long Distance** – “200 Minutes” are limited to the 50 United States and Canada. Long Distance “200 Minutes” do not apply to Internet Access, or 900 calls. A charge of 15.5¢ per minute will be applied for calls of this nature. Minutes used beyond the allotted 200 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.

Simple Choice: Applies to 1 telephone line including Local Service, Flat rate EAS, NetProtect and the choice of 6 calling features from a list 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