Network Management Policy

The Federal Communications Commission ("FCC") requires that Pioneer and other providers of broadband Internet access services disclose certain information regarding those Internet services. The information required for disclosure under the FCC's rules is found below and in the various policies and documents listed or linked on this page. To assist you in finding the information you're looking for, we highlight below information that the FCC specifically calls for in the Open Internet Disclosures.

NETWORK PRACTICES

Pioneer does not discriminate against lawful Internet content, applications, services, or non-harmful devices. The bullets below provide an overview of Pioneer's network practices with respect to its broadband Internet access services.

a) **Blocking:** Pioneer does not block or otherwise prevent end-user access to lawful content, applications, services, or non-harmful devices. Pioneer does engage in reasonable network management practices described below.

b) **Throttling:** Pioneer does not degrade or impair access to lawful Internet traffic on the basis of content, application, service, user, or use of a non-harmful device. Pioneer does engage in reasonable network management practices described below.

c) **Affiliated Prioritization:** Pioneer does not directly or indirectly favor some traffic over other traffic, including through the use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate.

d) **Paid Prioritization:** Pioneer does not directly or indirectly favor some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, in exchange for consideration, monetary or otherwise.

e) **Congestion Management:** Pioneer manages its network to deliver the best possible broadband Internet service to all of its members and customers. Pioneer uses reasonable network management practices that are consistent with professional and industry standards to ensure the best experience possible.

Pioneer uses various tools and techniques to manage its network, deliver its service, and ensure compliance with the Acceptable Use Policy and the Terms of Service. These tools and techniques are dynamic and can and do change frequently. Network management activities may include identifying and detecting malicious Internet traffic and preventing the distribution of, or inadvertent access to, malware, phishing, viruses, or other harmful code or content. As the Internet and its related technologies continue to evolve, Pioneer's network management tools will also evolve to deliver an excellent, reliable, and safe experience to all of our members and customers. We will provide updates here as well as other locations if we make significant changes to our network management techniques. Pioneer currently does not maintain a separate system to assist with managing times of congestion.

As our network technologies and usage of the network continue to evolve, we reserve the right to implement a new congestion management system, if necessary, in the performance of reasonable network management and in order to maintain a good broadband Internet service experience for our members and customers and will provide updates here as well as other locations if a new system is implemented.

f) **Application-Specific Behavior:** Pioneer provides its broadband Internet access service with full access to all the lawful content, services, and applications that the Internet has to offer. Pioneer does not block or rate-control specific protocols or protocol ports, does not modify protocol fields in ways not prescribed by protocol standards, and does not otherwise inhibit or favor certain applications or classes of applications.

g) **Device Attachment Rules:** Any Ethernet-capable device or router is approved to access our broadband Internet access service. Devices should be UL certified and FCC certified. Not all devices are guaranteed to be compatible with the Pioneer network. Please contact your device manufacturer for information on compatibility with Ethernet-based broadband Internet service. Pioneer reserves the right to prohibit devices from attaching to the network for network management and security reasons.

h) **Security:** As stated in the **Acceptable Use Policy**, it is each customer's responsibility to ensure the security of its network and equipment and in addition, members and customers are required to take all necessary steps to secure and manage the use of the Services in such a way to assure that network abuse and/or fraudulent activity is prevented. Please review the Acceptable Use Policy.   It is available at http://pioneer.net.

PERFORMANCE CHARACTERISTICS

a) **Service Description:** Pioneer has always prided itself on providing state-of-the-art broadband services at the highest possible speeds. It consistently delivers at or above the "provisioned" speed for the particular service tier. Pioneer also provides a speed test page, so you can test your connection for yourself at https://pioneer.net/support/speed-test/.

b) **Other Services on Our Network:** Pioneer currently provides DSL and Fiber-to-the-Home broadband Internet access, voice services, and certain Metro-Ethernet enterprise business services to its members and customers over the same physical network. Our IP-based voice services, and our Metro-Ethernet enterprise business services, are not provided over the Internet but are provisioned with separate service capacity and delivered over separate service flows using Virtual Local Area Network (VLAN) technology. These services are designed to protect the integrity and reliability of those services, while maintaining the integrity of the broadband Internet service, which is delivered on a best-efforts basis.

COMMERCIAL TERMS

a) **Pricing and Other Fees:** Pioneer's broadband Internet access services may be subject to promotional rates. Additional fees, such as for equipment rental, installation, and early termination, may apply. For information about pricing and fees for Pioneer's various tiers of service and all its services, please visit the Pioneer website at https://pioneer.net.

b) **Data Usage Plans:** Pioneer does not currently apply any "data caps," usage thresholds, or any other form of usage-based billing, but reserves the right to do so. Pioneer's privacy policies with respect to Internet service are explained in the Acceptable Use Policy and the Terms and Conditions.

c) **Redress Options:** If you have any questions about these disclosures, cannot find what you are looking for, or have any other concerns about Pioneer Internet service, please contact Pioneer. Pioneer will review and promptly respond to all submissions.