



## Mobile Network Management Disclosure

Pioneer Connect (Pioneer) Mobile is a mobile virtual network operator. As such, it provides wireless communications services over a third-party partner's wireless network. Our third-party partner manages the network, and the disclosures below reflect such network management practices and controls. These disclosures do not describe the practices, characteristics, or terms you may experience while roaming on other mobile networks or when using Wi-Fi. For the purposes of this disclosure, Pioneer and its third-party partner are collectively referred to as "Pioneer." For network management practices and performance characteristics when connected to Pioneer Internet, please see our Network Management Disclosure.

### Network Management Practices

Pioneer does not discriminate against lawful Internet content, applications, services, or devices. The bullets below provide an overview of our mobile network practices.

- **Blocking.** Pioneer does not block access to any specific lawful content, applications, services, or non-harmful devices, subject to reasonable network management as described herein.
- **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, subject to reasonable network management as described herein.
- **Affiliate Prioritization.** Pioneer does not directly or indirectly favor some traffic over other traffic to benefit an affiliate.
- **Paid Prioritization.** Pioneer does not directly or indirectly favor some traffic over other traffic in exchange for consideration, monetary or otherwise.
- **Congestion and Network Management Practices.**
  - **Congestion Management.** An individual user's experience will vary depending upon many factors, including the selected plan, the network (5G Ultra-Wideband, 5G or 4G LTE) the customer is using, and the device in use.

Pioneer has implemented optimization technologies across its 5G and 4G LTE networks to transmit data files more efficiently to allow available network capacity to benefit the greatest number of users. These techniques include video caching and sizing video files more appropriately for mobile devices. The optimization process is agnostic as to the content itself and to the website that provides it. While Pioneer invests much effort to avoid changing text, image, and video files in the optimization process and while any change to the file is likely to

be indiscernible, the optimization process may minimally impact the appearance of the file as displayed on a customer's device.

In addition, in order to optimize customers' video viewing experiences on their devices over our 5G and 4G LTE networks while ensuring a high quality experience for other users of the network, Pioneer seeks to transmit video downloads or streams to smartphones at 480p or 720p, depending on the plan, unless a different video resolution is disclosed in the description of a particular plan. This practice does not make any distinction based on the content of the video or the source website. To achieve this optimization, Pioneer limits the throughput speeds of such video downloads or streams over our 5G and 4G LTE networks (which may be below the 9-56 Mbps 5G and 4G LTE download speeds typically provided). This practice results in the video provider's content server sending the appropriate resolution video file for that speed, if available.

On certain plans, we may prioritize your 5G and 4G LTE data behind other traffic. If the cell site you are connected to begins experiencing high demand during the duration of your session, your 5G and 4G LTE data speeds may be slower than the other traffic's. Once the demand on the site lessens, or if you connect to a different site not experiencing high demand, your speed will return to normal. Any such network management practices will be disclosed in the descriptions of impacted plans.

- **Data Allowances.**
  - **Unlimited.** After a line uses 30 GB of high-speed data, it will experience speeds reduced to 256 Kbps for the rest of the billing cycle. After a line uses 5 GB of Mobile Hotspot data, it will experience speeds reduced to 600 Kbps. Unlimited data resets on the 23<sup>rd</sup> of each month.
  - **By the Gig.** You will receive 1GB of data per line. After you use your allotted data, you will be charged \$15/GB. If a line uses more than 5GB, that line will experience speeds reduced to 256 Kbps for the rest of the billing cycle. Customers also have the option to upgrade to Unlimited.
- **Application-Specific Behavior.** Pioneer does not limit, block or rate-control specific protocols or protocol ports other than for security reasons, modify protocol fields in ways not prescribed by the protocol standard, or otherwise inhibit or favor certain applications or classes of applications of traffic on our internet access service.

On certain plans, we may prioritize your data behind other traffic. If the cell site you are connected to begins experiencing high demand during the duration of your session, your data speeds may be slower than the other traffic's. Once the demand on the site lessens, or if you connect to a different site not experiencing high demand, your speed will return

to normal. Any such network management practices will be disclosed in the descriptions of impacted plans.

- **Device Attachment Rules.** You may activate devices that Pioneer has certified to be compatible with its network, including devices not purchased directly from Pioneer. Please contact [phone number] to see if your device is compatible.
- **Security.** Pioneer is committed to safeguarding the security of our customers' data and communications. As our wireless services are delivered over a third-party partner's network, the security of the network is managed by that partner. Pioneer does not directly manage the security infrastructure of the wireless network. To the best of our knowledge and belief, the third-party adheres to industry-standard security protocols and complies with all applicable state and federal regulations.

### Performance Characteristics

- **Service Description.** Based on our carrier partner's internal testing and testing commissioned from third-party vendors, Pioneer expects but cannot guarantee that customers will experience the following speeds:
  - 5G Ultra Wideband: 90-170 Mbps download, 15-30 Mbps upload
  - 5G: 9-56 Mbps download, 2-13 Mbps upload
  - 4G LTE: 9-56 Mbps download, 2-13 Mbps upload

With respect to latency for use of real-time data applications, Pioneer expects but cannot guarantee network to device (round-trip) latency to be less than 30 ms on its 5G Ultra Wideband network and less than 100 ms on its 5G and 4G LTE networks. Since our service utilizes our carrier partner's mobile network, and is thus subject to its limitations, these expected latency levels may not reflect the actual latency that you experience. For performance information when connected to Pioneer Internet, please see our **Network Management Disclosure**.

- **Impact of Non-Broadband Internet Access Service Data Services.** Pioneer Mobile service uses a third party partner's wireless network and shares that network with services that our third party partner offers. When accessing Pioneer Mobile service via Pioneer Internet, service will also be delivered via the access point.

### Commercial Terms

- **Pricing and Fees.** The current pricing, promotional rates and terms, and other terms and conditions of Pioneer's packages of mobile service can be found on our website at [www.pioneer.net](http://www.pioneer.net) or by contacting Pioneer at 888-929-1014. Information regarding any additional fees that may be applicable can be found at [www.pioneer.net](http://www.pioneer.net). Regular prices as of the date of this disclosure can be found [www.pioneer.net](http://www.pioneer.net). (Prices and service levels are subject to change.)

- **Privacy Policies.** Your privacy is very important to us. Personal information you provide is governed by Pioneer's Privacy Policy, which is posted on Pioneer's Website at [www.pioneer.net](http://www.pioneer.net) and is subject to change from time to time. Personal information provided by you to Pioneer is used primarily to provide a customized experience as you use our services and is only shared with third parties in accordance with Pioneer's Privacy Policy and consistent with applicable law. Pioneer reserves the right, as required or permitted by law, to provide account and user information, including email, to third parties and to cooperate with law enforcement authorities in the investigation of any criminal or civil matter. Such cooperation may include, but is not limited to, monitoring of Pioneer's network consistent with applicable law.
- **For Questions, Complaints and Redress Options:** For immediate assistance with issues or complaints involving your mobile service, please contact Pioneer at 888-929-1014. You can also contact us by email at [CustomerCare@pioneerconnect.net](mailto:CustomerCare@pioneerconnect.net) for customer service issues or technical and network issues. Our mailing address is Pioneer; PO Box 631 Philomath, OR 97370. For information concerning the FCC's formal and informal complaint procedures, please refer to the FCC's website at [www.fcc.gov/guides/getting-broadband](http://www.fcc.gov/guides/getting-broadband).

After the Port is successful, you will no longer be able to use your Ported Phone Number(s) with your current Service Provider, and you will be responsible for payment of all outstanding charges including any fees that may be assessed by your current Service Provider for canceling service. You are indicating your understanding of the porting process as described above and of all charges that may be due and payable to your current Service Provider resulting from Porting your Phone Number(s) to Pioneer Connect.

**DO NOT CANCEL SERVICE WITH YOUR CURRENT SERVICE PROVIDER UNTIL AFTER YOUR PHONE NUMBER(S) HAS BEEN SUCCESSFULLY "PORTED" TO YOUR NEW WIRELESS SERVICE.** If you Cancel Service with your Current Service Provider prior to successfully Porting your Phone Number(s) to your New Wireless Service Provider, you risk losing your Phone Number(s). After the Port is successful, you will no longer be able to use your Ported Phone Number(s) with your Old Service Provider, you will be required to contact your Old Service Provider to cancel service or acquire new phone numbers, and you will be responsible for payment of all outstanding charges including any fees that may be assessed by your Old Service Provider for canceling service. Upon submission of your order, you will be provided with an order confirmation online and to the email address provided with this order. The confirmation will provide simple instructions to check the status of your order.

If you are purchasing a new phone from Pioneer Connect, you should wait to receive your New Phone prior to Port completion so that service is not disrupted with your Old Service provider. Once you receive your phone, your Phone Number(s) should be Ported within 24 hours, and you will be provided with contact information to check the status of your scheduled port request. We will contact you in the event that your number cannot be Ported, will offer you alternative options for activating service. Checking the box above indicates your understanding of the porting

process and all charges that may be due and payable to your Old Service Provider resulting from Porting your Phone Number(s) as described above.

**For BYOD (Bring Your Own Device) customers (applicable to Pioneer Connect (v) customers only):** If you are bringing your own device to use with your Pioneer Connect (v) Service under Pioneer Connect's BYOD policy, please be aware that Pioneer Connect makes no guarantee, representation, warranty, or other assurance with respect to your device. It is possible that the porting process may fail or be delayed due to issues with your device. Pioneer Connect is not responsible for any such failure or delay, and you assume all risk with respect to the porting process, including without limitation the risk of losing your ability to use your current phone number with your current service and with your Pioneer Connect (v) Service. Pioneer Connect does not offer support with respect to any device you bring under the BYOD policy. You are responsible for all charges under your current service and under your Pioneer Connect Service, regardless of whether or not the port process is successfully completed.