



Phone Number Porting Info & Authorization

By checking the Port Authorization Agreement checkbox, you acknowledge that you are the responsible billed party for the Phone Number(s) submitted on the form (Your Phone Numbers) and that you authorize Pioneer Connect to act as your representative or agent for the purpose of transferring Your Phone Number(s) to Pioneer Connect. Additionally, you authorize Pioneer Connect and your Current telecommunications Service Provider to share appropriate billing information as necessary and to manage the process for the transfer of Your Phone Number(s) to Pioneer Connect.

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.