

Pioneer Communications

Internet Services Disclosure

Pioneer Communications (“Pioneer”) is the leading Internet service provider for Southwest Kansas communities with a reputation for excellence that goes back generations. Pioneer offers broadband Internet access services with fast speeds, great reliability, and around-the-clock customer support.

This document provides specific details about Pioneer’s Internet services to help consumers make informed choices about their purchase and use of those services. The information is generally organized into three categories: (1) network management practices, (2) performance characteristics, and (3) commercial terms.

1. Pioneer Internet Network Management Practices

Pioneer manages its network with the goal of delivering a fast, safe, and uncompromised broadband Internet experience to all of its customers. But, high-speed bandwidth and network resources are not unlimited. Managing the network is essential to achieve the best possible Internet experience for all of Pioneer’s customers. If Pioneer didn’t manage its network, its customers would be subject to the negative effects of spam, viruses, security attacks, network congestion, and other risks and degradations of service. Pioneer uses reasonable network management practices that are consistent with industry standards. Pioneer uses tools and technologies that are minimally intrusive and, in its independent judgment guided by industry experience, among the best in class. Of course, Pioneer’s network management practices will continue to evolve to keep pace with how the Internet is used and to adequately address the ever-changing challenges and threats on the Internet.

Blocking, Throttling, and Prioritization

Pioneer does not block or otherwise prevent customer access to lawful content, applications, services, or non-harmful devices. Pioneer does not degrade or impair customer access to lawful Internet traffic on the basis of content, application, service, user, or use of a non-harmful device. Pioneer does not directly or indirectly favor some traffic over other traffic to benefit an affiliate’s content, services, or applications. Pioneer does not directly or indirectly favor some traffic over other traffic in exchange for monetary consideration or other value.

Congestion Management Practices

Pioneer utilizes a fully redundant network architecture that is designed to provide users with true broadband speeds and reliability even during times of peak demand. The network has been constructed to meet projected traffic demands and is fully scalable to allow for capacity to be added to meet customer needs and to support newly developing and increasingly sophisticated applications well into the future. However, congestion can occur on any IP network, and, when it does, packets can be delayed or dropped, leading to service degradation and delays. Because network resources are shared by all users, Pioneer has implemented a traffic management policy

designed to ensure that all users are able to utilize their fair share of network resources during periods of high demand.

Pioneer employs a protocol agnostic congestion management policy that does not discriminate against particular applications. Users remain free to access the websites of their choice and run the applications of their choice consistent with Pioneer’s Internet services Acceptable Use Policy (“AUP”). Pioneer monitors and logs the bandwidth consumption of each subscriber. In the event of network congestion, equipment failure, or system maintenance, Pioneer reserves the right to implement traffic-shaping procedures to ensure the availability of services. These traffic-shaping procedures may include the prioritization of packets, reduction of available bandwidth, or in emergency conditions, limiting access to the network to public safety communications.

Prioritization may occur when traffic levels exceed 70% of provisioned capacity at any node. The potential for such a situation can arise during peak usage hours, which are generally 6:00 p.m. to 2:00 a.m. local time. System software or administrators may examine the level of usage at a particular node for the past 60 minutes. If a particular user or group of users are determined to be the source of high volume of network traffic, the traffic from that user or group may be temporarily assigned a lower priority status or lower download rate. Once traffic levels drop below the levels that triggered the congestion management sequence for a period of 60 minutes, the traffic of the high capacity users is returned to normal priority status or normal download rate. It should be noted that when a user’s traffic is assigned a lower priority status, their data packets will not be delayed or dropped as long the aggregate traffic on their segment does not exceed provisioned capacity for the segment as a whole. However, in cases where demand exceeds capacity, it is possible that the data traffic of any user could be delayed.

Prioritization of packets can be used for other purposes as well, such as to ensure the reliability of applications that demand real time or near real time communications such as public safety communications and, in the context of mobile data services, E-911 communications. Generally, provisioned data speeds for Pioneer’s mass market services are sufficient to support such applications as Voice over IP (VoIP), gaming, web surfing, or most streaming video. However, because Pioneer’s residential, mass market broadband service generally does not prioritize such traffic, it is possible that certain applications requiring real time communications may at times perform at less than optimal levels.

Application-Specific Network Management Measures

Pioneer implements security measures to protect its network, enforce its AUP, and ensure the security of its end-user customers. For example, Pioneer has deployed measures to prevent spam, viruses, and other malware and to monitor and prevent denial of service attacks. Traffic and protocol monitoring per connection stream may be implemented to insure the safety and reliability of equipment, users, and services. Pioneer does not generally interfere with or manage the use of specific protocols or ports. However, in the interests of network security, the following ports may be blocked or unavailable:

Port	Transport	Protocol	Inbound Outbound	Reason
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135 to 139	TCP / UDP	NetBios	Both	NetBios services allow file sharing over networks. When improperly configured, they can expose critical system files or give full file system access (run, delete, copy) to any malicious intruder connected to the network.
445	TCP	MS-DS, SMB	Both	Security risks; vulnerable to attacks/exploits/worms such as the Sasser and Nimda worms.

Device Attachment Rules

Customers may generally attach the devices of their choice and run the applications of their choice, subject to the terms of their service agreement and AUP. Devices such as Wi-Fi routers, laptops, notebooks, and tablets are readily available from third party sources. If requested, Pioneer may sell users a compatible interconnection device (DSL or Cable Modem) at time of installation. Customers who wish to purchase their own interconnection devices are advised to contact Pioneer’s technical support at 620-356-4638, or toll free at 1-800-308-7536 before purchasing any third party equipment to ensure compatibility with the network. Pioneer is not responsible for the compatibility, suitability, or functionality of any equipment that is provided by the customer or any third party, and the customer remains fully responsible for ensuring that any such equipment does not cause any harm to the network or degrade the service of other users. All customers are fully responsible for securing their equipment, including wireless routers, to prevent unauthorized access to the network by third parties and will be held fully responsible for the actions of such third parties that gain unauthorized access to the network through unsecured user equipment.

Security Measures To Protect The Network And End-Users

Pioneer implements security measures to protect its network, enforce its AUP, and ensure the security of its end-user customers. These industry-approved methods help prevent hacking, spam, viruses, malware, denial of service attacks, and other malicious acts. Pioneer regularly updates its security tools to keep pace with ever evolving threats.

2. Pioneer Internet Performance Characteristics

Internet Access Service Offerings

Pioneer offers a variety of Internet access services to accommodate the different needs of consumers, whether they live in a city or a rural area. Depending on location, Pioneer uses optical fiber, hybrid fiber-coax (cable modem), DSL, and point to multi-point fixed wireless connections to deliver its broadband Internet access services. Download and upload speeds vary among these different types of technologies. Pioneer generally offers Internet services with download speeds of 10Mbps, 25Mbps, 50Mbps, and 100 Mbps. Upload speeds range from 1 to 20 Mbps. Latency, which is the time it takes a data packet to travel from one place to another, may range from 0 to 150 milliseconds, as measured on a roundtrip basis. Latency often fluctuates because it is influenced by other networks in the transmission and receive paths. Network speeds and latency were calculated based upon system performance testing from an internal site, running software licensed by Ookla. Every tier of Internet service offered by Pioneer includes an email account that can be accessed anywhere. Pioneer offers static IP addresses, web hosting,

and other Internet-related services for a reasonable monthly fee. Further details on technology, speeds, and pricing are available [here](#).

While Pioneer provisions its network and equipment to ensure that its customers can enjoy the speeds to which they subscribe, Internet speeds generally result from a “best effort” service and are dependent on a number of variables, many of which are outside the control of an Internet Service Provider. Such variables include: the age and processing capability of the user’s terminal device or computer; the number of applications running simultaneously; whether the user is streaming video; the presence of viruses or malware; whether the terminal equipment is connected to the network by wire or by wireless; the distance the data packets must travel between the user and the website; the presence of congestion on and technical configuration of any intervening networks; any gating or congestion management schemes employed by websites to limit download or upload speeds in cases where multiple users are served simultaneously. Pioneer does not guarantee that a customer will achieve the speeds set forth above at all times. Rather, the foregoing data speeds represent the best information available to Pioneer of the typical speeds a user can expect to experience under normal operating conditions. Pioneer’s online speed test is available <http://st.pld.com/>.

Online speed tests that allow customers to test the upload, download and latency performance of their broadband Internet access services are available free of charge from a number sources. Generally, these tests are influenced by the same variables that affect Internet speed set forth above. Accordingly, the speed results would not be expected to match a test of Pioneer’s network conducted under laboratory conditions. Please note, however, that all speed tests use different methodologies to calculate Internet connection speed so each of the tests would be expected to yield different results. Accordingly, each of these tests should be viewed as a helpful guide rather than as a definitive measurement of performance.

Pioneer provides video services and voice services, using IP-based technologies, to subscribers over the same physical network facilities that are used to deliver broadband Internet access services. While Pioneer’s IP video and voice services share last-mile facilities with broadband Internet access services, these *non-broadband Internet access service data services* are delivered over a separate managed network with dedicated capacity within Pioneer’s infrastructure, rather than over the public Internet. This network configuration is intended to help make sure Pioneer’s other IP-based services do not disturb the overall reliability and performance of Pioneer’s broadband Internet access services.

3. Pioneer Internet Commercial Terms of Service

Internet Access Service Pricing Information

Pioneer offers a variety of Internet access services to meet the different needs of consumers. Internet access service can be purchased as a stand-alone service, or it can be bundled with other services provided by Pioneer, such as voice and video. Further details on pricing for Pioneer’s various Internet access service plans are available [here](#). The following standard terms and conditions apply to Pioneer’s Internet services:

- a. There is no minimum term of service.
- b. Service installation fees (i.e., labor, equipment, special wiring, etc.) must be paid in advance of initiating service.
- c. Service fees are assessed on a monthly basis. The monthly service fee will be prorated based on the number of days in the month and the date service is initiated or terminated.
- d. Any changes to monthly service fees will be made upon at least 30 days' notice to customers.
- e. If customer changes service plans or add services, additional charges for installation and equipment upgrades may apply.

Pioneer Internet Service Privacy Policies

Pioneer collects information about its customers' use of Pioneer's Internet services. Information about connections, data usage, application and feature usage, network traffic, website visits, service options, IP and MAC addresses, and other similar data may be used by Pioneer for billing purposes, to maintain and improve products and services, or to help customers with service-related issues or questions. Pioneer may also use this information to identify fraudulent, abusive, and unlawful activity. Subject to any legal restrictions that may apply, information about how customers use Internet services may be used for other purposes such as providing customers with information about product or service enhancements, determining customer eligibility for new products and services, and marketing products and services. This information may also be used to: (1) manage and protect Pioneer's networks, services, and users from fraudulent, abusive, or unlawful uses; and (2) subject to consent practices described in this policy, help improve services, research and develop new products, and offer promotions and other services. This type of information may be aggregated for business and marketing uses by Pioneer. If a customer contacts service support, Pioneer may access information about the customer's computer, wireless device, or other device settings to provide customized technical support or to install specific applications or services.

Pioneer will not gather information from customer use of Pioneer's Internet access services to direct customized advertising specifically to the customer based on visits over time and across different non-Pioneer Internet websites, unless Pioneer first provides the customer with notice of such plan and obtains the customer's affirmative consent.

Customers should note that Pioneer is not responsible for applications, services, information, or content provided by others. Before using a service or application on a computer or wireless device, customers should review the associated terms of service and privacy policy. Personal information submitted in those contexts may be read, collected, or used by the service or application provider and others in a manner different from that described here.

When customers purchase products or apply for services, Pioneer may obtain credit information about customers from outside credit reporting agencies to help with customer authentication and credit-related decisions. Pioneer may obtain information from outside companies that collect consumer information such as demographic and interest data. Pioneer uses this data and combines it with other information about customers to help predict customer preferences and to

direct marketing offers that might be more relevant to customers. Pioneer may also obtain contact information and other marketing lead information from third parties, and may combine it with other information to direct Pioneer's marketing offers to customers.

Pioneer uses information gathered from cookies to help understand how its websites are performing and to improve its sites and their messaging and advertisements. A cookie is a small data string that is written on your computer hard drive by a web server. (A web server is the computer that hosts a website and responds to requests received from your computer). Cookies can play an important role in providing a good customer experience using the web, such as enabling a website to maintain information when a user's web browser requests a series of web pages. Cookies generally hold information, including data strings that contain a unique user ID which allow websites, including Pioneer websites, to customize user experiences and gather information about user navigation of websites. Pioneer also uses cookies to help verify the identity of a website user or to recognize registered users and remember users' settings and preferences.

Pioneer Internet Customer Call Center

Existing and future subscribers, as well as others can contact Pioneer through its Customer Call Center at 620-356-4638, or toll free at 1-800-308-7536 with questions about technical support, billing, and other concerns. Representatives are available 24 hours a day, 7 days a week. The Customer Call Center is closed on the following holidays, New Years, Memorial, Independence, Labor, Thanksgiving, and Christmas Day. Calls may be reassigned to other customer support representatives, technical support, or management as required. Pioneer's Customer Call Center support representatives cannot address security questions regarding IP address assignments, customer proprietary network information, or suspicious network activity. Please contact law enforcement for any suspected illegal activity.