

## Helpful Information



### Wired vs. Wireless (WiFi)

*For the best possible internet speeds, Pioneer recommends hard-wiring all devices.*

- **Wired:** A wired home network uses Ethernet cables to connect the computers or devices to the network router. Wired home networks are faster and more secure, however; there can be challenges in running Ethernet cables between rooms or floors.
- **Wireless:** A wireless home network provides the flexibility to connect computers to the network. However, wireless home networks trade speed and some loss of security for greater flexibility and ease of use.

*For more information on how to increase WiFi range and cover dead zones, ask about our **Whole-Home WiFi Solution**.*

### Upload Speed

- Uploading is necessary for sending big files via email, in using video-chat to talk to someone else online and gaming. Additional upload speeds are available and can be added to existing internet plan, visit [GoPioneer.com](http://GoPioneer.com) for more information.

### Are my High-Speed Internet Speeds Guaranteed?

- The actual download/upload speeds experienced may be impacted by conditions on the Internet. Pioneer makes every effort to provide connections at our advertised speed ranges. Advertised download speed ranges reflect a hard-wired connection; WiFi speeds will vary.

*Visit the **Internet Support** section at [GoPioneer.com](http://GoPioneer.com) for more information.*

**Call 6-1-1**  
**from your Pioneer phone,**  
**visit your local Pioneer office or call**  
**1-888-782-2667**  
**GoPioneer.com**

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# Internet Plans



 **Pioneer**  
Internet

# High-Speed Internet Plans

Plan Name	Monthly Rate	Download Speed	Upload Speed	Managed WiFi Monthly Rate	BEST USES
Preferred	\$ 45.00	512K-8Mb	Up to 768K	\$3.95	Watch Netflix, download files, video chat, stream videos, eBay
Stand Alone Preferred	\$ 55.00	512K-8Mb	Up to 768K	\$3.95	Watch Netflix, download files, video chat, stream videos, eBay, no landline required
Elite	\$ 65.00	16Mb - 30Mb	Up to 3Mb	FREE	Use for work-at-home solutions, interactive gaming, playing multiple Netflix and Hulu devices, gaming <b>MOST POPULAR</b>
Ultimate	\$ 85.00	30Mb - 50Mb	Up to 5Mb	FREE	Online conferencing, streaming HD videos, multiple users on wireless network, watch multiple streaming devices
Fiber Power	\$100.00	55Mb - 150Mb	Up to 10Mb	FREE	Uploading large video files, video conferencing, multiple heavy users, serious gamers. Available at Fiber locations only.
Go GIG	\$125.00	250Mb - 1Gb	Up to 30Mb	FREE	Download HD movies, serious gaming, multiple heavy users using multiple streaming devices and multiple WiFi devices. No bandwidth worries! Available at Fiber locations only.

Services and speeds not available in all areas. Speed ranges and additional plan detail available at [www.GoPioneer.com](http://www.GoPioneer.com). Some restrictions may apply. New Pioneer Cooperative accounts require a \$75 deposit. Gig service only available at Gig-capable Fiber locations.

## Installation

With 12-month service commitment ..... \$ **FREE**  
 Without 12-month service commitment..... \$ 150.00

## Enhanced Upload Speed Options

Up to 1.5Mb ..... \$ 5.00/mo.  
 Up to 3Mb ..... \$ 10.00/mo.  
 Up to 5Mb..... \$ 15.00/mo.

## Managed WiFi

Pioneer will provide over-the-phone assistance for internet support and management of Pioneer Internet's customer premise equipment. Pioneer will also support qualifying devices on an in-home wireless network to optimize connectivity, performance and compatibility standards for the best customer experience. Visit [GoPioneer.com](http://GoPioneer.com) for a more informational and complete list of WiFi devices supported by Pioneer's Managed WiFi service.

Managed Wifi ..... \$ 3.95/mo.  
 Managed Wifi on Elite or higher plans..... \$ **FREE**

## Early Termination Fee

Charge to disconnect HSI prior to end of service commitment ..... \$ 150.00

## Total Care Maintenance Plan

Total Care is an optional service that covers repairs to cords, jacks and standard inside wiring at the customer premise providing they were functional when the service was ordered. It also covers repairs to eligible Pioneer provided modems and routers as well as eligible DTV equipment including DVR and set-top boxes.

Total Care for Landline and HSI ..... \$ 5.95/mo.  
 Total Care for Landline, HSI and DTV ..... \$ 7.95/mo.

## Free Benefits Included With All Plans



**FREE WEBMAIL ACCESS**

Check your email from any computer in the world with an Internet connection or use our Webmail every day from your home computer. Visit [GoPioneer.com](http://GoPioneer.com) to access Webmail.



**FREE TECHNICAL SUPPORT**

Local over-the-phone support or live chat support for Internet connection issues



**FREE MONTHLY EMAIL NEWSLETTER**

Filled with Internet information, tips and tricks