

At Pioneer, as we continue to adapt our business in response to COVID-19, the safety of our employees and customers remains our top priority. We want to share an update of our ongoing actions to help ensure the needs of our customers are met and that you can stay connected.

For a **limited time**, Pioneer's updated response and commitment during this COVID-19 scenario will be as follows:

- All new Pioneer Internet customers will be eligible for free installation, free equipment, and two months of free service
- Pioneer will waive customer deposits for new Internet customers
- All Pioneer retail office locations will open our WIFI network to the public to create a free drive-up hot spot
- Existing Pioneer Cellular customers will have their data overages forgiven during the crisis to ensure every customer stays connected
- In addition, hot spot limitations for our Cellular customers will be temporarily removed to allow mobile devices to become WIFI hot spots for homes without broadband connectivity
- Pioneer is waiving late fee penalties and has suspended all disconnects of unpaid services

We appreciate your loyalty to our business. Pioneer wants everyone to stay connected during this time of uncertainty. The services provided by Pioneer are considered essential and we are committed to our customers in their times of need.