

Services

Rates

State to State Calls	\$0.026 per minute
Pioneer Telephone to Pioneer calls ⁽¹⁾	\$0.019 per Minute
Instate Calls	See Below
1+800 Billing Increments	60 seconds
1+800 Minimum Call Length	60 seconds
800 Number Monthly Fee	\$0.99
International Rates	See Int'l Rate Sheet
Calling Card Rate	\$0.059 per Minute
Low Usage Fee ⁽²⁾	\$1.99 per Month

Note: Rates in this brochure available only to Tier A customers. Other pricing plans available for Tier B & C customers. Contact Benefits Plus® to find out which plan you are eligible for. Taxes applied to all services. ⁽¹⁾ Call other Pioneer Telephone customers out-of-state for \$0.19 per minute. ⁽²⁾\$1.99 low usage fee applied to all accounts billing under \$20.00 per month. Fee waived if selecting automatic credit card payment option.

Instate & 800 per Minute Rate

AL \$0.038	IN \$0.018	NC \$0.028	RI \$0.034
AR \$0.057	KS \$0.034	ND \$0.057	SC \$0.028
AZ \$0.083	KY \$0.024	NE \$0.038	SD \$0.125
CA \$0.025	LA \$0.036	NH \$0.073	TN \$0.038
CO \$0.063	MA \$0.026	NJ \$0.041	TX \$0.067
CT \$0.038	MD \$0.038	NM \$0.057	UT \$0.053
DE \$0.038	ME \$0.028	NV \$0.038	VA \$0.057
FL \$0.057	MI \$0.017	NY \$0.056	VT \$0.057
GA \$0.034	MN \$0.051	OH \$0.022	WA \$0.053
IA \$0.048	MO \$0.077	OK \$0.057	WI \$0.018
ID \$0.067	MS \$0.028	OR \$0.044	WV \$0.046
IL \$0.018	MT \$0.063	PA \$0.048	WY \$0.036

Low International Rates

Australia \$0.059	Canada \$0.039	China \$0.049	Chile \$0.049
France \$0.045	Germany \$0.045	Hong Kong \$0.049	Italy \$0.049
Mexico \$0.179	Russia \$0.099	Spain \$0.049	U.K. \$0.049

Contact Benefits Plus®

525 S. Flagler Drive, Suite 401
West Palm Beach, Florida 33401
www.benefits-plus.org

Sign-Up

Use this form to sign up for Pioneer Telephone Long Distance Services. You must supply a copy of a current bill in order to port numbers to Pioneer Telephone. For assistance, contact Benefits Plus® at 1.866.329.7587.

Name: _____

Business Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Social Security /Tax ID #: _____ D.O.B : _____

Email: _____

Local Phone Company: _____

(Only Tier A customers eligible for rates displayed on this brochure. Contact Benefits Plus® to find out if you are a Tier A customer.)

Switch Over

Please list the numbers to be switched to Pioneer Telephone

Payment Information

To avoid \$1.99 low usage fee, select credit card payment option.

Bill Me: _____ Pay By Credit Card: _____

Visa: _____ MasterCard: _____ American Express: _____

Name on Card: _____

Card Number: _____

Expiration Date: _____ Security Code: _____

Services

Complete the section below to request the desired long distance service from Pioneer Telephone.

Switch Both My In & Out-Of-State Long Distance To Pioneer: _____

Switch **Only** My Out-Of-State Long Distance To Pioneer: _____

How Many Calling Cards Are Needed? _____

Choose A 4 Digit Pin # For Calling Card: _____

(For multiple cards, please create a 4 digit pin # for each card)

Activate Toll-Free Services: _____ New _____ Existing

Provide Ring-To Number

For Toll Free Number: _____

(Provide a number where you would like to receive incoming calls)

What is your Existing Toll

Free Number? _____

By signing below, I authorize Pioneer Telephone to provide me with the long distance phone service as specified for the number(s) listed on this application and to act as my agent in all matters related to such services. I am at least eighteen (18) years of age and am authorized to order these services. I hereby authorize Pioneer Telephone to act as my agent in all matter related to the set-up and delivery of these communications services, including but not limited to porting (RESPORG) services for the toll-free numbers listed herein. I certify that I am not an agent for any third party and represent and warrant that I am the exclusive end using subscriber of the telephone number(s) listed herein.

X _____

(Signature)

Printed Name: _____

Date: _____

Please allow 7 to 14 business days for number(s) to be switched and for long distance services to become active.

Please direct all inquiries on the discount long distance program to Benefits Plus® at 1.866.329.7587.

Pioneer Terms & Conditions

Provisions and Billing of Service: Potential customers must be 18 years or older to obtain service(s) from Pioneer. Service is provided and billed on a monthly basis, for a minimum period of one month. The start of service date is the date on which the customer accepts Pioneer Telephone service. For long distance service, usage charges for services are billed in arrears and fixed monthly recurring and non-recurring charges are billed in advance. For all local exchange features and services, charges are billed in advance and will be prorated depending on when the order is processed and service begins. When local exchange features and services are discontinued prior to the expiration of the minimum period, the customer is responsible for paying the regular rates for the remainder of the minimum service period - Pioneer will not prorate bills upon disconnection. All applicable local, state and federal taxes and surcharges will be applied to bills. Customers subscribed to Pioneer for local exchange service will be subscribed to Pioneer for all long distance usage. For long distance calls, Pioneer reserves the right to bill for incomplete calls if such calls comprise 10% or more of a Customer's monthly usage. Pioneer's long distance rates are charged to Customers at a 50% discount as long as a Customer pays on time, within the due date. However, if the account is behind on collection status, the 50% discount is null and void and any outstanding long distance charges will be recalculated and charged during the collection process at the full, non-discounted rate. For example, if the quoted price of a Customer's long distance rate plan is 3.3 cents per minute, then the actual rate is 6.6 cents per minute - Pioneer will bill calls at 3.3 cents unless the account goes into collections, at which point Pioneer will rebill any outstanding charges at 6.6 cents. Pricing for rate plans and long distance service is dependent on the customer's carrier for local phone service. Pioneer has three tiers of long distance pricing, ranging from lowest in Regional Bell Operating Company (RBOC) areas (Tier 1) to highest in rural and independent areas (Tier 3). If a Customer uses Pioneer for local service, long distance usage will be at Tier 1 rates. Long distance-only Customers with one of the following RBOCs as their local service provider will be charged Tier 1 rates: AT&T, Qwest, Verizon (excluding former GTE and CONTEL areas and areas not in Verizon's Northeast footprint such as Michigan or California), Frontier (former Verizon RBOC areas only) and Fairpoint (areas in ME, NH and VT formerly served by Verizon). Long distance-only Customers with GTE and Embarq as their local provider will be charged Tier 2 rates. Long distance-only Customers with a rural, independent or competitive local service provider will be charged Tier 3 rates. Should Pioneer determine that a long distance-only Customer has a different local service provider than the provider listed at the time their initial order was processed or at any time during service with Pioneer, Pioneer reserves the right to adjust such Customer's rates accordingly. All calls placed to AK, HI, USVI & PR are billed at a higher rate than the contiguous 48 state-to-state rates.

Payment Policy: Customer understands that payments are due in full upon receipt of the billing statement unless an additional period for timely payment is required by law, in which case the full period required by law shall apply. A late fee of \$5 or 1.5% (18% per year), whichever is greater, will be added if payment does not arrive within 30 days after the billing date. Customers with local exchange-only or Intrastate-only overdue balances will be subject to the appropriate late fee allowed by their state law. Service may be terminated if full payment is not received within 35 days after the billing date. For customers paying their bill by credit card, service will be suspended immediately upon notification that the credit card on file is declined or otherwise unchargeable due to expired information, fraud, chargebacks or other such problem types. If termination is required, ALL services will be deactivated and a termination fee of \$15 or 10% of the total account balance, whichever is greater, will be added to the balance due. Customer further agrees to pay any and all costs associated with enforcing this agreement, including but not limited to reasonable attorney and collection fees, court costs, and costs of appeal. An administrative fee of \$50 will be added to the balance to place the account into collections. In the event that any payment is returned, disputed, insufficient or otherwise unpaid by the customer's bank, Customer understands Pioneer Telephone will charge up to \$40 plus the cost of the processing fee from the bank. Customer must provide Pioneer Telephone notice of any disputed charges in writing within 30 days after the bill for such charges is rendered. Customer remains financially responsible for all charges incurred until such time as service to any telephone line(s) has been removed from the Pioneer Telephone network by Pioneer Telephone's underlying carriers, and until written notification of the removal request from customer has been received by Pioneer Telephone. Once Pioneer Telephone is designated as Customer's Primary carrier, customer must contact their local exchange company for cancellation and will be responsible for payments of all charges incurred prior to activation of a new primary carrier. Customer holds Pioneer Telephone blameless and assumes full responsibility for any and all calls, authorized or unauthorized, that are placed via customer's subscribed equal access lines and/or toll free lines. Customer is also financially responsible for all data customer enters into the sign up form, e-bill site and verbal or written correspondence to Pioneer, including incorrect information and telephone lines. Customer understands that their local telephone company may assess a service charge for each line changed to the carrier selected by Pioneer Telephone for which customer will be responsible. Customer understands that all rates, plans, billing increments, taxes and service fees are subject to change without notice. This includes federal

Pioneer Terms & Conditions - Continued

and state Universal Service Fund (USF) surcharges, mandated by the FCC and subject to quarterly changes. Pioneer Telephone charges a Telecom Infrastructure Fee (TIF) and a Regulatory Recovery Fee, both of which are also subject to quarterly changes. Federal and state taxes may change at the discretion of the taxing authority and without notice. Pioneer Telephone makes every effort to update its website with regard to such rates and fees when changes occur; however, this information is not always current. Customer understands that if they encounter an increase in rates and fees that are in conflict with the information posted on our website, our current internal price list, government notification or state tariff, if applicable, will govern rather than the website information. A current price list for all rates is always available upon written request. Long distance-only customers will incur a fee of \$1.99 to receive a paper bill. Such customers can avoid this fee either by providing a valid e-mail address and agreeing to allow Pioneer to bill by e-mail (eBill) each month or when their long distance usage exceeds the minimum usage threshold per month. Should a Customer's e-mail address be determined to be invalid, Pioneer reserves the right to immediately change the account to receive a paper bill and charge the appropriate fee(s). Customers with toll-free numbers will incur a monthly recurring fee of 99 cents per toll free number that is charged in addition to usage. For accounts paying by credit/debit card, Pioneer will charge a Customer's credit/debit card \$10 upon account activation to verify authenticity, then credit the Customer \$10 on their first invoice. Should the Customer switch away from Pioneer prior to using any or all of the \$10 credit, Customer shall forfeit such credit due to processing costs. Commercial and residential accounts may be required to pay via credit/debit card if such account is deemed a credit risk. Pioneer Telephone performs credit checks on all submitted orders using social security numbers. Should a Customer's order be rejected due to negative information received from our credit agency, the Customer will receive written notification. For accounts (business or residential) that place credit/debit card or via ACH/bank account information on file with Pioneer for payment, Pioneer will use any and all such credit/debit card or ACH/bank account information to charge any and all outstanding balances at any time. Additionally, accounts using the online billing website may be charged a site maintenance fee. Terms and conditions will be posted on the e-bill website. Pioneer may charge Customer a reasonable fee for research and any resulting paperwork involved in requests for copies of past bills or other documentation. Accounts that are terminated with a credit balance will be charged a \$10 fee to recover processing costs associated with closing such accounts.

Long Distance Calling Cards: Customer assumes responsibility for security of their assigned card number(s) and access codes (PINs) and is responsible for any calls made using their card(s). Pioneer Telephone reserves the right to change access numbers and codes upon notice to customer. Customer must report lost/stolen cards to the customer service department immediately. The customer assumes all liability for fraudulent usage of any Pioneer Telephone product. Calling cards are limited to \$40 per month and a credit review is required to increase the limit.

International Long Distance Service: Customer understands that the calling card lines are not activated for international calling, except for Canada & USVI. Customer understands that the telephone line(s) are activated for international calling. Customer further understands that if either telephone or calling card lines are tampered with, compromised, lost or stolen, the customer assumes full responsibility for usage on such lines until Pioneer Telephone is notified of the undesired usage. It is the customer's sole responsibility to notify Pioneer Telephone of any changes in international status regarding telephone or calling card lines. The customer agrees to maintain strict security over long-distance or calling card lines on the Pioneer Telephone network. International call types (mobile, NGN and landline) are rated by foreign, non-U.S. phone companies and are not controlled by Pioneer Telephone. International call types and rates are subject to change without notice and a complete list may be obtained from Pioneer upon request. International call types (mobile, landline or NGN) are not disputable by the customer nor will Pioneer re-rate international calls.

Limitations of Liability: Customer understands that Pioneer Telephone will use commercially reasonable efforts to provide services; however, Pioneer Telephone makes no guarantee that services will be provided and assumes no liability directly or indirectly for interruption of service. Pioneer reserves the right to limit the length of calls in order to protect Customer and itself from fraudulent activity. Customer acknowledges that Pioneer Telephone shall not be liable for any consequential, indirect, special, incidental or other damages whatsoever arising from any failures, interruptions, delays, errors or deficiencies of services, facilities or equipment provided by Pioneer Telephone, suppliers, vendors, affiliates, partners and subsidiaries pursuant to your order for service. Since damages would be difficult to determine if your service is disrupted or otherwise negatively affected, Customer agrees to accept as liquidated damages, ten dollars (\$10) for each month in which service is disrupted or otherwise negatively affected. Pioneer Telephone service and its terms and conditions are governed by the laws of the State of Maine and shall be interpreted, construed and enforced in accordance with such laws.



Long Distance Phone Service Program



From Benefits Plus®
Agent of Pioneer Telephone

State-To-State Calls
2.6 Cents Per Minute

Pioneer to Pioneer Telephone Calls
1.9 Cents Per Minute

All Day & Every Day!

Benefits Plus®

525 S. Flagler Drive, Suite 401

West Palm Beach, Florida 33401

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Contact Us Today To Check Eligibility
1.866.329.7587