

Pioneer Cellular's Response to COVID-19 Crisis

Pioneer Cellular agreed to participate in the Keep Americans Connected Pledge when given the opportunity. Upon participation, Pioneer Cellular immediately suspended disconnects of all accounts and suspended charges to customers for late payment fees. In addition, Pioneer removed hot spot limitations for our cellular customers to allow the mobile devices to become WIFI hot spots for homes and customers without broadband connectivity. In addition, Pioneer Cellular waived all data overage charges to allow customer's the opportunity to work from home and participate in distance learning when needed. Pioneer Cellular also opened our WIFI network at all retail locations to the public to create free drive-up hot spot.

Based on review of our outstanding balances, Pioneer Cellular has experienced significant increases in service amounts due from customers. In some cases, the aged balances due extend past 90 days. It is our intent that beginning June 1, 2020, Pioneer Cellular will reinstate our disconnect policy. We pledge to work with every customer to allow them to enter into payment arrangement agreements to allow payments to extend over time, but without that agreement, Pioneer Cellular will disconnect these unpaid accounts. Also beginning June 1, Pioneer Cellular will reinstate the late payment fees and hot spot restrictions. Pioneer Cellular will begin charging data overage fees as of this date as well. Pioneer Cellular will continue to offer the WIFI hot spots open to the public at all retail locations until further notice.

Pioneer Cellular plans to communicate the dates of reinstatement to customers immediately to provide adequate notice to make payment arrangement agreements and avoid disconnection.