



CUBFacts^{Telecom}

The \$10 Pioneer Credit

CUB has won a \$10 credit for consumers who switch to a low-cost long-distance plan offered by Pioneer Telephone. CUB’s extensive analysis of Illinois’ long-distance market has found that Pioneer Telephone’s “Rate Buster” plan is the best deal for most consumers. When combined with savings on local bills offered under a legal settlement between CUB and AT&T, average consumers can cut their calling costs by almost \$25 per month or \$300 a year.

How do I get my \$10 credit?

To obtain the \$10 bill credit from Pioneer, consumers must sign up for long-distance service with the company by calling 1-877-492-6878 and requesting the CUB discount. The discount will be paid as an automatic \$10 bill credit. Note: AT&T will charge a fee of around \$9 to make the switch to a new long-distance carrier.

What are Pioneer Telephone’s rates?

| “Rate Buster” Plan | |
|---------------------------|---------------|
| AT&T Territory | |
| Calls to other states | 2.7 cents/min |
| Calls within IL | 1.9 cents/min |
| Frontier Territory | |
| Calls to other states | 2.7 cents/min |
| Calls within IL | 5.9 cents/min |
| Rest of Illinois | |
| Calls to other states | 3.3 cents/min |
| Calls within IL | 4.9 cents/min |

Does Pioneer charge a monthly fee?

Yes. Like many carriers, Pioneer charges a \$1.49 “Regulatory Cost Recovery Fee” in months when

Two Ways to Sign Up:

1. Call Pioneer: **1-877-492-6878**
2. Go to “Get \$10 off your long-distance bill,” at **www.CitizensUtilityBoard.org**.

Note: Unless you have “slamming protection,” you don’t have to call your local and/or long-distance phone provider. Just call Pioneer and it will do the switch for you. Questions? Call CUB, at **1-866-688-4282**.

customers make long-distance calls. It also charges a \$1.99 “paper-billing fee.” Customers have the choice of either a separate paper bill or online billing. Online billing is free, but customers who want a paper bill have to pay the \$1.99 fee in months they make less than \$20 worth of calls.

Why is Pioneer offering this credit?

When the Maine-based telephone company discovered that CUB’s long-distance analysis was leading to many new customers from Illinois, the company notified CUB that it was eligible for compensation. CUB declined the offer and proposed the money be given directly to consumers instead. Now Pioneer offers the \$10 credit to any customer who requests the CUB discount.

Will my phone service be affected by switching long-distance carriers?

No. Pioneer Telephone’s service operates over the phone lines owned by your local company. The quality of the service is the same.