

# Broadband Facts

Citizens Telephone Cooperative

1 Gbps

FTTH Residential Service

Fixed broadband consumer disclosure

## Monthly Price

**\$129.95**

This Monthly Price is not an introductory rate.

This Monthly Price does not require a contract

## Additional Charges and Terms

### Provider Monthly Fees

|  |               |
|--|---------------|
| Optional modem or gateway lease                | <b>FREE</b>   |
| Optional: Citizens Whole Home WiFi service     | <b>FREE</b>   |
| Paper Invoice Option (declining electric bill) | <b>\$3.00</b> |
| Declining auto payment option                  | <b>\$1.50</b> |
| Optional: Citizens Advanced WiFi service       | <b>\$4.95</b> |

### One-time Fees at the Time of Purchase

May be waived based on credit approval and term

|   |                 |
|---|-----------------|
| Activation fee                                    | <b>\$99.00</b>  |
| Installation fee (never waived if month to month) | <b>\$99.95</b>  |
| Installation of additional CAT5 outlet            | <b>\$79.00</b>  |
| First month upfront                               | <b>\$129.95</b> |
| Early Termination fee with 2 year term            | <b>\$199.95</b> |
| Early Termination fee with 1 year term            | <b>\$299.95</b> |
| Early Termination fee with no contract            | <b>\$399.95</b> |

### Government Taxes and Fees

**Varies by Location**

## Lifeline Assistance

Lifeline is a government program to help lower the monthly cost of phone and internet service. To learn more about the program, including to find out whether you qualify, visit [lifelinesupport.org](https://lifelinesupport.org).

### Participates in Lifeline

**Yes**

## Speeds Provided with Plan

Individual experience may vary

|                        |                 |
|------------------------|-----------------|
| Typical Download Speed | <b>930 Mbps</b> |
| Typical Upload Speed   | <b>930 Mbps</b> |
| Typical Latency        | <b>2-30 ms</b>  |
| Typical Packet Loss    | <b>0-2 %</b>    |

## Data Included with Monthly Price

**3 TB**

Charges for Additional Data Usage **\$5/50GB**

## Network Management

### Network Management

[Read our Policy](#)

### Privacy

[Read our Policy](#)

## Customer Support

Contact Us: [citizens.coop/support](https://citizens.coop/support) | (540) 745-2111 | (276) 637-6485

Learn more about the terms used on this label by visiting the Federal Communications Commission's Consumer Resource Center.

[fcc.gov/consumer](https://fcc.gov/consumer)

Unique Plan Identifier: F0004381422F3TDOINET5RFWAB