Broadband Facts

Citizens Telephone Cooperative

500 Mbps **FTTH** **Residential Service**

Fixed broadband consumer disclosure

Monthly Price $149.95

This Monthly Price is not an introductory rate.

This Monthly Price does not require a contract

Additonal Charges and Terms

Provider Monthly Fees

Optional modem or gateway lease	**FREE**
Optional: Citizens Whole Home WiFi service	**FREE**
Paper Invoice Option (declining electric bill)	**$3.00**
Declining auto payment option	**$1.50**
Optional: Citizens Advanced WiFi service	**$4.95**

One-time Fees at the Time of Purchase

May be waived based on credit approval and term

Activation fee	**$99.00**
Installation fee (never waived if month to month)	**$99.95**
Installation of additional CAT5 outlet	**$79.00**
First month upfront	**$149.95**
Early Termination fee with 2 year term	**$199.95**
Early Termination fee with 1 year term	**$299.95**
Early Termination fee with no contract	**$399.95**

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.

Participates in Lifeline	**Yes**

Speeds Provided with Plan

Individual experience may vary

Typical Download Speed	**500 Mbps**
Typical Upload Speed	**100 Mbps**
Typical Latency	**2-30 ms**
Typical Packet Loss	**0-2 %**

Data Included with Monthly Price	**Unlimited**
Charges for Additional Data Usage	NA

Network Management

Network Management	Read our Policy
Privacy	Read our Policy

Customer Support

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

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

fcc.gov/consumer

Unique Plan Identifier: F0004381422F500MDINET3RFWU