

# Broadband Facts

Citizens Telephone Cooperative

1 Gbps

FTTH Residential Service

Fixed broadband consumer disclosure

**Monthly Price**

**\$169.95**

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	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	\$169.95
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](https://lifelinesupport.org).

### Participates in Lifeline

Yes

## Speeds Provided with Plan

Individual experience may vary

Typical Download Speed	930 Mbps
Typical Upload Speed	930 Mbps
Typical Latency	2-30 ms
Typical Packet Loss	0-2 %

### Data Included with Monthly Price

Unlimited

Charges for Additional Data Usage	NA
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## 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: F0004381422F1GDOINET4RFWUA