

# Broadband Facts

Citizens Telephone Cooperative

500 Mbps

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>500 Mbps</b>
Typical Upload Speed	<b>100 Mbps</b>
Typical Latency	<b>2-30 ms</b>
Typical Packet Loss	<b>0-2 %</b>

## Data Included with Monthly Price

**Unlimited**

Charges for Additional Data Usage	<b>NA</b>
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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: F0004381422F500MDINET3RFWU