

## Broadband Facts

Citizens Telephone Cooperative

[1 Gbps FTTH Residential Service](#)

Fixed broadband consumer disclosure

### Monthly Price

**\$49.95**

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
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Optional: Citizens Whole Home WiFi service	FREE
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Paper Invoice Option (declining electronic bill)	\$3.00
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Declining auto payment option	\$1.50
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Optional: Citizens Advanced WiFi service	\$4.95
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Optional: Extra Advanced WiFi Pods	\$4.95/pod
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### One-time Fees at the Time of Purchase

May be waived based on credit approval and term

Activation fee	\$99.00
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Installation fee (never waived if month to month)	\$99.95
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Installation of additional CAT5 outlet	\$99.00
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First month upfront	\$49.95
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Connection fee with 2 year term	\$199.95
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Connection fee with 1 year term	\$299.95
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Connection fee with no term contract	\$399.95
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Early Termination Fee	Varies by location and length of contract
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Government Taxes and Fees	Varies by Location
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### 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
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### Speeds Provided with Plan

Individual experience may vary

Typical Download Speed	930 Mbps
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Typical Upload Speed	930 Mbps
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Typical Latency	2-30 ms
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Typical Packet Loss	0-2 %
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Data Included with Monthly Price	150 GB
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Data Included with Monthly Price	\$5/50GB
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### Network Management

Network Management	<a href="https://citizens.coop/network-management-policy/">https://citizens.coop/network-management-policy/</a>
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Privacy	<a href="https://citizens.coop/privacy-policy/">https://citizens.coop/privacy-policy/</a>
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### 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: F0004381422F150GDOINET1RFW