

## Broadband Facts

### Citizens Telephone Cooperative

#### 25 Mbps DOCSIS Residential Service

Fixed broadband consumer disclosure

### Monthly Price

**\$39.95**

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 Advanced WiFi service	FREE
Paper Invoice Option (declining electronic bill)	\$3.00
Declining auto payment option	\$1.50
Optional: Extra Advanced WiFi Pods	\$4.95/pod

#### 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	\$99.00
First month upfront	\$39.95
Early Termination Fee	Varies by location and length of contract
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](http://lifelinesupport.org).

Participates in Lifeline	Yes
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#### Speeds Provided with Plan

	Individual experience may vary
Typical Download Speed	22 - 25 Mbps
Typical Upload Speed	10 Mbps
Typical Latency	2-30 ms
Typical Packet Loss	0-2 %

Data Included with Monthly Price	Unlimited
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Data Included with Monthly Price	N/A
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#### Network Management

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

#### Customer Support

Contact Us: [citizens.coop/support](http://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](http://fcc.gov/consumer)

Unique Plan Identifier: F0004381422CM25MDOCM2NABCE