Broadband Facts

Fixed broadband consumer disclosure for Residential Service

Choose Your Service Data Plan for 3 Mbps ADSL service Monthly charge for month-to-month plan \$59.95 Monthly charge for 1 year contract plan \$59.95 Click here for other pricing options including promotions and options bundled with other services, like cable television and wireless services. Other Charges and Terms Data included with monthly charge Unlimited Charges for additional data usage Not Applicable Optional modem or gateway lease Included with service for FREE Other monthly fees: Fees for declining Electronic Billing/Invoice and Auto Payment Paper Invoice Option (declining electric bill) \$1.50 Declining auto payment option \$1.50 Optional: Citizens Whole Home WiFi service \$4.95 One-time fees: May be waived based on credit approval and term Activation fee (never waived if month to month) \$99.95 Installation of additional CAT5 outlet \$79.00 First month upfront \$59.95 Early Termination fee Government-Related Fees May Apply: Varies by location Other services on network Performance Individual experience may vary Typical speed downstream 2-3 Mbps Typical packet loss 0-2 % Network Management Application-specific network management practices? Yes Subscriber-triggered network management practices? Yes More details on network management practices? Yes More details on network management Privacy See our privacy policy Food of the privacy policy Complaints or Inquiries To contact us:online/(540) 745-2111: To submit complaints to the ECC:online/(688) 225-5322	Fixed broadband consumer disclosu	Residential Service
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<u>Learn more about the terms used on this form and other relevant information at the FCC's website.</u>