

# Broadband Facts

Fixed broadband consumer disclosure for **Residential Service**

<b>Choose Your Service Data Plan for</b>	<b>3 Mbps ADSL service</b>
Monthly charge for month-to-month plan	<b>\$59.95</b>
Monthly charge for 1 year contract plan	<b>\$59.95</b>

[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	<b>Unlimited</b>
Charges for additional data usage	<b>Not Applicable</b>
Optional modem or gateway lease	<b>Included with service for FREE</b>

### 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 **\$99.00**

Installation fee (never waived if month to month) **\$99.95**

Installation of additional CAT5 outlet **\$79.00**

First month upfront **\$59.95**

Early Termination fee **\$99.95**

## Government Taxes and Other Government-Related Fees May Apply: Varies by location

[Other services on network](#)

## Performance

- Individual experience may vary

Typical speed downstream **2-3 Mbps**

Typical speed upstream **384-768 Kbps**

Typical latency **10-70 ms**

Typical packet loss **0-2 %**

## Network Management

Application-specific network management practices? **Yes**

Subscriber-triggered network management practices? **Yes**

[More details on network management](#)

## Privacy

[See our privacy policy](#)

## Complaints or Inquiries

To contact us:online/(540) 745-2111;

To submit complaints to the FCC:online/  
(888) 225-5322

[Learn more about the terms used on this form and other relevant information at the FCC's website.](#)