

# Broadband Facts

Fixed broadband consumer disclosure for **Small Business Service**

<b>Choose Your Service Data Plan for</b>	<b>10 Mbps FTTH 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 **9-10 Mbps**

Typical speed upstream **1.5-2 Mbps**

Typical latency **2-30 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.](#)