

# Broadband Facts

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

## Choose Your Service Data Plan for **25 Mbps DOCSIS service**

Monthly charge for month-to-month plan **\$99.95**

Monthly charge for 1 year contract plan **\$99.95**

[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 **\$99.00**

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

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

First month upfront **\$99.95**

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 **22-25 Mbps**

Typical speed upstream **3-5 Mbps**

Typical latency **5-40 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](#)

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To submit complaints to the FCC:online/  
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