

Broadband Facts

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

Choose Your Service Data Plan for	5 Mbps DOCSIS service
Monthly charge for month-to-month plan	\$39.95
Monthly charge for 1 year contract plan	\$39.95

[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	\$39.95
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	3-5 Mbps
Typical speed upstream	1-2 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](#)

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.](#)