

Broadband Facts

Fixed broadband consumer disclosure for **Residential Service - 1Gbps**

Choose Your Service Data Plan for 2 TB	FTTH service
Monthly charge for month-to-month plan	\$119.95
Monthly charge for 1 year contract plan	\$119.95

[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	< 2 TB
Charges for additional data usage	\$5 per 50 GB
Optional modem or gateway lease	Included with service for FREE

Other monthly fees:

Fees for declining Electric 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

Connection Fee **\$399.00**

Aid in Construction for drop exceeding 1,000 feet **\$1.60 per foot**

Activation fee **\$99.00**

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

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

First month upfront **\$119.95**

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 **1 Gbps**

Typical speed upstream **500 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.](#)