

# Broadband Facts

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

<b>Choose Your Service Data Plan for</b>	<b>4 TB</b>	<b>FTTH service</b>
Monthly charge for month-to-month plan		<b>\$139.95</b>
Monthly charge for 1 year contract plan		<b>\$139.95</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>&lt; 4 TB</b>
Charges for additional data usage	<b>\$5 per 50 GB</b>
Optional modem or gateway lease	<b>Included with service for FREE</b>

### 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 **\$139.95**

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	<b>1 Gbps</b>
Typical speed upstream	<b>500 Mbps</b>
Typical latency	<b>2-30 ms</b>
Typical packet loss	<b>0-2 %</b>

## Network Management

Application-specific network management practices?	<b>Yes</b>
Subscriber-triggered network management practices?	<b>Yes</b>

[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.](#)