

Broadband Facts

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

Choose Your Service Data Plan for 500 GB FTTH service

Monthly charge for month-to-month plan	\$79.95
Monthly charge for 1 year contract plan	\$79.95

[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	< 500 GB
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 \$79.95

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.](#)