

Broadband Facts

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

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|--|---------------|---------------------|
| Choose Your Service Data Plan for | 250 GB | FTTH service |
| Monthly charge for month-to-month plan | | \$59.95 |
| Monthly charge for 1 year contract plan | | \$59.95 |

[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 | < 250 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 **\$59.95**

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 **875-1,000 Mbps**

Typical speed upstream **425-500 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.](#)