

Broadband Facts

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

Choose Your Service Data Plan for **250 Mbps FTTH service**

Monthly charge for month-to-month plan **\$299.95**

Monthly charge for 1 year contract plan **\$299.95**

[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 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

Activation fee **\$99.00**

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

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

First month upfront **\$299.95**

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 **220-250 Mbps**

Typical speed upstream **40-50 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](#)

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