

# Broadband Facts

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

<b>Choose Your Service Data Plan for</b>	<b>50 Mbps FTTH service</b>
Monthly charge for month-to-month plan	<b>\$179.95</b>
Monthly charge for 1 year contract plan	<b>\$179.95</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>Unlimited</b>
Charges for additional data usage	<b>Not Applicable</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)	<b>\$1.50</b>
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Declining auto payment option	<b>\$1.50</b>
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Optional: Citizens Whole Home WiFi service	<b>\$4.95</b>
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**One-time fees:** May be waived based on credit approval and term

Activation fee	<b>\$99.00</b>
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Installation fee (never waived if month to month)	<b>\$99.95</b>
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Installation of additional CAT5 outlet	<b>\$79.00</b>
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First month upfront	<b>\$179.95</b>
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Early Termination fee	<b>\$99.95</b>
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**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>47-50 Mbps</b>
Typical speed upstream	<b>8-10 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](#)

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To submit complaints to the FCC:online/  
(888) 225-5322

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