

# Broadband Facts

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

<b>Choose Your Service Data Plan for</b>	<b>1.5 TB</b>	<b>FTTH service</b>
Monthly charge for month-to-month plan		<b>\$109.95</b>
Monthly charge for 1 year contract plan		<b>\$109.95</b>

[Click here for other pricing options including promotions and options](#)

## Other Charges and Terms

Data included with monthly charge	<b>800 GB</b>
Charges for additional data usage	<b>\$5 per 50 GB</b>
Optional modem or gateway lease	<b>Included with service for FREE</b>
Advanced WiFi	<b>\$9.95/ Month</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 **FREE**

**One-time fees:** May be waived based on credit approval and term

Connection fee **\$399.00**

Aid in Construction for drop exceeding 500 feet **\$2.60 per foot**

Activation fee **\$99.00**

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

Installation of additional CAT5 outlet **\$99.00**

First month upfront **\$109.95**

Early Termination fee (prorated based on term) **\$0.00**

**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.](#)