

Broadband Facts

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

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

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

Other Charges and Terms

| | |
|-----------------------------------|---------------------------------------|
| Data included with monthly charge | 800 GB |
| Charges for additional data usage | \$5 per 50 GB |
| Optional modem or gateway lease | Included with service for FREE |
| Advanced WiFi | \$4.95/ Month |

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 **\$3.00 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 **930 Mbps**

Typical speed upstream **930 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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Complaints or Inquiries [To contact us:online/\(540\) 745-2111;](#)

[To submit complaints to the FCC:online/\(888\) 225-5322](#)

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