

# Broadband Facts

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

<b>Choose Your Service Data Plan for</b>	<b>150 GB</b>	<b>FTTH service</b>
Monthly charge for month-to-month plan		<b>\$49.95</b>
Monthly charge for 1 year contract plan		<b>\$49.95</b>

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

## Other Charges and Terms

Data included with monthly charge	<b>150 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>\$4.95/ 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 **\$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 **\$49.95**

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	<b>930 Mbps</b>
Typical speed upstream	<b>930 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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