

Broadband Facts

Citizens Telephone Cooperative

500 Mbps

FTTH Residential Service

Fixed broadband consumer disclosure

Monthly Price

\$149.95

This Monthly Price is not an introductory rate.

This Monthly Price does not require a contract

Additional Charges and Terms

Provider Monthly Fees

Optional modem or gateway lease	FREE
Optional: Citizens Whole Home WiFi service	FREE
Paper Invoice Option (declining electric bill)	\$1.50
Declining auto payment option	\$1.50
Optional: Citizens Advanced WiFi service	\$4.95

One-time Fees at the Time of Purchase

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	\$149.95
Early Termination fee with 2 year term	\$199.95
Early Termination fee with 1 year term	\$299.95
Early Termination fee with no contract	\$399.95

Government Taxes and Fees

Varies by Location

Lifeline Assistance

Lifeline is a government program to help lower the monthly cost of phone and internet service. To learn more about the program, including to find out whether you qualify, visit lifelinesupport.org.

Participates in Lifeline

Yes

Speeds Provided with Plan

Individual experience may vary

Typical Download Speed	500 Mbps
Typical Upload Speed	100 Mbps
Typical Latency	2-30 ms
Typical Packet Loss	0-2 %

Data Included with Monthly Price

Unlimited

Charges for Additional Data Usage	NA
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Network Management

Network Management

[Read our Policy](#)

Privacy

[Read our Policy](#)

Customer Support

Contact Us: citizens.coop/support | (540) 745-2111 | (276) 637-6485

Learn more about the terms used on this label by visiting the Federal Communications Commission's Consumer Resource Center.

fcc.gov/consumer

Unique Plan Identifier: F0004381422F500MDINET3RFWU