

Broadband Facts

Citizens Telephone Cooperative

50Mbps CitiZip Fiber FTTH Residential Service

Fixed broadband consumer disclosure

Monthly Price

\$50.00

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 electronic bill)	\$3.00
--	--------

Declining auto payment option	\$1.50
-------------------------------	--------

Optional: Citizens Advanced WiFi service	\$4.95
--	--------

Optional: Extra Advanced WiFi Pods	\$4.95/pod
------------------------------------	------------

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	\$99.00
--	---------

First month upfront	\$50.00
---------------------	---------

Connection fee with 2 year term	\$199.95
---------------------------------	----------

Connection fee with 1 year term	\$299.95
---------------------------------	----------

Connection fee with no term contract	\$399.95
--------------------------------------	----------

Early Termination Fee	Varies by location and length of contract
-----------------------	---

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	50 Mbps
------------------------	---------

Typical Upload Speed	10 Mbps
----------------------	---------

Typical Latency	2-30 ms
-----------------	---------

Typical Packet Loss	0-2 %
---------------------	-------

Data Included with Monthly Price	Unlimited
----------------------------------	-----------

Data Included with Monthly Price	N/A
----------------------------------	-----

Network Management

Network Management	https://citizens.coop/network-management-policy/
--------------------	---

Privacy	https://citizens.coop/privacy-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: F0004381422F50MINET0RFWURA