



Technology for Your Community

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