

Net Neutrality

Citizens Internet Net Neutrality Transparency Disclosure

Connectivity Overview

Citizens currently offers Fiber-Optic internet services.

Network Practices

Congestion Management

Citizens currently has no congestion management, the bandwidth available to these services simply does not require it.

Application-Specific Behavior

Citizens places no port restrictions or rate controls to block or hinder any specific service, other than blocking network access to NetBIOS ports. This is strictly a network security measure and should, in no way, effect any normal internet service usage.

Device Attachment

Citizens places no explicit restrictions or regulations on what Internet connected devices you choose to run. We do however reserve the right to ban or refuse to allow the connection of devices that we determine may cause performance issues on our network or that may degrade the quality of service to customers.

Security

Citizens offers no inherit security to your overall Internet connection. All of Citizens hosted email service goes through a spam and virus filtering, but it is still recommended that customers run their own security software on their devices for the highest level of possible protection.

Performance Characteristics

Service Description

For anyone wishing to test their own internet speeds, we recommend starting with Citizens speed test, available at <http://speedtest.wpa.net>. This will show your real network speed when connected back to Citizens. It is impossible for us to control the speeds that are achieved outside of our network, but we do offer enough bandwidth to supply all of our customers. If you feel you are not getting your advertised speed, please contact Citizens with your concerns.

Pricing

Pricing will vary depending on services and bundles, often times internet costs will be lower then what we list, but the following list will be for unbundled, stand-alone internet service.

Fiber-Optic:

Customers of Citizens' Fiber-Optic Internet have the choice of four tiers of service. Below is a matrix describing these tiers. The speeds indicated here are layer 1 measurements and most services to test speeds measure higher layers resulting in speeds usually around 90% - 95% of the provisioned speed.

Package	Download	Upload	Unbundled Price
Lite	1Mbps	1Mbps	\$34.99/Mo
Broadband	25Mbps	5Mbps	\$49.99/Mo
Premium	100Mbps	20Mbps	\$69.99/Mo
Gigabit	1000Mbps/1Gbps	1000Mbps/1Gbps	\$129.99/Mo

Impact of Specialized Services

Citizens does not currently, and has no plans to offer any additional or specialized services that would affect overall network performance.

Commercial Terms

We currently have bandwidth limits our services, for Fiber-Optic, a 300GB limit is in place. Passing this limit will have no immediate effect on your service, but you may be contacted by Citizens to discuss your bandwidth requirements and options.

Policies

You can visit <http://www.citizensfiber.com/assets/docs/legal/netneutrality.pdf> at any time to check the most up-to-date versions of our privacy policy, acceptable use policy, and other service agreements.

Redress

If you are experiencing problems or have questions about your service, you can call Citizens Technical Support during business hours Mon-Fri 8am-7pm at 724.423.5777, or after hours 24/7