

ISP Transparency Disclosure

Citizens Telephone Company ISP Transparency Disclosure

Connectivity Overview

Citizens Telephone offers internet service over Fiber-optic and Twisted Pair.

Network Practices

Congestion Management

Citizens Telephone has no congestion management. The bandwidth available to these services simply does not require it.

Application-Specific Behavior

Citizens Telephone places no port restrictions or rate controls to block or hinder any specific service, other than blocking network access to NetBIOS ports and outgoing SMTP (port 25) traffic. This is strictly a network security measure and should, in no way, effect any normal internet service usage.

Device Attachment

Citizens Telephone places no explicit restrictions or regulation 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 Telephone 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 going to <http://www.speedtest.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 Telephone 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 residential internet service.

Fiber-Optic: Customers of Citizens Fiber-Optic Internet have the choice of five 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
1 Mbps	1 Mbps	256k	\$29.95
5 Mbps	5 Mbps	2 Mbps	\$42.95
25 Mbps	25 Mbps	4 Mbps	\$59.95
50 Mbps	50 Mbps	4 Mbps	\$129.95
100 Mbps	100 Mbps	25 Mbps	\$179.95

Twisted Pair: customers of Citizens Telephone Twisted Pair 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
512K	512K	128K	\$40.95
1 Mbps	1 Mbps	256K	\$57.95
2 Mbps	2 Mbps	1 Mbps	\$89.95
5 Mbps	5 Mbps	2 Mbps	\$119.95

Impact of Specialized Services

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

Redress

If you are experiencing problems or have questions about your service, you can call Citizens Telephone Technical Support during business hours Mon-Fri 8am-4:30pm at 888-324-6062, or after hours 24/7.