

CitiZip Fiber

What's the Right Amount of Data for Your Home?

Families have trusted Citizens to provide Quality Service, Excellent Support, and Advanced Technology for over 100 years. We are known for pioneering services that connect people and communities. As your local Cooperative, we are building the infrastructure for the future generations and bringing the newest Internet technology to your door. As unique as every snowflake and thumbprint, so is your data use. For this reason, we are throwing away traditional Internet plans based on 'speeds' and opening up a way for you to get the fastest speeds and only pay for the data you and your family need. No two homes are alike. Therefore, Citizens lets you customize your service by selecting the Internet Data Plan that best meets your needs. But don't worry. If you use more data than your subscribed plan, your service will not be interrupted. A charge of \$5 per 50 GB increment will be added to your monthly invoice. You can adjust your plan at any time. For example, if you know that you are having guests in to stay this summer and anticipate additional devices that will use data, you can increase your plan for a month OR you can simply pay the overages. You have the flexibility to change plans as your needs change.

"Usage-Based Internet is all about offering Data Plans that meet the needs of our customers. In fact, 90% of our customers use less than 400 GB per month. Only a little over 2% of our customers use over 800 GB per month. It is about options and providing quality service for all the devices in the home."

- Greg Sapp, General Manager

Floyd 540-745-2111

Ft. Chiswell 276-637-6485

Toll Free 1-800-941-0426

Support 1-800-741-9525

Lobby Hours:

Weekdays: 8am - 6pm

Saturday: 9am - 1pm

Drive-Up Hours:

Weekdays: 8am - 6pm

Saturday: 9am - 1pm

220 Webbs Mill Road

P.O. Box 137

Floyd, Virginia 24091

CitiZip Fiber 150 GB

Up to 150 GB Usage - With WiFi
Basic Web Browsing
Streaming Audio

\$49.⁹⁵

CitiZip Fiber 400 GB

Up to 400 GB Usage - With WiFi
Basic Web Browsing
Streaming Audio
Online Gaming (live game play)
Uploading High Resolution Pics

\$69.⁹⁵

CitiZip Fiber 800 GB

Up to 800 GB Usage - With WiFi
Basic Web Browsing
Streaming Audio
Online Gaming (live game play)
Uploading High Resolution Pics
Streaming SD Video

\$89.⁹⁵

CitiZip Fiber 1.5 TB

Up to 1.5 TB Usage - With WiFi
Basic Web Browsing
Streaming Audio
Online Gaming (live game play)
Uploading High Resolution Pics
Streaming SD Video
Streaming HD Video

\$109.⁹⁵

CitiZip Fiber 3 TB

Up to 3 TB Usage - With WiFi
Basic Web Browsing
Streaming Audio
Online Gaming (live game play)
Uploading High Resolution Pics
Streaming SD Video
Streaming HD Video
Uploading High Def Video
Moderate 4k Streaming

\$129.⁹⁵

CitiZip Fiber 6 TB

Up to 6 TB Usage - With WiFi
Basic Web Browsing
Streaming Audio
Online Gaming (live game play)
Uploading High Resolution Pics
Streaming SD Video
Streaming HD Video
Uploading High Def Video
Heavy 4k Streaming

\$149.⁹⁵

- No peak/off-peak hours
- No Interruption of Service should you exceed data usage on your Plan
- Only \$5 per 50 GB increment charged should you go over your subscribed monthly usage
- Email notifications will be sent when you reach 50%, 75%, 90%, and 100% of your Data Plan
- Data Cycle is billed for usage the 21st thru the 20th of each month
- FREE 24/7 Technical Support

Floyd 540-745-2111

Ft. Chiswell 276-637-6485

Toll Free 1-800-941-0426

Support 1-800-741-9525

Lobby Hours:
Weekdays: 8am - 6pm
Saturday: 9am - 1pm

Drive-Up Hours:
Weekdays: 8am - 6pm
Saturday: 9am - 1pm

220 Webbs Mill Road
P.O. Box 137
Floyd, Virginia 24091

Just think what more you can do!

More bandwidth gives you the freedom to add more devices. If you have been waiting to add PVR or HD TV, now is the time! Let us answer questions that you may have about adding a Security System to your home or business.

When To Start?

Once fiber construction is complete in your area, start enjoying 1Gig Internet service!

Existing customers can migrate to the new service upon the completion of construction and testing. View our Fiber Map for estimated construction period. Your data plan will be based on your current pricing structure. However, based on usage of data in your home, your plan can be adjusted at any time by calling our office or through your Citizens E-Care Account. <https://citizens.coop/myaccount/>

Floyd 540-745-2111

Ft. Chiswell 276-637-6485

Toll Free 1-800-941-0426

Support 1-800-741-9525

Lobby Hours:

Weekdays: 8am - 6pm

Saturday: 9am - 1pm

Drive-Up Hours:

Weekdays: 8am - 6pm

Saturday: 9am - 1pm

220 Webbs Mill Road

P.O. Box 137

Floyd, Virginia 24091