

DARRYL E. FISHER, CHAIRMAN
ELECTION DISTRICT NO. 1
HAGUE, VIRGINIA 22469

TIMOTHY J. TRIVETT, VICE CHAIRMAN
ELECTION DISTRICT NO. 5
COLONIAL BEACH, VIRGINIA 22443

JEFFREY A. MCCORMACK
ELECTION DISTRICT NO. 2
MONTROSS, VIRGINIA 22520

MATTHEW D. INGRAM
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W. W. HYNSON
ELECTION DISTRICT NO. 4
COLONIAL BEACH, VIRGINIA 22443



WESTMORELAND COUNTY, VIRGINIA

Board of Supervisors

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BROADBAND FREQUENTLY ASKED QUESTIONS (FAQs) – February 2025

1. What is broadband?

According to the 2020 FCC Broadband Consumer Guide, broadband, or high-speed internet access, allows users to access the internet and internet-related services at significantly higher speeds than those available through dial-up services. Broadband speeds vary significantly depending on the technology and level of service ordered. Broadband services for residential consumers typically provide faster download speeds (from the internet to your computer) than upload speeds (from your computer to the internet).

2. How fast is broadband internet?

The Federal Communications Commission (FCC) determined that fixed broadband services meeting the definition of ‘advanced telecommunications capability’ had download speeds of at least 100 Mbps and upload speeds of at least 20 Mbps.

3. How are unserved or underserved areas determined?

Areas considered “unserved by broadband” are areas determined by the Department of Housing and Community Development (DHCD) and according to the Virginia Telecommunications Initiative (VATI) guidelines and requirements.

4. What is the broadband project going on in the Northern Neck of Virginia to include Westmoreland County?

The Northern Neck Planning District Commission worked on behalf of the region to implement a public-private partnership to expand broadband services in the region. Partners included:

- Westmoreland County, Richmond County, Northumberland County, King George County, and Lancaster County
- Dominion Energy Virginia
- Northern Neck Electric Cooperative

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- All Points Broadband
- VA Department of Housing & Community Development

Working together, this project reached approximately 10,000 new addresses. This included more than 1,600 miles of fiber construction and work on 23,000 electric utility poles. This includes approximately 225 miles and 4,000 poles in Westmoreland County. Because of this project, approximately 1,300 locations in Westmoreland County are now able to subscribe for service.

5. How much did this regional project cost?

The overall investment in the regional project is approximately \$120 million. This includes approximately \$13 million from the Virginia Telecommunication Initiative (VATI), \$650,000 from each of the participating counties in the region, and investment and infrastructure from All Points Broadband, Dominion Energy Virginia, and Northern Neck Electric Cooperative.

6. Who is All Points Broadband?

All Points Broadband (APB) is an internet service provider (ISP) that offers fiber and fixed-wireless internet to homes and businesses in Virginia, Maryland, West Virginia, and Kentucky. APB's mission is to empower people through connectivity by bringing utility-grade broadband to underserved markets.

7. Who is Breezeline?

Breezeline (previously Atlantic Broadband) is a top ten U.S service provider that has a robust network serving 11 states on the east coast. Breezeline has a franchise agreement in Westmoreland County to provide cable service to its residents, including high speed internet. Breezeline was not part of this regional broadband project. Residents can check Breezeline availability by checking Breezeline.com and clicking on Residential at the top. If serviceability is a possibility, customers will be prompted to call the number displayed on the website screen (855-811-5194).

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Upon connecting with a representative, if service is determined to be feasible, a "Service Eligibility" ticket will be created for further research and verification. In cases where a plant extension may be required, our construction department will conduct a preliminary survey and provide an estimate of the costs to be covered by the affected customer(s).

8. How do I find out if I have service available?

Residents can check a federal website at Broadbandmap.fcc.gov to check their current status. On that website, type in your address and most residents should find a green dot over their home indicating coverage is available. To the right, there will be a list of internet service providers (ISP) offering service to that location. All ISPs have to report whether or not they serve your home

9. What do I do if I still don't have service available to me?

All Points Broadband is applying by March 1, 2025 for a new round of funding to include locations that were not eligible for the last project but are now eligible under a new program called BEAD (Broadband, Equity, Access, and Deployment). Virginia has been allocated \$1.48 billion in federal BEAD funds to serve approximately 130,000 BEAD-eligible locations. Federal law requires Virginia to extend broadband to all BEAD locations.

Residents should go to Broadbandmap.fcc.gov to check their status and add their location, if necessary. Clicking on the map will bring a pop-up box that says "Add a new location." Clicking that will bring up a simple form that allows you to add the location to the map.

It's critical to add locations to the National Broadband Map as the state works to get broadband to all of the people who don't currently have it.