



Frequently Asked Questions

- **Will everyone in the County be served?**
 - Yes, the goal is to ensure that unserved residents have access to broadband speeds via a fiber internet connection that will be deployed on a countywide basis.

- **How is unserved defined?**
 - Unserved is any area of the County where service does not meet the minimum service speeds of 25 Mbps download and 3 Mbps upload from a fixed wireless or wired connection. Unserved also includes those residents currently relying on such options as satellite, DSL, cell phones and mobile “hot spots”.


- **What’s the timeline for deployment?**
 - August 2021 – All Points Broadband develops a network design for presentation to the Board of Supervisors. Citizens are asked to provide feedback on current service levels
 - September 2021 – Presentation and approval from Hanover County Board of Supervisors
 - September 2021 - Hanover County applies for funding through the Virginia Telecommunications Initiative (VATI)
 - December 2021/January 2022 – Notifications of Virginia Telecommunications (VATI) grant awards received
 - Early 2022 – Dominion Energy application to SCC for middle-mile work
 - Fall 2022 – Pending grant funding awards and regulatory approval, utility partners and county anticipate construction to begin.

- **How will the County fund this effort?**
 - Hanover County will apply for funding through the Virginia Telecommunications Initiative (VATI)
 - Hanover will consider the use of American Rescue Plan Act funds to leverage state and federal funds on July 28, 2021.

- Corporate investments from partners
 - Possible local funding from adopted FY22 County Budget
- **Are public dollars being spent on this project?**
 - To be determined. The goal is to leverage state and federal grant funding first before we consider possible local funding from the adopted FY22 County budget.
- **Why partner with electric utility companies?**
 - Electric utilities can help by utilizing fiber capacity for both their operational needs and for broadband access, reducing broadband deployment costs for ISPs to reach unserved homes and businesses
- **Will the fiber be above ground or below?**
 - It may be either, depending on existing infrastructure.
- **What will the plans cost?**
 - Plans are under development and preliminary costs will be shared at the Sept. 8, 2021 Board of Supervisors meeting.
- **Will there be any data caps?**
 - There will not be any data caps.
- **I have a long driveway. Will there be additional fees to install fiber to my property?**
 - These details are still being discussed and additional details will be provided once they are finalized. Our initial goal is to make service available to everyone by project completion.
- **Will equipment be provided?**
 - The standard installation will include all required equipment
- **Who will provide and bill for the service?**
 - All Points Broadband is the service provider for residents and will bill for service. In addition, Lumen, Comcast or other providers may also deliver service as part of the Connect Hanover initiative.
- **What if I'm in an area that already has a fiber provider?**
 - The goal of the partnership is to ensure that all of the homes and businesses in the county have access to fiber broadband service. Ultimately, additional providers may spur more competition, improve quality and price competition.
- **Where will the service be deployed first?**
 - These details are still being discussed and additional details will be provided once they are finalized. However, deployment will branch outward from existing

fiber connections and will be organized to maximize the efficiency of the total buildout.

- **When will I know service is available in my area?**
 - Deployment plans will be shared at the Sept. 8 Board of Supervisors meeting. Ultimately the build out will be based on available funding and designated areas of electrical infrastructure and customer demand.

- **Why does it take so long?**
 - Several factors contribute to the timeline for overall deployment. A primary consideration that increases both time and cost are efforts to make the system ready for construction. These involve preparing existing power infrastructure to be able to carry additional lines in a manner that is safe to those around the infrastructure and which can efficiently accommodate any future repairs. This allows fiber to be hung at a safe height below the power lines in order to accommodate repairs and necessary ground clearance. The fiber construction processes in each area can take anywhere from 12 to 18 months. 

- **Why fiber optic and not other technologies?**
 - Fiber represents a county-wide, cost-effective solution. Extensive studies indicate that fiber technology will be superior to other technologies both now and into the future. Fiber also offers an extremely high degree of reliability compared to alternatives.

- **My locality is interested in participating in a partnership like this. Who should I contact?**
 - Please contact any of the partners for further details.

- **I have more questions, who do I contact?**
 - For questions about internet service, speeds or pricing:
 - Fiber.allpointsbroadband.com
 - For more information about Dominion Energy's middle-mile projects, visit www.dominionenergy.com/broadband