

# VERMONT COVID-19 LINE EXTENSION CUSTOMER ASSISTANCE PROGRAM

Deadline: September 15, 2020

**The Vermont Department of Public Service will pay up to \$3000 to extend a cable or fiber internet line to a residential address if:**

1. The address is not already served by 25/3Mbps
2. Has a need for distance learning, telehealth, and/or telework

You should apply if:

1. You aren't currently served because you don't have reliable, consistent 25/3mbps speeds now, and
2. You are within a mile from a cable or fiber connection.

## Things to Consider

### NEIGHBORS

Density is important to lower cost/remove out-of-pocket costs for a network build, so getting your neighbors onboard can be important. Reach out to your neighbors to determine who is interested in making the commitment AND who has a need for distance learning, telehealth, and/or telework.

### COMMITMENT

Recipients are required to commit to 2 years of cable TV + internet (and associated cost).

### TIMELINE

Recommended Sept. 15th filing deadline with the Vermont Department of Public Service. Applicants must secure an estimate from their Internet Service Provider (ISP) before applying--they have 15 days to respond to requests.

## How to Apply

1. Find out how close you are to service.
  - Go to the Interactive Broadband Map on <https://publicservice.vermont.gov/>

- Search for your address on the map. If your advertised service is 25/3 or higher, double check to make sure that you didn't miss a different ISP that can give you a better service. If you didn't, submit a [speed test](#) with your application showing that you don't get those speeds.
- Locate the closest address to yours that is served by cable or fiber (blue lines)
- Check which neighbors might be already connected and might be interested in applying together
- If you don't already know, verify who your cable provider is by looking at the Vermont Consumer Affairs cable [providers map](#)

## 2. Get a quote.

- Call the local cable or fiber Internet Service Provider and tell them you'd like to participate in Vermont's line extension program and you would like an estimate to bring service to your address.
  - **Note:** Consolidated Communications is NOT participating.
- You must receive the estimate in writing so that you can submit it as a part of your application
- Make request no later than Aug. 25th to ensure you get a response back in time to apply
- Providers will have 15 days to provide an estimate.

### ISP Contact Info:

Comcast/Xfinity: 1-800-266-2278

Charter Spectrum: 1-877-906-9121

Kingdom Fiber (Craftsbury area only): 1-888-534-2377 or mb@kfiber.net

## 3. Submit an application.

- Go back to <https://publicservice.vermont.gov/> and search for COVID-19 Line Extension Program
- Complete [application](#) form and download to your computer.
- Upload the completed application and the line extension estimate via the [Telecom Contact Form](#). Make sure to include the quote and screenshots of a speed test if you took one.
- For community captains, you'll need to make sure every other residence looking to participate gets their application in.

### For application support, ISP information or general info:

Contact Vermont DPS Consumer Affairs

1-800-622-4496

[psd.consumer@vermont.gov](mailto:psd.consumer@vermont.gov)

### Additional Support available from:

NEK Collaborative - Katherine Sims at [katherine@nekcollaborative.org](mailto:katherine@nekcollaborative.org)

NEK Community Broadband - Evan Carlson at [evan@nekbroadband.org](mailto:evan@nekbroadband.org)