

Application to DHCD Submitted through CAMS

Giles County

Giles County-VATI 2024_Rt. 100 / Rt. 42 Corridor Broadband for the Unserved and Underserved

Application ID: 107410252023121722

Application Status: Pending

Program Name: Virginia Telecommunication Initiative 2024

Organization Name: Giles County

Organization Address: 315 North Main Street
Pearisburg, VA 24134

Profile Manager Name: Missy Bray

Profile Manager Phone: (540) 921-2525

Profile Manager Email: mbray@gilescounty.org

Project Name: Giles County-VATI 2024_Rt. 100 / Rt. 42 Corridor Broadband for the Unserved and Underserved

Project Contact Name: Chris McKlarney

Project Contact Phone: (540) 921-2525

Project Contact Email: cmcklarney@gilescounty.org

Project Location: 315 N MAIN ST
PEARISBURG, VA 24134-1522

Project Service Area: Giles County

Total Requested Amount: \$4,199,596.00

Required Annual Audit Status: Accepted

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Budget Information:

Cost/Activity Category	DHCD Request	Other Funding	Total
Telecommunications	\$4,199,596.00	\$1,343,604.00	\$5,543,200.00
Administration	\$75,000.00	\$0.00	\$75,000.00
Construction	\$3,760,000.00	\$1,121,700.00	\$4,881,700.00
Construction Related Soft Costs	\$364,596.00	\$221,904.00	\$586,500.00
Total:	\$4,199,596.00	\$1,343,604.00	\$5,543,200.00

Budget Narrative:

Questions and Responses:

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1. Project Description and Need

Describe why and how the project area(s) was selected. Describe the proposed geographic area including specific boundaries of the project area (e.g. street names, local and regional boundaries, etc.). Attach a copy of the map of your project area(s). Label map: Attachment 1 – Project Area Map.

Answer:

Giles County, in collaboration Pembroke Telephone Cooperative (PemTel), is proposing to provide broadband service to 629 locations. The main routes run along SR 622 Guinea Mountain Rd, Hwy 100 (Pulaski-Giles Turnpike) and SR42 Walkers Creek Valley Road, PemTel intends to service the White Gate, Staffordsville, Poplar Hill, Sugar Run, Wilburn Valley and Walker Creek communities of Giles County.

The proposed project area was identified through a countywide assessment of the current unserved and underserved areas within the county. Upon evaluation, it was determined that the targeted area was the best option for the first phase of the county's plan to achieve universal coverage due to its close proximity to existing infrastructure, the fact that it is not currently receiving 100/20 internet speeds from existing providers (PemTel, Optimum, and GigaBeam), and it had the highest volume of phone calls from citizens requesting service*.

Giles County, Virginia, is a very rural county containing 92.4 square miles of national forest and a very mountainous topography that leaves portions of the County uninhabitable. Houses and businesses are clustered into small communities, but these areas are spread apart and often divided by mountainous terrain creating many challenges to building broadband infrastructure. However, Giles County is committed to providing high-speed internet access throughout the County.

In 2018, a Broadband Assessment was conducted within Giles County to identify the unserved and underserved areas throughout the County. Since then, County officials have prioritized expanding broadband access and capacity to these areas. They have worked with PemTel and other Internet service providers (ISPs) to pursue various grant opportunities to help fund multiple projects (details in Q#3 response).

These projects located in the eastern and south-central part of the County provide the basic infrastructure that will allow PemTel to connect to and continue to build out their system. Since the County is working toward universal coverage, the targeted area for this VATI application serves as a natural progression to expand existing service areas into rural areas and provide high-speed broadband service to unserved and underserved populations in the southwestern portion of the county.

*Note that the community interest is clearly demonstrated by the fact that we have received 74 letters of support, from residents, businesses, political representatives, and regional agencies.

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2. List existing providers in the proposed project area and the speeds offered. Describe your outreach efforts to identify existing providers and how this information was compiled with source(s).

Answer:

According to the FCC, the following broadband providers are active in the project area:

- All Points-Unlicensed Fixed Wireless-10/1 mbps
- GigaBeam-Unlicensed Fixed Wireless-100/20 mbps
- GigaBeam-Licensed Fixed Wireless-100/20 mbps
- HughesNet-GSO Satellite-Residential and Business 25/3 mbps
- Starlink-NGSO Satellite-Residential 50/10 mbps
- T-Mobile US- Licensed Fixed Wireless 1/1 mbps
- United States Cellular Corporation- Fixed Wireless 10/1 mbps
- Verizon-Copper-Residential and Business 1/1 mbps
- Viasat-GSO Satellite-Residential 100/3 mbps, Business 60/4 mbps

This information was pulled from the BEAD mapping provided by the Virginia Department of Housing and Community Development (DHCD). Information included in the BEAD mapping was derived from FCC mapping and the challenges conducted by DHCD.

The majority of this information is also supported by PemTel's outreach efforts. In recent months, PemTel has conducted a phone poll to gauge not only the availability of broadband services, but also the interests and needs of both residents and business within the proposed service area. Any information that did not align with their phone poll is currently being challenged by PemTel.

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3. Describe if any areas near the project have received funding from federal grant programs, including but not limited to Connect America Funds II (CAF II), ACAM, ReConnect, Community Connect, and Rural Digital Opportunity Funds (RDOF). If there have been federal funds awarded near the project area(s), provide a map showing these areas, verifying the proposed project area does not conflict with these areas. Label Map: Attachment 2 – Documentation on Federal Funding Area.

Answer:

Both Giles County and PemTel have been working to provide internet services to the citizens of the County in recent years.

Giles County, partnering with another ISP, received a 2019 VATI Grant to bring fixed wireless to Wolf Creek, Walkers Valley, and areas West of Route 100 and South of Route 460 within the County. This project provided a number of serviceable passings; however, it did not provide the speeds that fiber to the home (FTTH) will achieve.

PemTel received a 2017 Community Connect grant that covered the Green Valley, Bane, and Trigg areas resulting in 160 passings.

PemTel also received another 2021 Community Connect grant that served the Bear Spring and Springdale areas of Giles County resulting in 159 passings.

The New River Valley Regional Commission (NRVRC), in partnership with PemTel, was awarded a 2021 ARC broadband Implementation Grant to provide fiber to the home to over 70 homes within the community around Painter School Road, Commissary Hill Road and Rocky Hollow Road near Pembroke, Virginia.

PemTel is also receiving federal funds through the Alternative Connect America Model (ACAM) program and has accepted Enhanced Alternative Connect America Model (E-ACAM), a revised program, by extending the length of term and the speed criteria to 100/20 Mbps starting in 2024, for its Incumbent Local Exchange Carrier (ILEC) territories.

See Attachment 2_Documentation of Federal Funding Area.

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4. Overlap: To be eligible for VATI, applicants must demonstrate that the proposed project area(s) is unserved. An unserved area is defined as an area with speeds below 100/20 Mbps and with less than 25% service overlap within the project area for wireless projects and 20% for wireline projects. Describe any anticipated service overlap with current providers within the project area. Provide a detailed explanation as to how you determined the percentage overlap. Label Attachment: Attachment 3 – Documentation Unserved Area VATI Criteria.

Answer:

PemTel's rigorous assessment, including speed surveys and direct outreach, conclusively shows that the project area is critically underserved. Our comprehensive analysis reveals no significant overlap with any wireless providers capable of delivering the minimum 100/20 Mbps speed, maintaining under 25% overlap. Additionally, our on-the-ground inspections confirm the absence of adequate wireline technology (cable or fiber) in the proposed service areas. This shortfall is further corroborated by the County's ongoing dialogues with local residents, underscoring the pressing need for PemTel's broadband intervention.

See Attachment 3_Documentation of Unserved Area VATI Criteria.

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5. Total Passings: Provide the number of total serviceable units in the project area. Applicants are encouraged to prioritize areas lacking 25 Megabits per second download and 3 Megabits per second upload speeds, as they will receive priority in application scoring. For projects with more than one service area, each service area must have delineated passing information. Label Attachment: Attachment 4 – Passings Form.
- a. Of the total number of VATI passings, provide the number of residential, business, non-residential, and community anchors in the proposed project area.
 - b. If applicable, of the total number of RDOF passings, provide the number of residential, business, non-residential, and community anchors in the proposed project area.
 - c. If applicable, provide the number of passings that will require special construction costs, defined as a one-time fee above normal service connection fees required to provide broadband access to a premise . Describe the methodology used for these projections.
 - d. If applicable, provide the number of passings included in the application that will receive broadband access because special construction costs have been budgeted in the VATI application. Describe the methodology used for determining which passings with special construction costs were budgeted in the application.
 - e. Provide the number of passings in the project area that have 25/3 Mbps or less. Describe the methodology used for these projections. (up to 15 points)

Answer:

a) Residential=611, Businesses=7, Home-Based Businesses= 2, Non-Residential=6, Community Anchors=3 and Total Passings= 629.

See Attachment 4-Passing Form.

b) Not Applicable. No RDOF passings are in the proposed project area.

c) PemTel has estimated that 10% of the passings in this area will be longer than 2000 feet (63 locations, consisting of 61 Residential, 1 Business, and 1 Non-Residential). Their current broadband project had more than 10% but the VATI 2024 project area was less rural. PemTel will build a portion of the contract buried to shorten the loops, but its overall project will be mainly aerial that follows the power system, which can have taps that run greater than one mile to one house.

See Attachment 4-Passing Form.

d) In total it is anticipated that 63 locations (61 Residential, 1 Business, and 1 Non-Residential) will require special construction costs. The entire area was reviewed for loops over 2000 feet that would require special construction costs. The preliminary design of all the loops showed clearly that at least 10% would be over the 2000 feet limit. PemTel tries to install a terminal within 250 feet of all broadband locations so they can be easily maintained. However, the terminal may have a single feeder fiber that covers over one mile due to the rural and mountainous terrain in this area.

See Attachment 4-Passing Form.

e) There are 629 passings in the proposed project service area that satisfy the VATI 25/3 Mbps or less criteria. The locations were derived from County 911 listings, FCC data, and Pemtel's and Giles County Administration's knowledge of the area's broadband infrastructure capabilities. This data was then verified using the online service area assessment tool, which leverages broadband audit and other public data sets (e.g. census data, ISP vendor customer lists, local public records, etc.), located at <https://app.broadband.money>.

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6. Describe if any blocks awarded in Rural Digital Opportunity Fund (RDOF) are included in the VATI application area. If RDOF areas are included in the VATI application, provide a map of these areas and include information on number of passings in RDOF awarded areas within the VATI application area, and Census Block Group ID number for each block group in the project area. Label Attachment: Attachment 5 – RDOF Awarded Areas Form in VATI Area

Answer:

[Not Applicable. None of this project area is covered by a Rural Digital Opportunity Fund. See Attachment 5-RDOF Awarded Areas Form in VATI Area.](#)

7. **For wireless projects only:** Please explain the ownership of the proposed wireless infrastructure. Please describe if the private co-applicant will own or lease the radio mast, tower, or other vertical structure onto which the wireless infrastructure will be installed.

Answer:

[Not Applicable. The proposed project is wireline.](#)

8. Network Design: Provide a description of the network system design used to deliver broadband service from the network's primary internet point(s) of presence to end users, including the network components that already exist and the ones that would be added by the proposed project. Provide a detailed explanation of how this information was determined with sources. Provide information on how capacity for scalability, or expansion, of how the network can adapt to future needs. If using a technology with shared bandwidth, describe how the equipment will handle capacity during peak intervals. For wireless projects, provide a propagation map for the proposed project area with a clearly defined legend for scale of map. Label Map: Attachment 6 – Propagation Map Wireless Project.

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Network Description: The proposed project consists of 33 miles of buried, 65 miles of aerial, and 5 miles of common area transport fiber for 103 miles, excluding drops. The buried fiber will be built within previously disturbed public highway rights-of-way, and the aerial fiber will be built on existing pole lines. The distribution will consist of 98 miles of fiber with a dedicated fiber to each premise from one of four PON splitter locations in the proposed service area.

Splitter cabinets will be mounted on the state rights-of-way. Calix XGS-PON access equipment will be added to a new equipment cabinet in the Highway 100 area and the existing Green Valley equipment location.

Transport fibers will be used to feed the splitter cabinets located throughout the service area from the various equipment locations. Redundant 10G transport rings will transport the broadband service from each access equipment location to the primary internet point at the Pembroke Host office. At the Pembroke office, the broadband is aggregated and transported to GCR (5G) and the Citizens Telephone Cooperative (5G).

Internet traffic is carried by MBC and managed by NRTC. The existing 10 Gbps of internet capacity will be increased as required. The existing local 10G redundant transport ring will be increased to 100G when needed. The proposed Calix XGS-PON access equipment will provide up to 1Gbps of broadband and voice to every premise. The construction of dedicated fiber to each premise ensures that future increases in bandwidth will be available as the need arises.

Scalability: PemTel's proposal for broadband expansion in Giles County is designed with scalability at its core, ensuring the network can grow in reach and bandwidth to meet future demands. Key elements of this scalable approach include:

- Advanced G-PON Network Deployment: Utilizing Gigabit-capable Passive Optical Network

(PON) technology, PemTel plans to provide high-speed broadband service with bandwidths up to 10 Gbp. This technology is ideal for the proposed rural service areas, offering significant capacity for future expansion.

- ? Strategic Network Integration: The new service areas will seamlessly integrate with existing networks through a dual 10G ERPS ring extension. This setup, supported by a robust Cisco redundant router system, is scalable up to 100 Gbps, ensuring longevity and adaptability of the infrastructure.
- ? Enhanced Network Reliability and Speed: The design includes service rings and redundant uplinks for increased network reliability. With fiber optics, network failover can occur rapidly, and the system's speed is only limited by the connecting hardware, which can evolve to speeds over 10 Gbps and beyond.
- ? Complete PON Build-Out with Calix Technology: Aiming for a 100% build-out in the proposed area using Calix XGS-PON, known for its efficiency in fiber-to-the-home networks, PemTel's design allows for easy upgrades to even faster technologies like 50G PON with minimal equipment changes.
 - High Subscriber Take Rate and Future-Proofing: Anticipating a 70% take rate, the network is designed with additional capacity for both expected and unexpected growth, underscoring PemTel's commitment to future-proofing its infrastructure.
 - Proven Expansion Model: The scalability of Calix technology optical networks, successfully replicated and expanded nationwide, demonstrates PemTel's ability to scale up efficiently.
 - Active Stakeholder Engagement: PemTel's history of collaboration with local stakeholders, including County Government, residents, and businesses, supports a demand-driven approach to network scaling.

In summary, PemTel's plan effectively addresses the need for a scalable, reliable, and future-proof broadband network in Giles County, ensuring it can adapt and expand to meet evolving community needs.

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9. Speeds: Describe the internet service offerings, including download and upload speeds, to be provided after completion of the proposed project. Detail whether that speed is based on dedicated or shared bandwidth, and detail the technology that will be used. This description can be illustrated by a map or schematic diagram, as appropriate. List the private co-applicant's tiered price structure for all speed offerings in the proposed project area, including the lowest tiered speed offering at or above 100/20 Mbps. (up to 10 points)

Answer:

The proposed Calix XGS-PON FTTP equipment will provide up to a symmetrical 10Gbps of broadband, VOIP, and Over-The-Top Video from each customer location in the service area to the existing Pembroke Host office. The broadband internet is then aggregated and routed via redundant facilities as described in Item 9 above. The construction of dedicated fiber to each premise and using XGS-PON architecture ensures that future increases in bandwidth will be available as the need arises. Voice is being provided from an existing softswitch located at the Pembroke office.

Following are PemTel rates that will be offered:

As illustrated by the table above, PemTel offers subscribers a discount of \$10.00 off of their monthly rate for internet service when they also subscribe to our landline telephone service. The current charge for residential landline telephone service is \$18.00. For businesses the rate is \$19.00, which includes their listing in the yellow pages; however, a discounted rate is available for businesses requiring multiple lines. These rates reflect only our charges and do not include the various mandatory taxes and fees that we are required to collect on behalf of state and federal agencies such as E911, VA ROW, VA Communications Tax, Federal Universal Service Charge, etc.

We frequently review our pricing structure to identify areas where we may be able to reduce our rates. As a Cooperative, we work hard to provide high-quality services at the most affordable prices possible. We are committed to continuing this practice with the expectation that an increased customer base may allow room for further rate reductions. We are also actively reviewing the rates on our synchronous speed plans for possible rate reductions as demand for these plans increases.

10. Explain how the proposed project achieves universal broadband coverage for the locality or fits into a larger plan to achieve universal broadband coverage for the locality. If applicable, explain the remaining areas of need in the locality and a brief description of the plan to achieve universal broadband coverage. (up to 50 points)

Answer:

In collaboration with Pembroke Telephone Cooperative (PemTel), Giles County has been dedicated to achieving universal broadband coverage across all inhabited areas of the county. This commitment is reflected in several key steps:

Comprehensive Broadband Assessment (2018): A detailed assessment was conducted to identify broadband priority areas in Giles County. This analysis, including citizen surveys, helped pinpoint unserved and underserved locations and laid the groundwork for targeted broadband expansion.

See Attachment 20_Miscellaneous Documentation. Zip file includes a copy of the 2018 Giles County Community Broadband Needs Assessment.

Active Partnership and Funding Acquisition: Giles County has actively sought ISP partners, issuing Requests for Proposals (RFPs) to support applications for various grants, including:
- 2018 VATI and 2020 ARC, as well as for the upcoming 2023/24 VATI process.

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- Community Connect Programs (2017/2021), with these two awards, fiber to the home (FTTH) was deployed to over 300 homes in the adjoining proposed 2024 VATI service area of Giles County.

Significant Progress with A-CAM Funding (2018): A major leap was achieved with the acquisition of A-CAM funding, enabling PemTel to extend services to all unserved areas east of the New River, barring specific regions near State Route 730 and portions of the Maybrook area.

Appalachian Regional Commission Grant (ARC 2021): This project ran FTTH to over 70 unserved and underserved locations of Giles County adjoining the proposed 2024 VATI locations.

Adoption of E-ACAM funding (2024): This funding will ensure all unserved locations in PemTel's service area boundary become served.

Focused Expansion (2024 VATI Application): The upcoming 2024 VATI grant aims to extend broadband to previously unserved homes in key areas, including White Gate, Staffordsville, Poplar Hill, Sugar Run, Wilburn Valley and Walkers Creek, covering major routes like SR 622, Hwy 100, and SR42.

Identifying Remaining Gaps: Despite these efforts, approximately 20% of Giles County, predominantly along the Bland-Giles County line and northwest region, remains underserved.

Important Note: Giles County Administration has submitted numerous broadband coverage and Community Anchor challenges throughout the GigaBeam and Optimum service areas, as part of the recent DHCD sponsored BEAD Challenge process.

Strategic Planning for Complete Coverage:

Detailed Funding Assessment: PemTel estimates the remaining 20% of the county represents approximately 247 miles of new fiber, or 601 unserved and 182 under-served locations remaining primarily in the northwest corridor.

Innovative Partnerships: Giles County Administration, in collaboration with PemTel, is focused on achieving universal broadband access throughout the County. Giles County and PemTel have attached letters committing to this universal coverage action plan.

Diverse Funding Sources: This collaboration aims to secure additional funding through internal revenues, external grants, and future VATI applications, including potential opportunities with the U.S. Department of Commerce BEAD program.

Through these past and proposed efforts, Giles County and PemTel demonstrate a comprehensive and dynamic approach to ensure every resident has access to reliable, high-speed internet, thus closing the digital divide and fostering greater connectivity and opportunity in the community.

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11. Project Readiness

Describe the current state of project development, including but not limited to: planning, preliminary engineering, identifying easements/permits, status of MOU or MOA, and final design. Prepare a detailed project timeline or construction schedule, identifying specific tasks, staff, contractor(s) responsible, collection of data, etc., and estimated start and completion dates. Applicants are encouraged to extensively discuss, where applicable, easements relating to railroad crossings, federally-owned lands and parks, partnerships with the Virginia Department of Transportation, and mobile home parks. Applicants must include Memorandums of Understanding (MOUs) or Memorandums of Agreement (MOAs) between applicants (drafts are allowable). Label Attachments: Attachment 7 – Timeline/Project Management Plan; Attachment 8 – MOU/MOA between Applicant/Co-Applicant; (up to 10 points)

Answer:

The design of this project is consistent with other successful fiber-to-the-home deployments that PemTel has undertaken and completed in the past. The process typically begins by finalizing a field design. Activities that coincide with field design include material purchase and acquisition of required permits and easements. Shortly after, the remote site is installed, remote equipment is installed, and remote equipment testing occurs. As this is completed, the distribution and transport of fiber, along with fiber splicing and testing begins. Finally, drops are installed and tested. Customers are connected, and speeds are tested. This project is expected to take approximately three years to complete since there are a significant number of proposed subscribers and the area is mountainous and rural. PemTel has completed the final field design and field staking for this project. For more information regarding the proposed project timeline and responsible persons, please refer to Attachment 7-Timeline/Project Management Plan. A draft MOU (Attachment 8-MOU/MOA between Applicant/Co-Applicant) has been provided for this grant application. If the VATI grant is awarded, Giles County and PemTel will enter a formal agreement/contract upon a funding announcement for the proposed project.

12. Has the applicant or co-applicant received any VATI grants? If so, provide a list of these grants, with a detailed summary of the status of each.

Answer:

Giles County, in partnership with another ISP provider, was a recipient of a 2019 VATI grant for the Western Giles County Fixed Wireless Coverage Project. The project experienced several unforeseen challenges and delays due to landowners who were unwilling to approve rights-of-way and the inability to get clear site lines with the Giles County topography/terrain. The County anticipates the project to be closed out by December 30, 2023.

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13. Matching funds: Complete the funding sources table indicating the cash match and in-kind resources from the applicant, co-applicant, and any other partners investing in the proposed project (VATI funding cannot exceed 80 percent of total project cost). In-kind resources include, but are not limited to: grant management, acquisition of rights of way or easements, waiving permit fees, force account labor, etc. Please note that a minimum 20% match is required to be eligible for VATI, the private sector provider must provide 10% of the required match. If the private co-applicant cash match is below 10% of total project cost, applicants must provide financial details demonstrating appropriate private investment. If applicants and co-applicants are seeking to include prior expended funds as matching funds, Attachment 11 must be completed. Label Attachments: Attachment 9 - Funding Sources Table; Attachment 10 – Documentation of Match Funding; Attachment 11 - Prior Expended Match Form

Answer:

Giles County is requesting \$4,199,596 in VATI funds which is 75.8% of total project costs. Of the requested \$4,199,596 in VATI funds, \$3,760,000 will go toward construction, \$364,596 for construction related soft costs, and \$75,000 for grant administration.

Giles County is also contributing \$250,000 which is 4.5% of total project costs (see resolution in Attachment 10). Of this \$250,000, \$125,000 will go toward construction, and the remaining \$125,000 is for construction related soft costs.

PemTel, the ISP, is also contributing \$1,093,604 which is 19.7% of total project costs (see commitment letter in Attachment 10). Of this \$1,093,604, \$996,700 will go toward construction, and the remaining \$96,904 is for construction related soft costs.

See the following:

[Attachment 9 – Funding Sources Table](#)

[Attachment 10 – Documentation of match funding](#)

[Attachment 11 – Prior Expended Match Form](#)

14. Leverage: Describe any leverage being provided by the applicant, co-applicant, and partner(s) in support of the proposed project. (up to 10 points)

Answer:

To build out a 103-mile fiber network. Pembroke Telephone (PemTel) has stitched together a quilt of funding sources, partners, and programs to create a blanket of gigabit speed coverage that will contribute to providing universal broadband coverage to all of Giles County in coming years. Each expansion has been strategically planned to optimize the use of previous construction efforts, as well as other more diverse funding sources and opportunities.

This project leverages the existing electrical power network built on the existing Appalachian Power Electric Power poles. The project also utilizes the network construction funded partly by the Broadband Technology Opportunities Program (BTOP) grant awarded in 2010 to Citizens Telephone Coop (CTC) of Floyd, VA. Extending that network further into the rural areas ensures every unserved location in the proposed service area is reached. BTOP funding was directed at creating jobs and improving education, health care, and public safety in communities nationwide. If it had not been for the work and commitments in the BTOP program, the proposed service area in this application could not have been reached economically. CTC also owns and operates the fiber-optic link in the proposed project area of Giles County and has agreed to allow PemTel, the Internet Service Provider associated with the FY2024 VATI application, to use that existing fiber as a redundant pathway in case of a future fiber cut/failure involving the new installation.

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The project also leverages the fiber built using the United States Department of Agriculture (USDA) Community Connect awarded funding in 2018 and 2021. The application's broadband service project leverages fiber areas built out with these USDA funding instruments, helping to bring fiber to the edges of these unserved areas.

This project uses other programs and funding mechanisms to create a cost-effective, technically feasible project to deliver gigabit-speed broadband access to some of the most rural and hard-to-reach areas in the Appalachian Mountains of Virginia (Giles County).

As for Leverage that can be counted on the Prior Expended Match Form, PemTel has the following two projects:

1. PemTel received a 2021 Community Connect grant that served the Bear Spring and Springdale areas of Giles County. The construction of this fiber infrastructure not only allowed PemTel to expand into unserved rural areas of the County, but also upgraded their equipment to advanced Gigabit PON technology that increased connection points to further expand broadband services into their proposed 2024 VATI service area if awarded. This project was directly adjacent to the project area proposed in the 2024 Giles County VATI Application.
2. The New River Valley Regional Commission (NRVRC), in partnership with PemTel, was awarded a 2021 ARC broadband Implementation Grant to provide fiber to the home to over 70 homes within the community around Painter School Road, Commissary Hill Road and Rocky Hollow Road near Pembroke, Virginia. The construction of this fiber infrastructure not only allowed PemTel to expand into unserved rural areas of the County, but also gives them connection points to further expand broadband services and reinforce redundant backhaul capabilities. This project was directly adjacent to the project area proposed in the 2024 Giles County VATI Application and gives it one of its most primary take off points to serve proposed 2024 VATI locations.

See Attachment 11_Prior Expended Match Form.

PemTel plans to apply for an additional \$700,000 in Appalachian Regional Commission (ARC) grant funds; however, since the application is not due until Feb/Mar of 2024 these funds have not been factored into the budget.

15. Communications Plan: Describe efforts to keep the public informed of project progress and the broadband adoption plan.
 - a. Explain how you plan on communicating the project status to stakeholders, including but not limited to County leadership, project areas residents, etc. (Up to 10 points)
 - b. Explain how you plan to promote customer take rate, including marketing activities, outreach plan, and other actions to reach the identified serviceable units within the project area. Provide the anticipated take rate and describe the basis for the estimate. (up to 10 points)
 - c. Describe any digital literacy efforts to ensure residents and businesses in the proposed project area sufficiently utilize broadband. Please list any partnering organizations for digital literacy, such as the local library or cooperative extension office.

Answer:

PemTel will utilize a robust communication plan of multiple proven active and passive processes to

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keep the DHCD, Giles County Leadership, and the public informed of project progress and opportunities to take advantage of the new broadband service availability.

NRVRC, in conjunction with PemTel, will keep the County informed via monthly management team meetings involving County representatives. Additionally, the Giles County Board of Supervisors will be kept informed of both citizen inquiries and/or complaints and will receive regular updates by PemTel.

See Attachment 7_Project Management Plan and Timeline for additional information.

a) PemTel, in conjunction with NRVRC, will hold monthly management team meetings that will include County representatives who will keep the Giles County Board of Supervisors (BOS) informed of monthly progress. The County will have access to the monthly reports submitted in CAMS that contain pertinent information regarding project milestones and grant expenditures.

Additionally, the project management team will provide the BOS with a more detailed report and project update on a quarterly basis upon the award of funding, and will coordinate all public/media events with the County. The goal is to hold at least two public events to engage citizens of the communities to be served and stakeholders.

Prospective customers will be directed to PemTel. They can either pre-register for services, or secure project information at the PemTel office or via the PemTel website.

b) PemTel, leveraging its deep-rooted community connections and reputation for exceptional customer service, adopts a grassroots marketing approach to enhance customer take rate in Giles County. Our comprehensive strategy includes a blend of direct and indirect marketing tactics that include tailored mail campaigns, digital and print media, vendor booths at local events, and word of mouth. The marketing plan also discusses customer interaction and support and digital literacy efforts. For more detailed information please see Att 20_Miscellaneous Support Documentation—Marketing Plan.

c) In the past, PemTel has offered classes within local Community Centers to teach older Giles residents how to use the internet. In its last Community Connect project, PemTel opened a Computer Center for the grant project area. However, this Center was not used often. PemTel remains open to assisting the County residents in providing digital literacy education. Additionally, the NRV Disability Resource Center wants to partner with PemTel and the County on any digital literacy efforts in the future (see Attachment 14_Letters of Support (LOS) under 12 regional agencies: NRV Disability Resource Center LOS)

PemTel will double its efforts with the local Community College, public library system, and other regional agencies to better promote digital literacy programs in areas with very rural communities.

There are several regional initiatives that now provide digital literacy educational opportunities to the citizens of Giles County. And, while there are opportunities for all the citizens, several of the digital literacy efforts are geared toward more vulnerable populations including low-income, elderly, disabled, and/or abused persons (see Att 14_Letters of Support (LOS), 12 regional agencies: Giles County Agency for the Aging LOS, NRV Disability Resource Center LOS, Women's Resource Center of

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NRV LOS). There are additional options available to small businesses, the farming community, and other residents.

Vulnerable populations:

Low-Income Household Focus--In partnership with the county, targeted campaigns are planned to enhance digital literacy and awareness about available discounts for low-income households.

PemTel plans to work with the County to conduct advertising and outreach specifically targeted to reach low-income subscribers as a means of promoting digital literacy and discount options available to low-income households in the proposed grant service area. In addition, digital literacy efforts are planned or already underway across the project region, with various partners supporting educational efforts, including the public school systems, public libraries, and community groups.

Elderly—The Giles County Agency for the Aging strives to eliminate social isolation by teaching their clients basic computer skills usually on an individual basis.

Disabled—The NRV Disability Resource Center strives to promote independence and conducts “Increasing Health Literacy through Technology” classes where they provide iPads and life skills and training. Participants get to keep the iPad once the course is completed and are able to use it to participate in Telehealth services, schedule transportation, order supplies and equipment, and access public health information.

Abused—The Women’s Resource Center of NRV strives to provide trauma-informed services to victims of sexual and domestic abuse. These services vary greatly from one client to the next and digital literacy is often needed and provided on an individual basis as needed.

Small Business Support:

Working with the NRVRC, we are participating in e-commerce and social media training programs for small businesses, as part of the Pathways to New Beginnings program under the Workforce Opportunities for Rural Communities (WORC) effort.

NRVPDC is working with Chambers of Commerce and other partners to develop an e-commerce and social media training program for small businesses. The program is through the *Pathways to New Beginnings* program, part of the WORC effort under the U.S. Department of Labor and the Appalachian Regional Commission, September 2022-September 2025.

Residents

There are multiple digital literacy options available through the Literacy NRV, the New River Valley Community College, the Giles County Library, and the NRV Community Services (see Att 14_LOS, 12 regional agencies: Literacy NRV LOS, NRV Community College LOS, Giles County Library LOS, and the NRV Community Services LOS).

Collaboration with Virginia Cooperative Extension

Teaming up with Virginia Tech, we are exploring ways to integrate digital literacy into agriculture and smart farming initiatives, particularly benefiting those previously without broadband access or

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[experience \(see Att 14_LOS, 12 regional agencies: VT Virginia Cooperative Extension LOS\).](#)

16. Project Management: Identify key individuals who will be responsible for the management of the project and provide a brief description of their role and responsibilities for the project. Present this information in table format. Provide a brief description of the applicant and co applicant's history and experience with managing grants and constructing broadband communication facilities.

Answer:

Following is a list of some of the key individuals that will be responsible for the management of the proposed project:

Chris McKlarney, County Administrator Giles County—Local government lead for permitting and technical assistance.

Kevin Byrd, Executive Director, New River Valley Regional Commission—Project Oversight.

Leon A. Law, President of the Board PemTel—System construction and operational oversight.

Michael J. Dudding, General Manager PemTel—Day-to-day System construction and operations.

Christina Owens, Project Manager-Infrastructure—New River Valley Regional Commission Day-to-day project management, grant administration, compliance officer, and liaison between the funding agency, the County and the Internet Service Provider.

Joel Williams, Consulting Engineer, Mid-South Consulting Engineers, Project Engineer.

Additionally, all three organizations have extensive experience in grant management.

PemTel personnel have extensive experience in building and operating a FTTH network. They have been awarded two different Federal Community Connect grants to build FTTH networks in a rural Giles County area. They have completed construction under one of these grants and are presently constructing a second.

Giles County was the recipient of a 2019 VATI project award. This work is nearing completion.

The Regional Commission is currently overseeing several VATI grants including a 2022 multi-county VATI grant.

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17. Project Budget and Cost Appropriateness

Budget: Applicants must provide a detailed budget that outlines how the grant funds will be utilized, including an itemization of equipment, construction costs, and a justification of proposed expenses. If designating more than one service area in a single application, each service area must have delineated budget information. For wireless projects, please include delineated budget information by each tower. Expenses should be substantiated by clear cost estimates. Include copies of vendor quotes or documented cost estimates supporting the proposed budget. Label Attachments: Attachment 12 – Derivation of Costs; Attachment 13 - Documentation of Supporting Cost Estimates. (up to 10 points)

Answer:

The budget is as follows:

Construction	\$4,881,700
Construction Related Soft Cost	\$ 586,500
<u>Administration</u>	<u>\$ 75,000</u>
Total Project Costs	\$5,543,200

The budget has been further broken into seven (7) categories of costs (see Attachment 12 – Derivation of Costs): Engineering (Design, Staking & Permits), Buried Fiber, Aerial Fiber, Common Transport Fiber and Drops & ONT's Access/Switching Equipment Electronic Site Equipment. These categories are broken down into funding mechanisms, VATI and PemTel Match. The cost estimates have been determined by the Mid-South Consulting Engineers based on the historical cost of active projects and the current costs of materials. (See Quotes and draft task order in Attachment 13_Documentation of Supporting Cost Estimate).

18. The cost benefit index is comprised of state cost per unit passed. Individual cost benefit scores are calculated and averaged together to create a point scale for a composite score. Provide the following:
- Total VATI funding request

b. Number of serviceable units
(up to 125 points)

Answer:

a) Total VATI funding request--\$4,199,596

b) Number of serviceable units--629

CBI=\$6,677

19.

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Commonwealth Priorities (Up to 50 points)

Additional points will be awarded to proposed projects that reflect Commonwealth priorities. If applicable, describe the following:

- a. Businesses, community anchors, or other passings in the proposed project area that will have a significant impact on the locality or region because of access to broadband.
- b. Unique partnerships involved in the proposed project. Examples include electric utilities, universities, and federal/state agencies.
- c. Digital equity efforts to ensure low to moderate income households in the proposed project area will have affordable access to speeds at or above 100/20 mbps, include information regarding the internet service provider's participation in the Affordable Connectivity Program
- d. The co-applicant's efforts to mitigate supply chain constraints, including labor shortages and order-to-delivery delays on telecommunications materials required to construct broadband networks.
- e. The applicant's and co-applicant's efforts to promote broadband adoption, including, but not limited to: telehealth, smart farming, e-entrepreneurship, and distance learning.

Answer:

1. **Community anchors and Businesses** - The community anchors (total of three) and businesses for this application service area consist of the Poplar Hill Volunteer Fire Department, Whippoorwill Acres Amish School and the White Gate Community Center.

Businesses and Other Passings of Significant Impact – There are six additional critical businesses and several small home-based businesses in the proposed service area. The six critical businesses are Staffordsville US Post Office, Giles County Animal Shelter, Walkers Valley Market, HillSide Sheds, and A. Vest & Sons Funeral Home. The project area also has several large livestock farms and several churches.

(See Attachment 20_Miscellaneous Support Documentation, Question #19, Full Response for greater detail.)

2. New River Valley's broadband expansion, led by PemTel in partnership with the Virginia Department of Transportation (VDOT) and the New River Valley Planning District Commission (NRVPDC), exemplifies a powerful public-private collaboration. This project unites urban and rural communities, enhancing digital literacy and infrastructure development. Key initiatives include PemTel's partnership with the Southwest Virginia Higher Education Center (SVHEC) to provide an official state sanctioned apprenticeship program that will provide workforce training opportunities to citizens within the region (see Attachment 20_Miscellaneous Support Documentation, SVHEC Agreement); the NRVPDC's collaboration with local chambers for e-commerce and social media training for small businesses under the 'Pathways to New Beginnings' program and the Virginia Cooperative Extension-Giles County's digital literacy training, aiding smart farming. PemTel leverages VDOT's utility easements for efficient network deployment and works with MasTec, employing Americrew's veteran-led workforce for fiber network installation. This strategic alliance promises not only a robust broadband infrastructure but also comprehensive coverage and scalability in Giles County, marking a

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significant step toward closing the digital divide. (See Attachment 20_ Miscellaneous Support Documentation, Question #19, Full Response for greater detail.)

3. **Digital Equity** - PemTel, in alliance with Giles County, is dedicated to ensuring digital equity by providing affordable, high-speed internet to all, especially low to moderate-income families. Our approach includes utilizing the Affordable Connectivity Program (ACP) for up to \$30 monthly discounts, participating in the FCC Lifeline Program with additional low-income discounts, and employing the Line Extension Customer Assistance Program (LECAP) to lessen the cost of extending service lines. We guarantee free standard installations up to 300 feet and assist with LECAP applications for longer installations, ensuring full-service coverage without unreasonable financial burdens. Our marketing strategy, detailed in the attached documents, focuses on increasing digital literacy and awareness of broadband programs for low-income households. Collaborating with Giles County, we are actively promoting these programs to ensure everyone has access to reliable and high-quality broadband services. (See Attachment 20_ Miscellaneous Support Documentation, Question #19, Full Response for greater detail.)

4. PemTel has a plan to mitigate supply chain constraints that includes the following strategies:
 - o Risk Assessment
 - o Supplier Diversification
 - o Inventory Management
 - o Labor Strategy
 - o Flexible Scheduling
 - o Technology Solutions
 - o Regular Reporting
 - o Strategic Partnerships
 - o Contingency Plans

These steps, alongside a clear communication plan and a detailed timeline, demonstrate the project's robustness and preparedness against supply chain challenges. (See Attachment 20_ Miscellaneous Support Documentation, Question #19, Full Response for greater detail.)

5. **Broadband Adoption Activities** - To enhance broadband adoption efforts in Giles County in collaboration with PemTel, our approach extends beyond initial marketing and outreach strategies. We are committed to leveraging the grant award and the anticipated project

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deployment timeline to maximize the impact and reach of our broadband service. Our comprehensive plan includes:

- o Personalized Engagement
- o Educational Partnerships
- o Community Integration
- o Public Service Collaboration
- o Distressed Area Consideration

These factors, individually or combined, could make the proposed Staffordsville and surrounding service area a suitable candidate for VATI support, aligning with the initiative's goal to bridge the digital divide in underserved communities. This multi-faceted approach ensures that the benefits of broadband are tangible and that its adoption is seamlessly integrated into the fabric of Giles County's community life. (See Attachment 20_Miscellaneous Support Documentation, Question #19, Full Response for greater detail.)

20. Additional Information

Please attach any letters of support from stakeholders. If the applicant is not a locality(s) in which the project will occur, please provide a letter of support from that locality.

Attachment 14 – Letters of Support.

Provide the two most recent Form 477 submitted to the FCC, or equivalent, as well as point, polygon, and, for wireless providers, RSSI shapefiles for the project area **in .zip file form**. With attachments 17 through 20, attach any other information that the applicant desires to include. Applicants are limited to four additional attachments.

Label Additional Attachments as:

- a. Attachment 15 –Two most recent Form 477 submitted to the FCC or equivalent
- b. Attachment 16 - Point and Polygon shapefiles, in.zip file form, showing proposed passings and project area
- c. Attachment 17 - For wireless applicants: shapefiles, in .zip file form, indicating RSSI projections in the application area
- d. Attachment 18 – XXXXXXXX
- e. Attachment 19 – XXXXXXXX
- f. Attachment 20 – XXXXXXXX

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Answer:

[NA--Attachment 5_RDOF Awarded Areas included in VATI](#)

[NA--Attachment 6_Propagation Map \(Wireless Projects only\)](#)

Attachment 14 – Letters of Support--Contains 75 Letters of Support (LOS). 1 Letter from the County, 41-Residential LOS, 1-Anchor Institution LOS, 1-State Agency LOS, 3-Non-Residential LOS, 4-Political Representatives LOS, 5-Local Businesses LOS, 7-Contractors, Subs, and Suppliers LOS, and 12-Regional Agencies LOS.

a. Attachment 15 –Two most recent Form 477 submitted to the FCC or equivalent

b. Attachment 16 - Point and Polygon shapefiles, in.zip file form, showing proposed passings and project area

c. [NA--Attachment 17 - For wireless applicants: shapefiles, in .zip file form, indicating RSSI projections in the application area](#)

d. Attachment 18--Rate Reduction Letter from PemTel

e. Attachment 19 –Universal Coverage Letters--Includes letters from both Giles County and PemTel to show that both entities are committed to achieving universal coverage.

f. Attachment 20 – Miscellaneous Support Documentation--Includes the following:

[2018 Giles County Broadband Assessment Executive Summary](#)

[SVHEC Partnership Agreement--PemTel has partnered with The Southwest VA Higher Education Center to provide an Official Apprenticeship Program.](#)

[Question #15--Marketing Plan--provides details about how PemTel and the County plan to do marketing and outreach.](#)

[Question #19--Commonwealth Priorities--Response exceeded the character limit. Therefore, summary is provided as answer with the full response provided as an attachment.](#)

[Affordable Connectivity Program Program \(ACP\) Information](#)

[Line Extension Customer Assistance Program \(LECAP\) Information](#)

[Lifeline Program Information](#)

Attachments:

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Map(s) of project area, including proposed infrastructure

Attachment1ProjectAreaMap125202333251.pdf

Documentation of Federal Funding (CAF/ACAM/USDA/RDOF, etc...) in and/or near proposed project area.

Attachment2DocumentationofFederalFundingArea1218202355704.pdf

Documentation that proposed project area is unserved based on VATI criteria

Attachment3DocumentationUnservedAreaVATICriteria125202383320.pdf

Timeline/Project Management Plan

Attachment7TimelineProjectManagementPlan1219202344745.pdf

MOU/MOA between applicant/co-applicant (can be in draft form)

Attachment8MOUMOAbetweenApplicantCoApplicant1217202342832.pdf

Documentation of Supporting Cost Estimates

Attachment13DocumentationofSupportingCostEstimates1219202345336.pdf

Letters of Support

Attachment14LettersofSupport1219202345636.zip

Two most recent Form 477 submitted to the FCC or equivalent

Attachment15TwomostrecentForm477sbmittedtotheFCCorequivalent126202361121.zip

Point and Polygon shapefiles, in.zip file form, showing proposed passings and project area

Attachment16PointandPolygonShapefiles1262023103533.zip

Optional

Attachment18RateReduction126202361142.pdf

Optional

Attachment19UniversalCoverageLTRs1217202350141.pdf

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Optional

Attachment20MiscellaneousSupportDocumentation1219202361722.zip

Documentation of Match Funding

Attachment10DocumentationofMatchingFunds12182023124819.pdf

Derivation of Cost/Project Budget (Use template provided)

Attachment12DerivationofCosts1217202392959.pdf

Funding Sources Table (Use template provided)

Attachment9FundingSourcesTable1217202340449.pdf

Prior Expended Match Form (use template provided)

Attachment11PriorExpendedMatchForm1218202354227.pdf

Passings Form (Use template provided)

Attachment4PassingsForm1217202342307.pdf

VATI 2024

Supplemental Application Question

Applicant: Giles County

Project Name: Giles County-VATI 2024_Rt. 100 / Rt. 42 Corridor Broadband for the Unserved and Underserved

The question below is question e. from the Commonwealth Priorities section of the 2024 Virginia Telecommunication Initiative (VATI) Guidelines. Please answer the question using this form and email to VATI@dhcd.virginia.gov.

Commonwealth Priorities

20. Additional points will be awarded to proposed projects that reflect Commonwealth priorities. If applicable, describe the following:

e. The co-applicant's effort to mitigate costs and delays that may be associated with make-ready and other permitting requirements anticipated for network deployment.

Provide answer here.

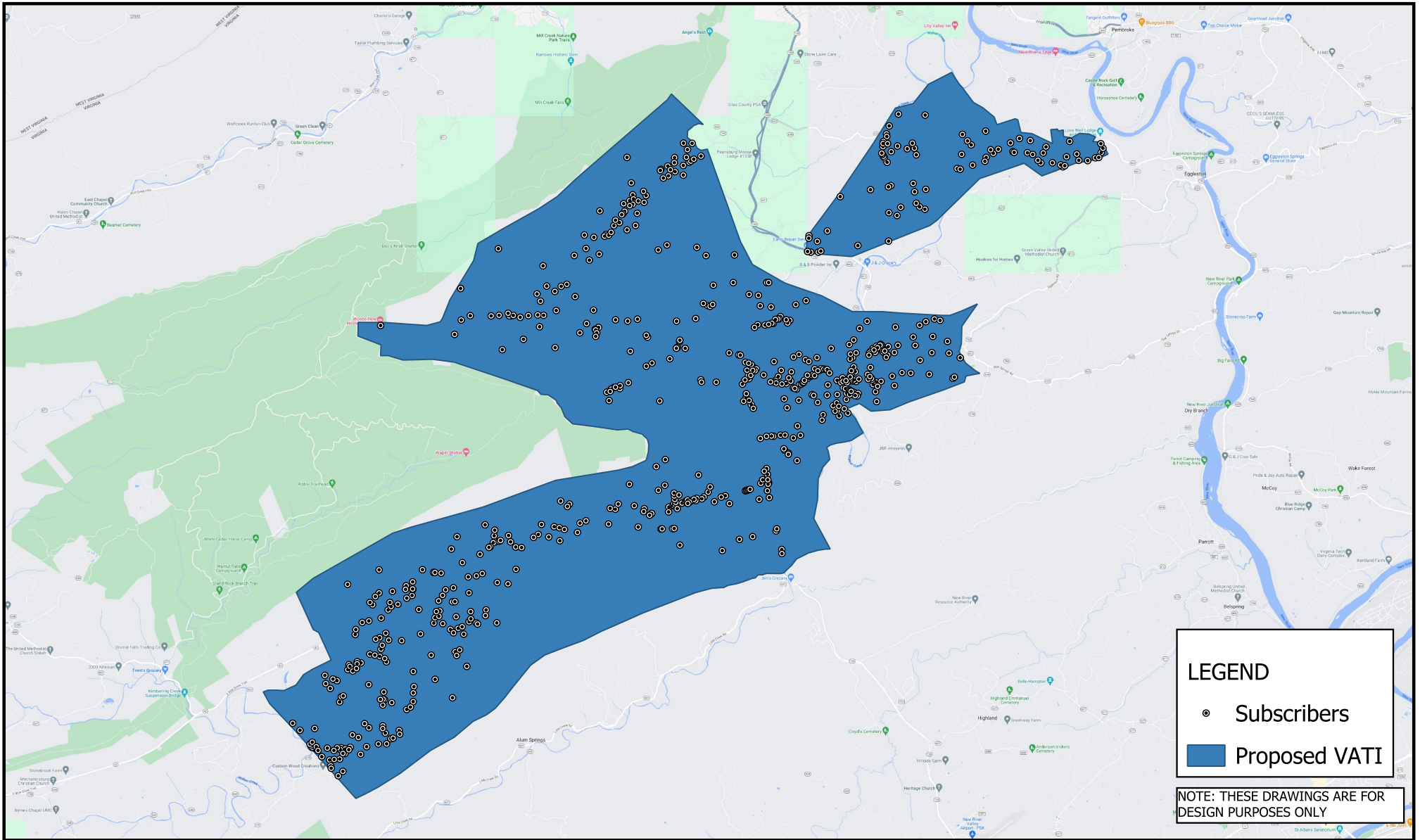
PemTel, in conjunction with Giles County, has developed partnerships with both Appalachian Power Company (APCO) and the Virginia Department of Transportation (VDOT) to mitigate costs and delays associated with make-ready and other permitting requirements.

APCO has a strong working relationship with PemTel and are committed to making sure that the permitting and make-ready process is as efficient as possible (see Attachment 14_Letters of Support (LOS), Contractors, Subs & Suppliers, APCO LOS).

VDOT has made rural broadband projects a priority and are striving to provide first review comments within 15 business days (instead of the statutory 42 days). They will also work with the designer to ensure that the plans are approved and a permit can be issued upon the second submittal (see Attachment 14_Letters of Support (LOS), Contractors, Subs & Suppliers, VDOT LOS).

PemTel, in conjunction with Giles County, feel that these commitments from APCO and VDOT will help to ensure that the project is completed successfully.

Attachment 1 - Project Area Map

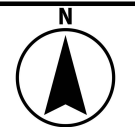


PROPOSED SERVICE AREA VATI DESIGN

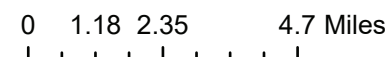
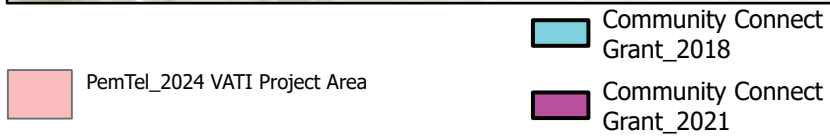
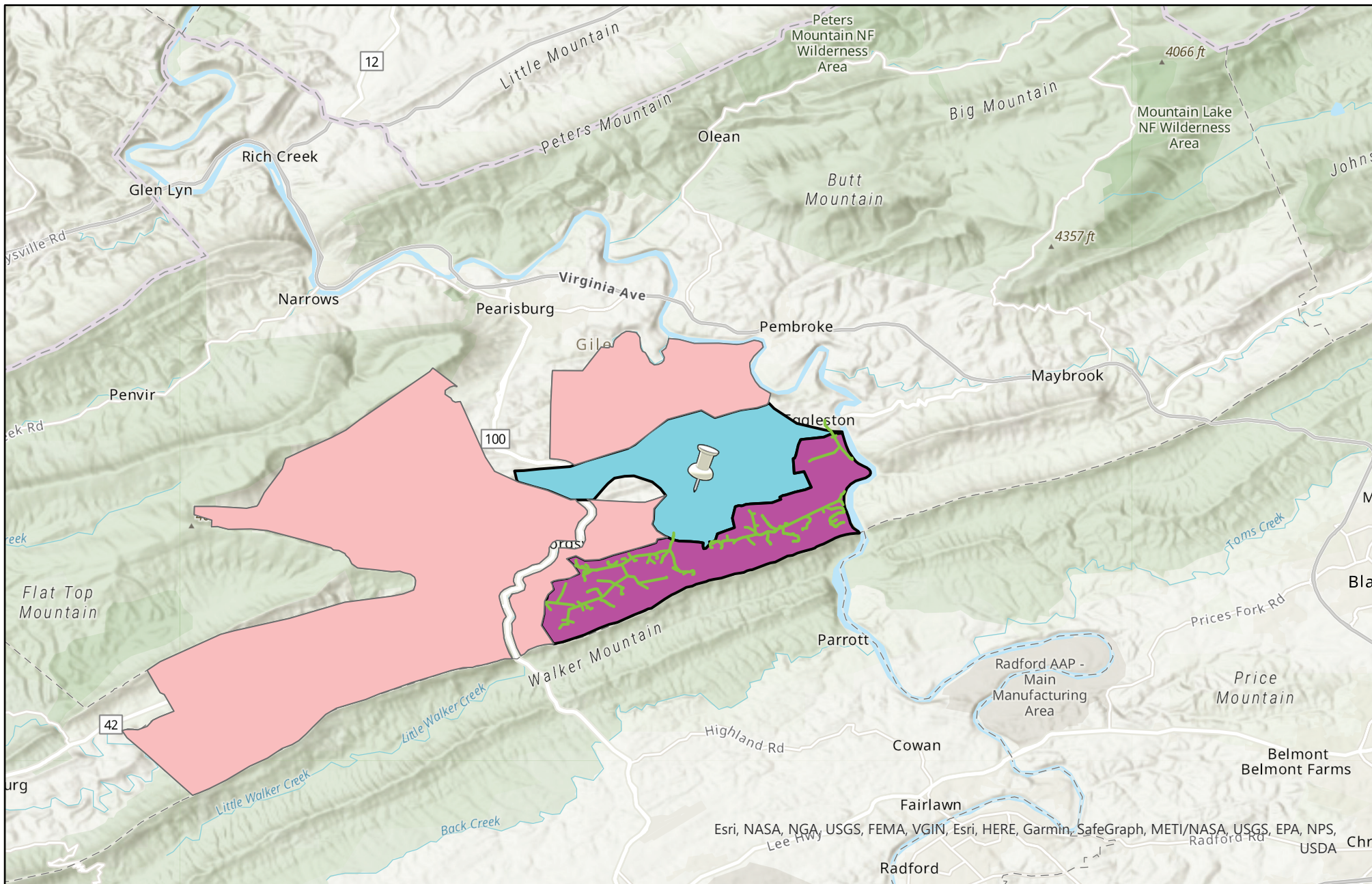


Pembroke Telephone Cooperative
504 Snidow St.
Pembroke, Virginia 24136
(540)626-7111

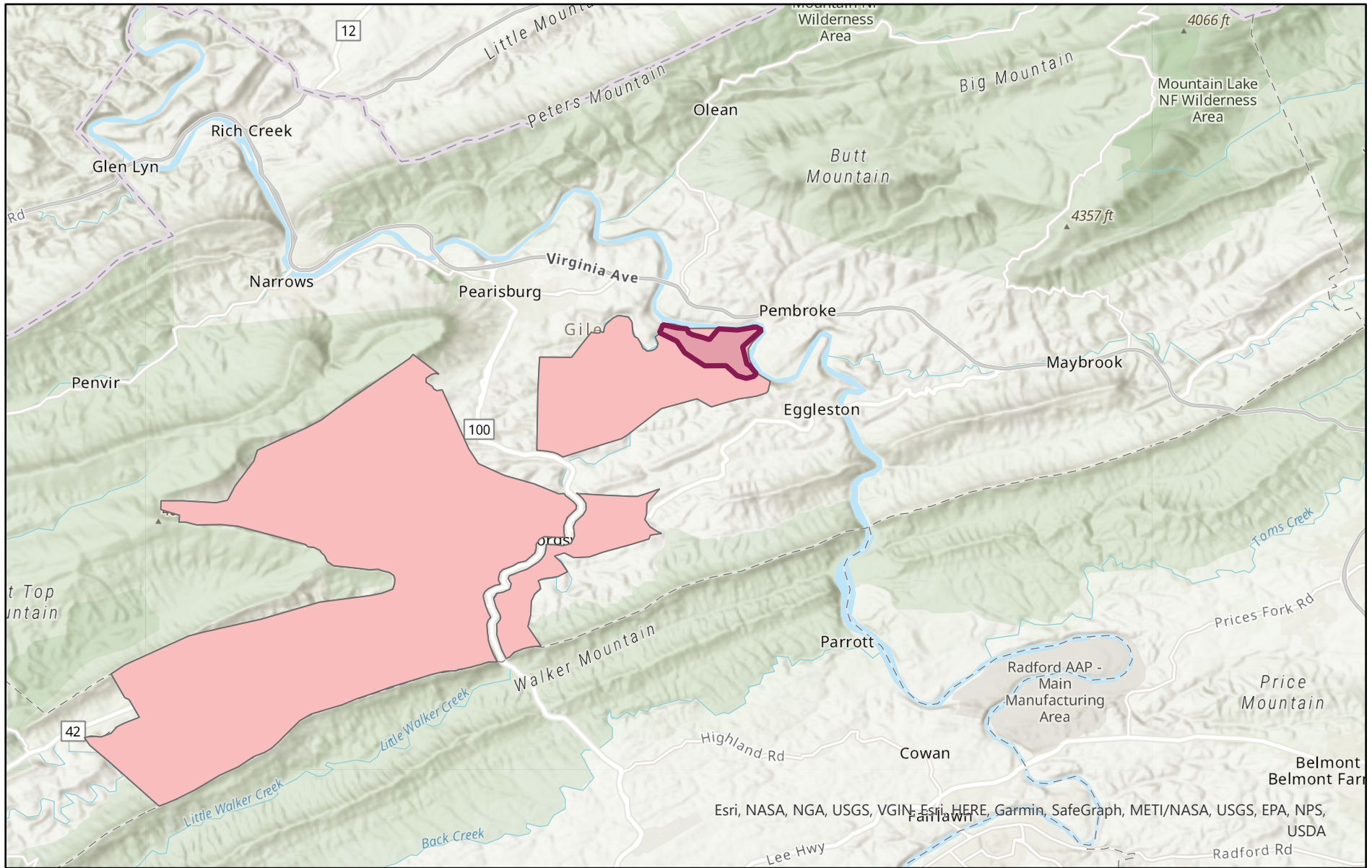
Prepared By:
Mid-South Consulting Engineers, Inc.
A Subsidiary of
AMID-STATE
CONSULTANTS
3901 Rose Lane Drive, Charlotte, NC 28217
704-357-0004



2018 and 2021 Community Connect Grants

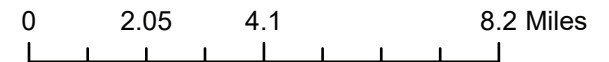


ARC Broadband Implementation Grant



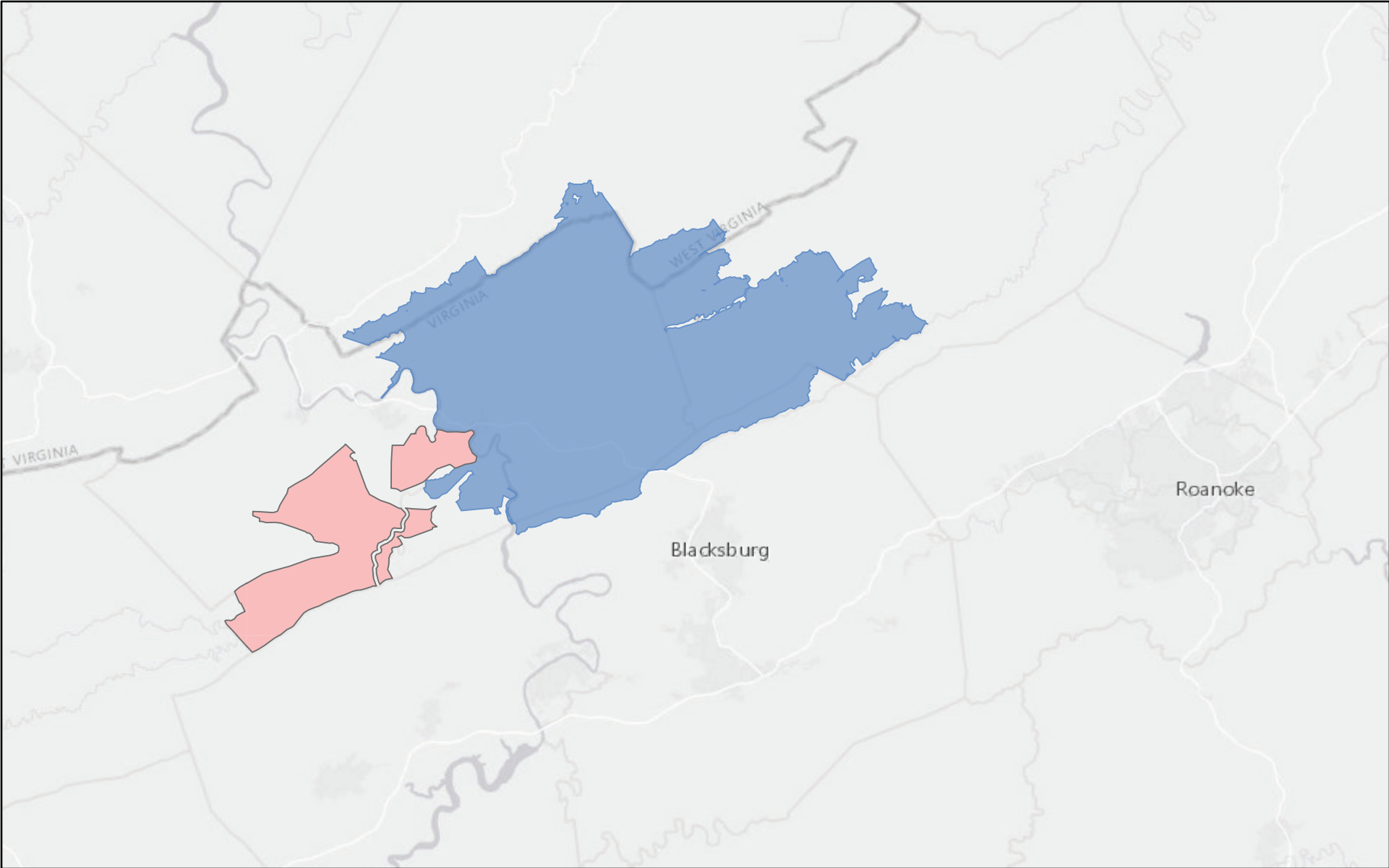
Legend

-  PemTel_2023 VATI Project Area
-  Total Area of Potential Effect



Esri, NASA, NGA, USGS, VGIN, Esri, HERE, Garmin, SafeGraph, METI/NASA, USGS, EPA, NPS, USDA

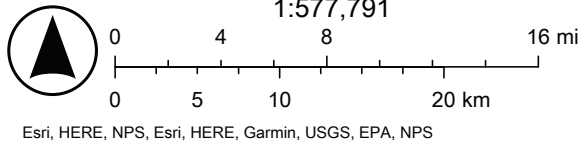
FEDERAL FUNDING A-CAMS



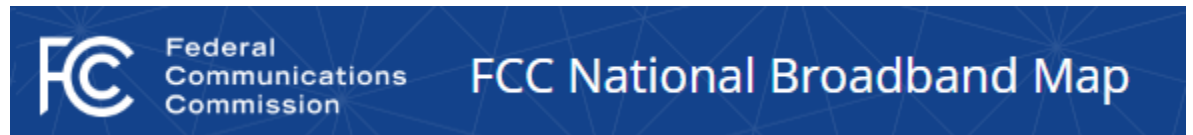
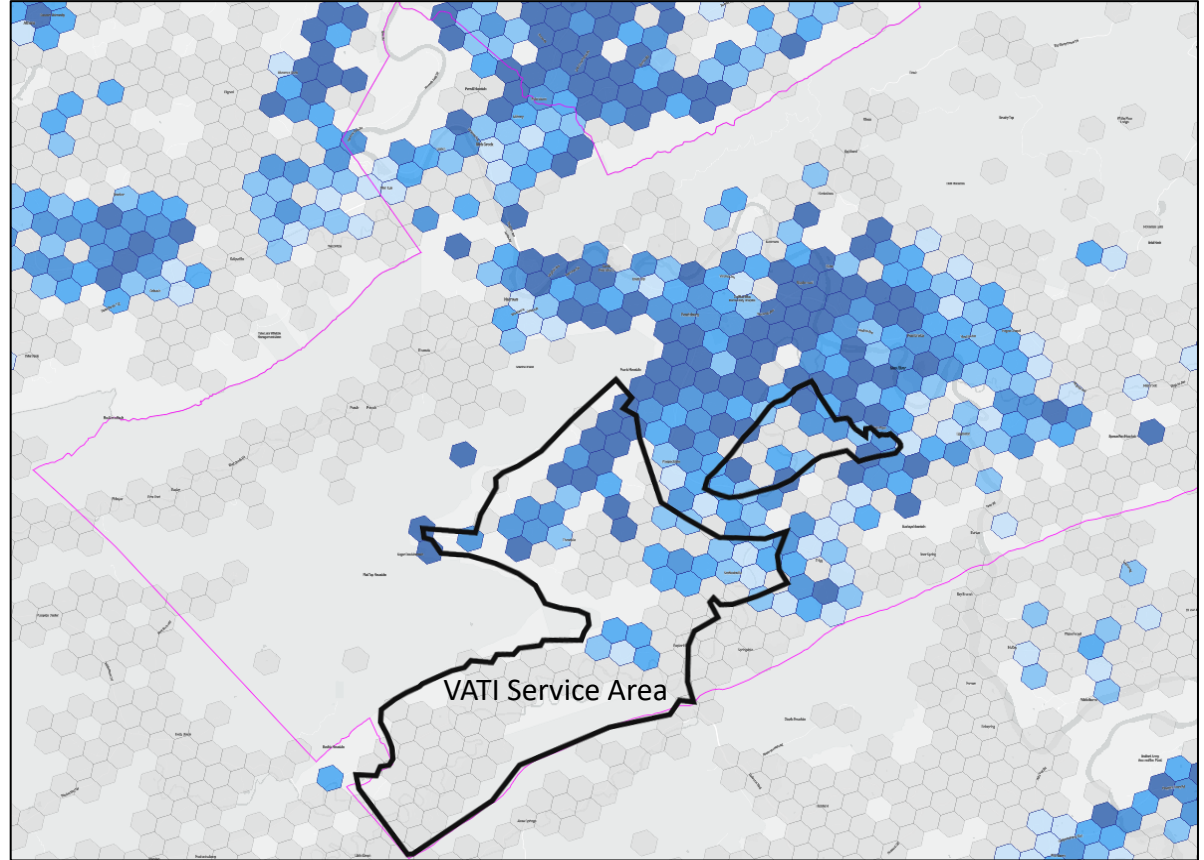
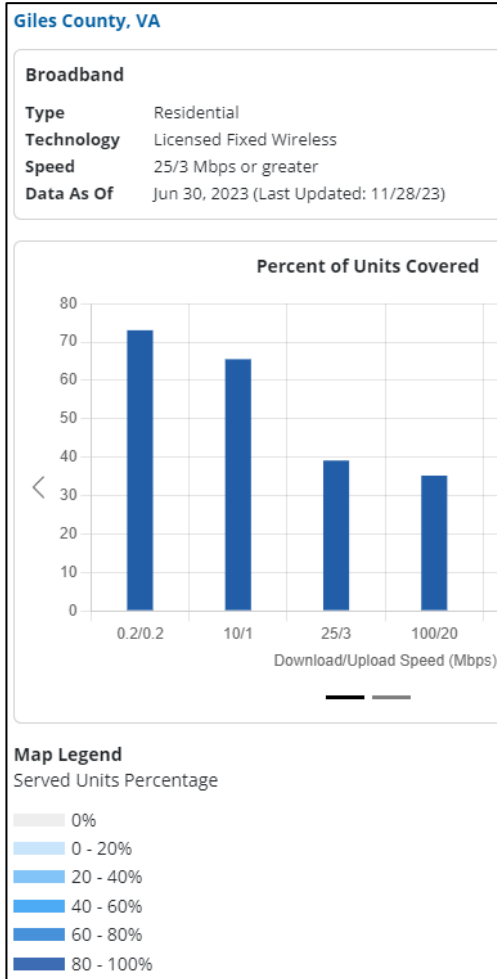
8/24/2022

 PemTel's Project Area

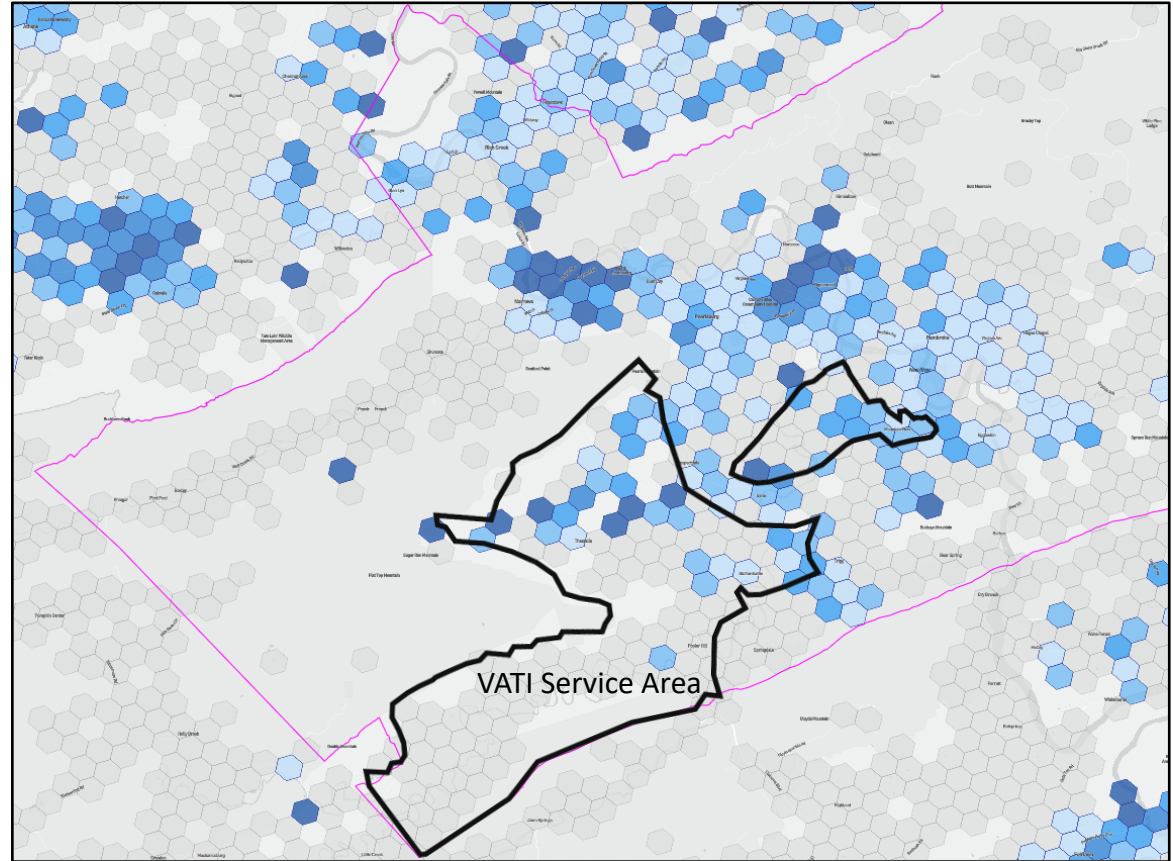
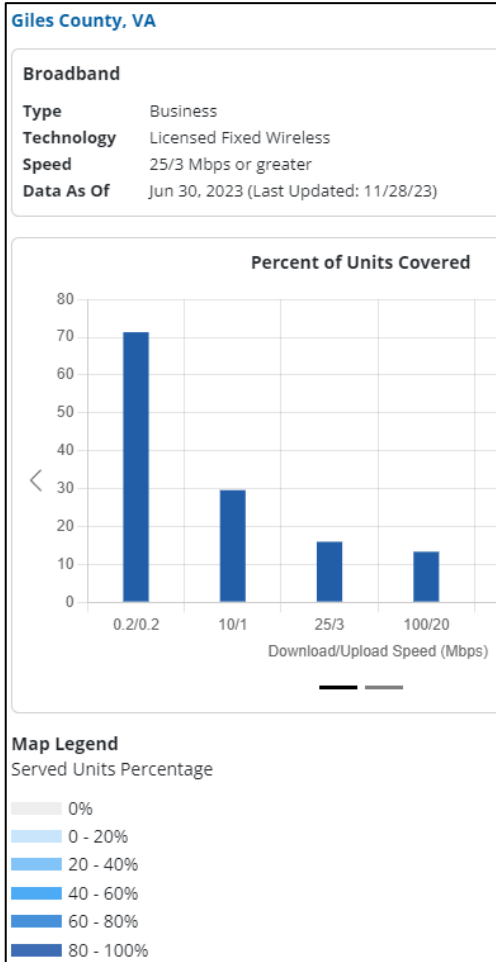
 PemTel's ACAMS area



Giles County Service Area Residential Fixed Fiber Coverage



Giles County Service Area Business Fixed Fiber Coverage



Attachment 4 – Passings Form

2024 Virginia Telecommunication Initiative (VATI)

Passing Form

1	Total Number of Passings in the Project Area ¹	Passings in the Project Area, without Special Construction Costs Required ²	Passings with Special Construction Costs budgeted in the Application ³	Number of Passings with Speeds at 25/3 or below in Project Area ⁴
Residential	611	550	61	611
Businesses (non-home based)	7	6	1	7
Businesses (home-based)	2	2	0	2
Community Anchors	3	3	0	3
Non-residential	6	5	1	6
Total	629	566	63	629

Note: The Total Number of Passings **MUST** be equal to the Residential, Business (non-home based), Non-residential and Community Anchors sum.

Note: Do not include passings in RDOF awarded areas that were awarded to the co-applicant; these passings should be included in the RDOF Passings Form. Passings included in this application in RDOF awarded areas that were not awarded to the co-applicant, unless successfully challenged, are considered unserved and should be counted as passings in this form.

¹The total number of structures in the project area that can receive service. See definition of passing below for more detail.

²The number of structures in the project area that will not require special construction costs to provide service to. These passings fall within the broadband provider’s standard service connection drop length and do not require nonstandard equipment or any additional fees above normal service connection fees required to provide broadband access to a premise.

³The number of structures in the project area with all construction costs budgeted in the application. These passings will not require any additional special construction costs beyond those budgeted for in the VATI application.

⁴The number of structures in the project area that do not have access to internet at speeds of at least 10 mbps download and 1mbps upload.

Definitions

Passing – any structure that can receive service. Multi-unit structures may be counted as more than 1 passing, provided individual connections and account are planned at that structure.

Business – An organization or entity that provides goods or services in order to generate profit. Businesses based in residential homes can count if they are a registered business (BPOL, LLC, etc.).

Community Anchor - schools, libraries, medical and health care providers, public safety entities, community colleges and other institutions of higher education, and other community support organizations and agencies that provide outreach, access, equipment, and support services to facilitate greater use of broadband service by vulnerable populations, including low-income, unemployed, and the aged.

Non-Residential Passing – places of worship, federal, state, or local facilities or other potential customers that are neither a residence, business or a community anchor as defined above.

**VIRGINIA TELECOMMUNICATIONS INITIATIVE 2024
NRVRC - VATICPF#2024-_____**

Project Management Plan

1. Project Description

The purpose of this Project is to extend broadband to 629 locations in the White Gate, Staffordsville, Poplar Hill, Wilburn Valley and Walker Creek communities of Giles County through the construction of approximately ___miles of distribution fiber.

2. Project Management Team

The Management Team shall consist of representatives from the New River Valley Regional Commission (NRVRC), Giles County, and Pembroke Telephone Cooperative (PemTel), as the Internet Service Provider (ISP).

As described in the Project Communication Plan, PemTel will provide a monthly report to the Management Team to ensure the effective and timely implementation of all Project components and to review progress against established Project milestones. The Management Team will review Project activities and propose adjustments to this Project Management Plan, as needed, to make certain the Project is professionally designed, within budget, and on track to achieve the proposed benefit. The Management Team will meet monthly for the duration of the Project. Any significant revisions to the Project activities or budget will be shared with the County and DHCD as appropriate and/or necessary.

3. Project Roles and Responsibilities

The following lists the individual members of the Project Management Team and outlines their roles and responsibilities for the pre-contract and implementation phases of the Project.

Chris McKlarney	County Administrator, Giles County	County Representative
Jason Dudding	General Manager, PemTel	Co-applicant (ISP) Representative
Joel Williams	Regional Vice President	JSI (engineering services)
Kevin Byrd	Executive Director, Grant Administrator	Lead Grant Administrator
Christina Owens	Project Manager, NRVRC	Grant Administrator

DHCD Telecommunication and Broadband Project Manager –The Telecommunication and Broadband Project Manager will provide technical assistance and general oversight to ensure the Project’s compliance with VATI guidelines and DHCD policy and will conduct regular compliance reviews throughout the DHCD contract period. The Telecommunication and Broadband Project Manager may attend Project Management Team meetings as her/his schedule allows.

The Management Team has the authority to monitor project progress to ensure completion of activities in a timely manner, within budget, and with benefits being met. The Team will meet monthly during the duration of the planning project, for updates and to measure progress against the project timeline. If necessary, the Team will identify corrective

measures to ensure the project remains on track for completion within the determined timeframe.

4. Communications Plan

NRVRC, in conjunction with PemTel, will keep the County informed via monthly management team meetings consisting of County representatives. Additionally, the Board of Supervisors will be kept informed of both citizen inquiries and/or complaints and will receive regular updates by PemTel.

5. Process For Financial Management

The Project Manager, in coordination with the County's Finance Director, will review all invoices submitted to the County. The Grant Administrator will coordinate with the Project Manager and the County's Finance Director to compile all necessary documentation for remittance requests in accordance with the approved Pay for Performance budget. The Grant Administrator will prepare each remittance request in CAMS, with final review and submittal by the Project Manager or other eligible staff member.

6. Notifications

The timing and responsibility of notifications are described in the Communications Plan. NRVRC and/or PemTel will notify the Project Management Team of all meetings, as appropriate. The Lead Grant Administrator, or his designee, will notify both Boards of Supervisors of any significant revisions to the Project activities or budget.

7. Process for Design and Construction

PemTel will design and manage construction of its portions of the Project. The process for design, construction, reporting, remittance requests and oversight are described in the grant application or in various Contract Negotiation Record deliverables.

8. Project Outcomes (Closeout, Six Month Post-Closeout and Twelve-Month Post-Closeout)

The Project proposes to achieve the following passings(s) and estimated subscriber percentages (including type):

At Closeout, the Project is planned to achieve 629 total passings

PemTel, the NRVRC, and Giles County will follow the Project Communication and Marketing Plan to achieve the proposed benefit and will maintain appropriate documentation on file for five years after Project Closeout.

9. Certifying Officer(s)

The following Certifying Officers will be responsible for approving and signing any official grant-related documents or any document related to project implementation.

Kevin Byrd	Executive Director, Grant Administrator, NRVRC	Lead Grant Administrator
Chris McKlarney	County Administrator, Giles County	County Representative
Jason Dudding	General Manager, PemTel	Co-applicant (ISP) Representative

VIRGINIA TELECOMMUNICATIONS INITIATIVE 2024

NRVRC - VATICPF#

Planning Grant Management Team - Signatures of Approval

I have read and do approve the Project Management Plan for the Giles County VATI 2024 Project.

Chris McKlarney, County Administrator, Giles County

Date

Jason Dudding, General Manager, PemTel

Date

Joel Williams,

Date

Kevin Byrd, Executive Director,
Grant Administrator, NRVRC

Date

Christina Owens, Project Manager, NRVRC

Date

**Draft Memorandum of Agreement
Between County of Giles and Pembroke Telephone Cooperative
for the Expansion of Broadband in the County**

This MEMORANDUM OF AGREEMENT ("agreement") entered into this _____ day of _____, 2024 by the County of Giles, Virginia, located at 315 N Main St, Pearisburg, VA 24134 (the "county") and Pembroke Telephone Cooperative, located at 504 Snidow St. Pembroke, VA 24136 ("PemTel"). These are the "Parties" to this agreement which pertains to the application for 2024 Virginia Telecommunication Initiative ("VATI") funds granted by the Virginia Department of Housing and Community Development ("DHCD") pursuant to an Agreement between DHCD and the county for the expansion of broadband into the unserved areas of Giles County ("project") (see Project Area Map attached as Attachment 1).

Section 1--Funding and Scope of Work

Project Funds

Giles County is requesting funding in the amount of \$4,199,596.00 from VATI funds ("DHCD Grant") for the purpose of expanding broadband service to 629 serviceable units, including 18 businesses and community anchors for unserved areas throughout Giles County as depicted on the Project Area Map. The county is contracting with PemTel as the developer of the project. PemTel is in close coordination with the county, and DHCD shall perform all professional services and construction needed to complete the project's development in full compliance with the terms of this agreement.

PemTel shall also provide 20% percent or \$1,093,604.00 in matching funds toward the project.

Giles County shall provide an additional 5 percent or \$250,000.00 in matching funds toward the project.

Budget

PemTel shall utilize the DHCD Grant and PemTel Grant on eligible costs as outlined in the approved budget, which is hereby incorporated into this agreement and attached as Attachment 2. PemTel and the County shall prepare a detailed budget that outlines how the grant funds shall be utilized, including an itemization of equipment, construction costs, and a justification of proposed expenses. Each service area shall have delineated budget information.

Project Scope of Work

This project includes making broadband services available through the utilization of fiber-to-the-premise technology to underserved 629 units, including 1 community anchor and 17 business/non-residential units in Giles County, as depicted by the project area map. The project will utilize XGN-PON equipment cable to deliver 10Gbps symmetrical speeds to end users throughout the coverage area. Based on PON (passive optical network), the design of the network will be in a 32:1 split ratio for customer access, and speeds from 100Mbps to 1Gbps symmetrical will be initially offered.

The project utilizes existing PemTel and Citizens Telephone fiber that is located near the project areas, as well as new PemTel fiber, to provide the primary internet connections. This fiber point of presence provides connectivity to the network with initial capacities up to 10Gbps. OLT cabinets¹ are installed

throughout the services territory that distributes to the service locations and interconnects to the middle mile fiber.

End users connect using XGS-PON ONT's capable of up to 10Gbps symmetrical speeds. Also provided to the customer is a Wi-Fi 6 capable wireless router with enhanced services, including parental controls and network security.

All the proposed fiber to the home (FTTH) and wireless infrastructure for this project shall be owned or leased by PemTel.

PemTel shall initiate the Field Engineering on MM/YYYY, with the construction of the project beginning no later than MM/DD/YYYY. The project is estimated to take two and one-half (2.5) years, and PemTel shall complete the project on or before MM/DD/YYYY. If the project is not completed by that date and the County and DHCD have granted no written extension, all DHCD Grant funds and County Grant funds and this agreement shall be terminated. PemTel shall return to the County all DHCD grant funds required by DHCD and all County Grant funds required by the county. The parties agree that a written extension of the time to perform shall not unreasonably be withheld.

PemTel shall carry out the following specific activities in the implementation of the project:

- 1) Oversee the performance of all vendors, general contractors, and subcontractors that are involved in the development of the project to assure compliance with this agreement and all applicable federal, state, and local laws and regulations, including the following, which shall be incorporated and made a part of this agreement:
 - a) CDBG General Management Manual
 - b) Project Management Plans/Project Plans
 - c) Terms and Conditions in the Agreement between DHCD and the County
- 2) Process payments to vendors, contractors, and subcontractors in accordance with the approved budget in a commercially reasonable and timely manner
- 3) Assure that funds provided under this agreement are only used for eligible purposes as outlined in the approved budget and must take proactive steps to prevent misuse and/or mismanagement of funds.

The county shall be responsible for hiring the New River Valley Regional Commission ("regional commission") to administer the DHCD Grant. The county and PemTel shall meet with the representative(s) for the Regional Commission serving as the Project Grant Administrator at least monthly to monitor the project's progress properly. The Project Management Plan shall be reviewed by PemTel, the County, and Grant Administrator to determine if the project is being implemented according to the Project Management Plan. The Project Management Plan shall be updated to recognize any deviation from the approved Plan, and DHCD shall be notified.

Performance Measures

[Add section about meeting project performance measures, with time frames, and county recourse if non-compliant]

Section 2—Reimbursement of Expenses

The county shall provide the DHCD funds and County funds to PemTel on a pay-for-performance basis. PemTel shall perform the work first and then seek reimbursement from the county's grant administrator

through the DHCD grant funds. It is expressly agreed and understood that the county's total amount to be paid to PemTel under this agreement should not exceed the DHCD grant and county grant.

The county's grant administrator shall process PemTel's claims for payment in a timely and reasonable manner upon determining that PemTel submitted all required and properly completed supporting documentation as required by DHCD and the county. All claims for reimbursement for work performed shall be in conformance with the latest approved budget and be supported by properly executed payrolls, time records, invoices, contracts, or vouchers evidencing in proper detail the nature and propriety of the claim for reimbursement.

A five percent (10 retainage shall be withheld from each payment by the county. The retainage shall be disbursed within thirty (30) days once the county receives notice from DHCD that the project is complete and in conformity with DHCD grant requirements. If the project is not constructed in conformity with the DHCD grant requirement, the county may use the retainage funds to complete any items identified by the county or DHCD should PemTel fail to do so.

Section 3—Initial Broadband Services, Offerings, and Marketing

PemTel agrees that the initial residential/business offerings for Broadband Services within the project area, once the project is completed, shall be as follows:

Initial small business/residential offerings per month shall include:

MAX DOWNLOAD	MAX UPLOAD	MONTHLY RATE (WHEN COMBINED WITH ACTIVE TELEPHONE SERVICE) RESIDENTIAL	MONTHLY RATE (WITH NO ACTIVE TELEPHONE SERVICE) BUSINESS
10	1	\$62.95	\$62.95
15	1	\$64.95	\$64.95
25	3	\$69.95	\$69.95
30	15	\$79.95	\$79.95
40	5	\$89.95	\$89.95
100	100	\$99.95	\$129.95
500	500	\$149.95	\$259.95
1G	1G	\$189.95	\$379.95

Marketing

PemTel agrees to market the residential and business broadband service once available in the project map area using the following:

- Newsletter Updates
- Social Media
- Direct Marketing (Letters and Phone Calls to Customers)
- Newspaper Ads
- Word of Mouth
- Mailers

NOTE: See Marketing Plan for more details.

Section 4—Insurance Requirements

- 1) PemTel shall maintain for the duration of construction, at PemTel's expense, insurance that includes "Occurrence" basis wording and is issued by a company or companies qualified to do business in the state of Virginia acceptable to the county. PemTel shall name the county as an additional insured on all liability policies and acknowledges that any insurance maintained by the county shall apply in excess of and not contribute to insurance provided under PemTel's policy to the extent county's insurance would apply. PemTel agrees to maintain insurance policies commensurate with all County contract requirements within the scope of this agreement as follows:
 - a) Commercial Liability Insurance, including premises liability, bodily injury, and product/completed operations coverage with a combined single limit of \$1,000,000.00 per occurrence, with a \$3,000,000.00 aggregate, and
 - b) Non-owned/hired automobile liability of \$1,000,000.00 in aggregate.
 - c) Worker's Compensation Covering statutory requirements of the State of Virginia and Employer's Liability of not less than \$100,000.00.
 - d) Equivalent insurance coverage for real property and equipment acquired with DHCD Grant Funds or County Grant Funds.

Acceptance or approval of insurance shall in no way modify or change the indemnity or hold harmless clauses in this agreement, which shall continue in full force and effect.

- 2) PemTel agrees to provide the county with Certificates of Insurance evidencing the above-required insurance before commencement of activity as part of this agreement, and thereafter with certificates evidencing renewals or replacements of said insurance policies at least fifteen (15) days before the expiration or cancellation of any such policies. The contractual liability arising out of the agreement shall be acknowledged on the Certificate of Insurance by the insurance company. The county shall be provided within thirty (30) days prior notice, in writing, of Notice of Cancellation or material change to the insurance and said notification shall be stated on the Certificate of Insurance. PemTel's subcontractors, if any, shall comply with the exact insurance requirements.

PemTel shall be responsible for verifying insurance by those entities it hires. If said entities do not carry proper insurance, then PemTel shall have insurance protection from claims which may arise out of or as a result of the work, whether it be performed by PemTel, subcontractor, independent contractors, consultants, agents, supplier, and the like, whether directly or indirectly employed by any of them or by anyone for whose acts any of them may be liable.

Insurance Notices and Certificates of Insurance shall be provided to:

Chris McKlarney, County Administrator
Giles County Administration
315 North Main St.
Pearisburg, VA 24134
cmklarney@gilescounty.org

Section 5-Indemnification and Hold Harmless

PemTel agrees to indemnify and hold the county, its officials, board members, constitutional officers, and officers, agents, attorneys, and employees (each represented as "the county") harmless against and from all claims by or on behalf of any person, firm or corporation including but not limited to the grant provided by DHCD for the project, arising from the conduct or management of, or from any work or things done or omitted to be done on the project while this agreement obligations remain outstanding, including but not limited to (i) any condition of the project, (ii) any breach or default on the part of PemTel in the performance of any of its obligations under this agreement, (iii) any act of negligence of PemTel, or any of its agents, contractors, servants, employees, or licensors, (iv) any act of negligence of any assignee or lessee of PemTel, or of any agents, contractors, servants, employees, or licensees of any assignee or lessee of PemTel, (v) any performance by the county as required under this agreement or as requested by PemTel, this paragraph shall also apply to any subcontractors of PemTel and (vi) for any repayment obligation the county may have to DHCD due to the county contracting with DHCD to be the Grantee for the \$_____ DHCD Grant Funds being provided to PemTel pursuant to this agreement for the project.

PemTel agrees to indemnify and save the county harmless from and against all costs and expenses incurred in or in connection with any such claim arising as aforesaid or in connection with any action or proceeding brought thereon. In case any such claim shall be made, or action brought based upon any such claim in respect of which indemnity may be sought against PemTel, upon receipt of notice in writing from the county setting forth the particulars of such claim or action, PemTel shall assume the defense thereof including the employment of counsel and the payment of all costs and expenses. In any such action, the county shall have the right to employ separate counsel mutually acceptable to the county and PemTel and to participate in the defense thereof; provided that if the county and PemTel participate in the defense thereof; provided that the county and PemTel cannot agree on mutually acceptable counsel, the county shall have the exclusive right to select such counsel. The fees and expenses of such counsel reasonably incurred shall be at the expense of PemTel without regard to any authorization of such employment by PemTel.

Section 6—Compliance with Federal, State& Local Laws

PemTel covenants and warrants that it shall comply with all applicable laws, ordinances, codes, rules, and regulations of the state, local, and federal governments, including but not limited to those laws and regulations specifically listed in the Assurance/Certification Section of the Agreement between DHCD and the County.

PemTel agrees to comply with all applicable standards, orders, or requirements issued under section 306 of the Clean Air Act (42 USC 1857(h)), section 508 of the Clean Water Act (33 USC 1368), Executive Order 11738, and Environmental Protection Agency regulations (40 CFR part 15).

Section 7—Suspension and Termination

- 1) The county may suspend or terminate this agreement, in whole or part, if PemTel materially fails to comply with any terms of this agreement or any of the rules, regulations, or provisions related to DHCD grant funding of this agreement referred to herein. In the event there is probable cause to believe PemTel is in material noncompliance with any applicable rules or regulations, the county may withhold further payment of DHCD grant funds until such time as PemTel is found to comply by the

county or is otherwise adjudicated to comply. The county will notify PemTel in writing of any action to suspend or terminate before taking such action.

- 2) [Add Suspend or Termination stipulation regarding substantive project progress, without just cause]
- 3) This agreement shall be terminated and canceled without penalty if the PemTel Grant and/or the DHCD grant funding, upon which the parties are dependent, to pay for this service fails to be appropriated or otherwise made available in whole or in part.
- 4) If the county suspends or terminates this agreement in whole or in part due to any reason set forth above, the county will not be liable for any loss or damage to PemTel that results directly or indirectly from said suspension or termination.
- 5) The county shall not be responsible for or liable for language included or excluded in any of PemTel's subcontracts, purchase orders, and the like.
- 6) Upon a good faith suspension or termination by the county of this agreement, PemTel shall remit to the county within thirty (30) days of receipt of written notice the entire amount of DHCD Grant funds that DHCD requires the county to return to DHCD under the agreement between DHCD and County.

Section 8—Remedies

In the event of any violation or breach of this agreement, including but not limited to, PemTel's misuse or misapplication of funds derived from this agreement, by PemTel's violation of any of the statutes, rules, and regulations of DHCD, either directly or indirectly, by PemTel and/or any of its agents or representatives, then PemTel, to the extent permitted by law, agrees to indemnify and hold county harmless from any requirement by the county to repay to DHCD the DHCD grant funds the county paid PemTel for this project or penalties and expenses, including attorneys' fees and costs of litigation, resulting from such action or omission by PemTel. In the event DHCD makes any claim to the county requiring the county to repay any portion of the DHCD Grant which would give rise to invoking the remedy provisions, as set forth in this section, then the county shall immediately notify PemTel in writing, providing the full details of the alleged violation. PemTel shall provide to the county within thirty (30) days of receiving written notice of the portion of the DHCD grant the county is required to repay DHCD pursuant to the agreement between DHCD and the county. Should PemTel fail to provide the funds to the county, the county may proceed to enforce repayment of the DHCD Grant by retaining any of the retainages still in possession of the county and/or exercise any, and all other rights, powers, or remedies the county may have under law. The parties agree that any dispute, action, claim, cause of action, breach of contract, or other remedy or relief sought under the provisions of this agreement or any related project shall be controlled and decided by the laws of the State of Virginia. The parties further agree that the appropriate venue for any disputes shall be the Montgomery Circuit Court or the US District Court, Western Division of Virginia, if applicable.

Section 9—Default-Loss of Grant Funds

If PemTel fails to fully perform and carry out any of the terms, covenants, and conditions of the agreement, PemTel shall be in default, and notice in writing shall be given to PemTel of such default by the county or an agent of the county. If PemTel fails to cure such default within thirty (30) days after written notice thereof from the county (unless such default is not capable of cure within such thirty (30) day period, in which case PemTel shall promptly commence and diligently prosecute to completion the cure of such default after written notice thereof from the county), the county may at its option terminate and cancel the agreement.

In the event of such termination, all DHCD Grant funds awarded to PemTel under this agreement shall be immediately revoked. Any approvals related to the project shall be immediately revoked and canceled. In such an event, PemTel will no longer be entitled to receive any compensation for work undertaken after the date of the termination of this agreement, as the DHCD Grant funds will no longer be available for this project.

Such termination shall not affect or terminate any of the rights of the county as against PemTel then existing, or which may thereafter accrue because of such default, and the foregoing provision shall be in addition to all other rights and remedies available to the county under the law.

The waiver of a breach of any term, covenant, or condition hereof shall not operate as a waiver of any subsequent breach of the same or any other term, covenant, or condition hereof.

Section 10—Reporting Responsibilities

- 1) Project Files PemTel shall keep a file on the project containing the information as required by DHCD.
- 2) Record Retention All records must be retained for five years after completion of the project.
- 3) Meeting Attendance PemTel will have a representative attend all meetings regarding the project scheduled by the county or DHCD unless the county is given notice of non-attendance 24 hours before the scheduled meeting time.
- 4) Requests of the County At the reasonable request of the county or DHCD, PemTel shall furnish such reports, budgets, certifications, and other documents required pursuant to Federal, State, or County rules, regulations, and policies that apply to the project and shall give specific answers to questions from the county or DHCD, from time to time, relative to PemTel's contracts and operations in connection with the project.

Section 11—Inspection, Monitoring & Access to Records

The county reserves the right to inspect, monitor, and observe work and services performed by PemTel at any and all reasonable times.

The county reserves the right, at the county's expense, to audit the records of PemTel for five years after the completion of the project. The county reserves the right to audit the records of PemTel at any time during this agreement's performance and for five years after final payment is made under this agreement.

If required, PemTel shall provide the county with a certified audit of PemTel's records representing the Fiscal Year during which the project becomes complete pursuant to the requirements of DHCD and OMB Circular A-133.

Access shall be granted upon reasonable notice to the County, DHCD, the Comptroller General of the United States, or any of their duly authorized representatives to any books, documents, papers, and records of PemTel or its contractors which are directly pertinent to that specific contract to make audit, examination, excerpts, and transcriptions.

Section 12—General Conditions

- 1) All notices or other communications which shall or may be given under this agreement shall be in writing and shall be delivered by personal service, overnight delivery service, or by registered mail addressed to the other party at the address indicated herein or as the same may be changed from time to time. Such notice shall be deemed given to the day on which personally served, if by

overnight delivery service, on the date of receipt of such notice; or, if by mail, on the fifth day after being posted or the date of actual receipt, whichever is earlier.

County:

County of Giles

ATTN: Chris McKlarney, County Administrator

315 North Main St.

Pearisburg, VA 24134

PemTel:

Pembroke Telephone Cooperative

ATTN: Jason Dudding

504 Snidow St.

Pembroke, VA 24136

- 2) Titles and headings are for convenient reference and are not part of this agreement.
- 3) In the event of a conflict between the terms of this agreement and any terms or conditions contained in any attached documents, the term in this agreement shall rule.
- 4) No waiver or breach of any provision of this agreement shall constitute a waiver of a subsequent breach of the same or any other provision hereof, and no waiver shall be effective unless made in writing.
- 5) The parties hereto agree that this agreement shall be construed and enforced according to the laws of the Commonwealth of Virginia.
- 6) Should any provisions, paragraphs, sentences, words, or phrases contained in this agreement be determined by a court of competent jurisdiction to be invalid, illegal, or otherwise unenforceable under the laws of the State of Virginia, such provisions, paragraphs, sentences, words or phrases shall be deemed modified to the extent necessary to conform with such laws, or if not modifiable to conform with such laws, then same shall be deemed severable. In either event, this agreement's remaining terms and provisions shall remain unmodified and in full force and effect.
- 7) PemTel shall comply with the provisions of the Copeland Anti-Kick-Back-Act (18 USC 874).
- 8) PemTel shall comply with the provisions of sections 103 and 107 of the Contract Work Hours and Safety Standard Act (40 USC 327-330).
- 9) PemTel further warrants and agrees to include or cause to be included the criteria and requirements of paragraphs (7) through (8) of this section in every nonexempt subcontract. PemTel also agrees to take such action as the federal, state, or local government may direct to enforce aforesaid provisions.
- 10) The obligations undertaken by PemTel pursuant to this agreement shall not be delegated or assigned to any other person or county unless the county shall first consent to the performance or assignment of such service of any part thereof by another person or county unless Giles County shall first consent to the performance or assignment of such service or any part thereof by another person or county, which consent shall not be unreasonably withheld.
- 11) The agreement shall be binding upon the parties hereto, their heirs, executors, legal representative, successors, and assigns.
- 12) PemTel and its employees and agents shall be deemed independent contractors and not agents or employees of the county. They shall not attain any rights or benefits under the county's civil service or pension ordinances, or any rights generally afforded to a classified or unclassified employee of the county.

Section 13—Miscellaneous

1) Severability

Should any provision contained within this agreement be found, for any reason, to be invalid, illegal, or unenforceable, it shall not affect any other provision hereof, and this agreement shall be constructed as if such invalid, illegal, or unenforceable provision had never been contained herein.

2) Non-waiver of Rights

The county's failure to insist upon strict performance of any provision of this contract, or failure to exercise any right based upon breach, will not constitute a waiver of any rights under this agreement.

3) Amendments

Any amendment to this agreement must be in writing and signed by a duly authorized representative of each organization. Such amendment(s) shall not invalidate this agreement nor relieve or release the county or PemTel from its obligations under this agreement. However, the county may amend this agreement without PemTel to conform with federal, state, and local governmental guidelines, policies, and available funding amount or for other reasons. If such amendment(s) results in a change in the funding, the scope of services, or the schedule of the activities to be undertaken as part of this agreement, such modifications will be incorporated only by a written amendment signed by the county and PemTel.

This agreement represents the entire agreement between the parties and supersedes all prior representations, negotiations, or agreements, whether written or oral.

4) Counterparts

This agreement may be executed in two or more counterparts, each of which shall be deemed an original, but all taken together shall constitute the same instrument.

WITNESS the following signatures and seals:

The County of Giles, Virginia

By: _____

Chris McKlarney, County Administrator

Date: _____

Pembroke Telephone Cooperative

By: _____

Jason Dudding, PemTel

Date: _____

VATI FUNDING SOURCES TABLE

Please fill in the chart below with a description of the project funding source (local, federal, state, private, other), the amount from that source, the percentage of total project funding that source represents, and a description of the current status of the funds (pending, secured, etc.).

Source	Amount	%	Status
REQUESTED VATI	\$ 4,199,596	75.8%	Pending
Giles County	\$250,000	4.5%	Secured
PemTel	\$1,093,604	19.7%	Secured
	\$		
	\$		
	\$		
	\$		
TOTAL	\$5,543,200	100 %	

At a recess meeting of the Board of Supervisors of the county of Giles, Virginia held on the 16th day of November, 2023 at 6:30 PM. In the board chambers, Giles County Administration Office at 315 North Main Street, Pearisburg, Virginia:

**RESOLUTION OF SUPPORT FOR THE
2024 VIRGINIA TELECOMMUNICATIONS INITIATIVE (VATI)
BROADBAND PROJECT**

On a motion by Mr. McCoy, seconded by Mr. Baker and carried unanimously,

WHEREAS, Giles County is pursuing funding for a 2024 Virginia Telecommunications Initiative (VATI) Broadband Project to deploy broadband service in unserved and underserved areas of Giles County; and

WHEREAS, The Board of Supervisors desire to express their support for this Broadband project to expand internet access in Giles County into communities that are without broadband speed internet service.

NOW, THEREFORE, BE IT RESOLVED, By the Board of Supervisors of the County of Giles, Virginia that the Board hereby supports the VATI 2024 grant application in the amount of \$4,199,596 for the Giles County-VATI 2024 Rt. 100 / Rt. 42 Corridor Broadband for the Unserved and Underserved Project in Giles County.

BE IT FURTHER RESOLVED, That the Board of Supervisors hereby authorized the transfer of \$250,000 to the Giles County IDA to be used as match funding for the VATI 2024 grant application for the broadband project proposed in Giles County.

BE IT FURTHER RESOLVED, That the Board of Supervisors hereby authorizes the County Administrator, Chris McKlarney to sign and submit all appropriate information required for the VATI 2024 Grant Application for the proposed broadband project, on behalf of Giles County.

The vote on the foregoing resolution was as follows:

<u>Member</u>	<u>Vote</u>
Paul Baker	YES
John C. Lawson, Jr.	YES
Perry Martin	YES
Richard McCoy	YES
Jeffrey Morris	YES

ATTEST:



Chris McKlarney
Clerk, Giles County Board of Supervisors



504 Snidow St. • P.O. Box 549
Pembroke, VA 24136
www.pemtel.com
(540) 626-7111

November 30, 2023

Dr. Tamarah Holmes
Director, Office of Broadband Department of Housing and Community Development
600 East Main Street, Suite 300 Richmond, VA 23219

Subject: FY2024 VATI Proposal Letter

Dear Dr. Holmes,

I am writing on behalf of Pembroke Telephone Cooperative (PemTel) to express our enthusiasm and unwavering commitment towards the broadband expansion project in Giles County. This initiative, in partnership with the New River Valley Regional Commission (NRVRC) and Giles County, aligns perfectly with PemTel's mission of enhancing connectivity for our communities.

PemTel's confidence in this project is not only rooted in our innovative approach but also in our financial commitment. We are dedicating \$1,093,604.00 (representing 20% of the project cost) towards this endeavor. Additionally, Giles County's contribution of \$250,000.00 reinforces the collaborative spirit of this venture, ensuring that universal broadband service in Giles County is not just a vision, but an achievable reality.

With over five decades of experience in telecommunications, specifically in building and maintaining state-of-the-art Fiber-to-the-Home networks, PemTel stands ready to leverage this expertise to bring high-speed, reliable broadband to the residents of the proposed service area (PFSA). Our history of successful deployments and satisfied customers speaks volumes about our capability to execute this project with the highest standards.

We are eager to embark on this transformative journey to bridge the digital divide in Giles County and look forward to a favorable consideration of our proposal.

Thank you for your attention to this matter.

Sincerely,

Leon A. Law

President

Pembroke Telephone Cooperative

Attachment 11 – Prior Expended Match Form

Local Government expenditures incurred after June 2, 2021, one year prior to the application open date, are eligible to be included in the application as match funds. Incurred expenses must be related to the proposed VATI project and meet VATI criteria. Expenditures incurred by internet service providers after December 13, 2021 are also eligible to be included in the application as match funds. For these match funds to be considered, the co-applicant internet service provider and local government applicant must have been unsuccessful in the FY22 round of VATI. Please complete the table below to explain any prior expended funds which have been considered as matching funds in this application. Incurred expenses must also be directly related to the proposed VATI project and meet VATI criteria. DHCD staff reserves the right to make administrative determinations on the validity of matching funds and accept a proportion of the funds when necessary.

Prior Expended Match Table				
Expense Incurred By: (Local Government or Internet Service Provider)	Source: (Local, State, Federal, Other, Loan, etc.) Please list fund source (i.e. Local Fiscal Recovery Fund)	Amount:	Brief Description: (Construction, Administration Expenses, or Other)	How is this expense directly related to the proposed VATI project? If more space is needed, please describe in detail below the table with numbered references in the cells below.
\$181,426	Federal—2021 Community Connect Grant--USDA	1,209,502	Construction	Community Connect The construction of this fiber infrastructure not only allowed PemTel to expand into unserved rural areas of the county, but also upgraded their equipment to advanced Gigabit PON technology that increased connection points to further expand broadband services into their 2024 VATI application if awarded. This project was directly adjacent to the project area proposed in the VATI 2024 Giles County Application.
\$132,400	Federal—2021 Painter School Road Broadband Expansion Project--ARC	\$124,600	Construction	ARC The construction of this fiber infrastructure not only allowed PemTel to expand into unserved rural areas of the county, but also gives them a connection points to further expand broadband services and reinforced its redundant backhaul capabilities . This project was directly adjacent to the project area proposed in the VATI 2024 Giles County Application and gives it one of its most primary take off points to serve proposed 2024 VATI locations.

Attachment 12 - Derivation of Cost Giles County PemTel Area VATI FTTH Project

Product	Total	VATI	Giles County	PemTel	Source of Estimate	Date
Giles County PemTel/Others Area						
Eng for Design, Field Staking & Permits	\$ 586,500	\$ 364,596	\$ 125,000	\$ 96,904	Mid-South Consulting Eng	12/1/23
Dist/Trans Buried Fiber 33mi.@\$45K	\$ 1,485,000	\$ 1,485,000			Mid-South Consulting Eng	12/1/23
Dist/Trans Aerial Fiber 65 mi.@\$35K	\$ 2,275,000	\$ 2,275,000			Mid-South Consulting Eng	12/1/23
Transport Fiber Common Area 5 miles@\$30K	\$ 150,000		\$ 25,000	\$ 125,000	Mid-South Consulting Eng	12/1/23
ONT's & Drops PemTel 503 @ \$1400	\$ 704,200			\$ 704,200	Mid-South Consulting Eng	12/1/23
Access/Switching Equip w/Eng	\$ 167,500			\$ 167,500	Mid-South Consulting Eng	12/1/23
New Equipment Cabinet at Hwy 100 Area	\$ 100,000		\$ 100,000		Mid-South Consulting Eng	12/1/23
Admin	\$ 75,000	\$ 75,000			NRVRC	12/1/23
Totals	\$ 5,543,200	\$ 4,199,596	\$ 250,000	\$ 1,093,604		
629 Service Locations Passed 80% Served	100%	75.8%	4.5%	19.7%		
				\$ 6,677	VATI Cost per passing	

AC1	60	478
AC2	9	63
AC3	21	161
AC4	5	83
AC5	27	283
Toral	122	1068
Common	17	854



8107 Plainwood Avenue, Stonewood, WV 26301 P: 304.624.5072 F: 304.624.4810
www.SupplySolutionsStore.com

November 7, 2023

RE: Letter of Support for Pentel

Pentel
504 Snidow Street
Pembroke, VA 24136
www.pentel.net

To Whom it May Concern,

Supply Solutions is a stocking distributor of communications supplies and materials used in the construction of broadband communications networks throughout the nation. We have been working with PemTel for more than 10 years in supplying vital infrastructure materials in their quest to provide sustainable and effective broadband to their constituents. Supply Solutions works with partners such as PemTel to smooth supply chain constraints. This is accomplished through intelligent purchasing and stocking processes as well as PemTel's practice of pre-purchasing materials which are stored at our facility to be delivered as needed. The attached quote illustrates PemTel's proactive planning for the acquisition of the materials needed to begin construction should they be awarded the requested funding.

Supply Solutions maintains purchasing agreements with key manufacturers to ensure availability and on-time delivery of products. Supply Solutions currently has more than 14 million feet of fiber cable on hand for our key partners, such as PemTel.

PemTel, together with Supply Solutions, is assured of on-time and on-budget delivery of vital materials and supplies in the buildout of its networks.

Sincerely,

A handwritten signature in blue ink, appearing to read "BHR", is written over a light blue circular stamp.

Ben H. Randolph
CFO
O: 304.624.5072
C: 304.629.9893
brandolph@supply-solutions.biz



Supply Solutions, LLC
 8107 PLAINWOOD AVE
 STONEWOOD WV
 26301
 United States

Quote
 #QUO12274
 12/07/2023

Bill To

1001374 PEMBROKE TELEPHONE COOPERATIVE
 PO BOX 549
 PEMBROKE VA 24136-0549
 United States

TOTAL

\$950,764.84

Expires: 01/06/2024

Expires	Exp. Close	Sales Rep	Partner	Shipping Method
01/06/2024	12/07/2023	Bob Morris		Best Way

Quantity	Item	Rate	Amount
45,000	288EUC-T4100D20 FIBER, 288-CT, SM, ARMORED, ALTOS® LITE# GEL-FREE CABLE SINGLE JACKET, SINGLE ARMOR SMF-28E+ 288EUC-T4100D20 CORNING	\$2.62	\$117,900.00
30,000	216EUC-T4100D20 FIBER, 216-CT, SM, ARMORED, ALTOS® LITE# GEL-FREE CABLE SINGLE JACKET, SINGLE ARMOR SMF-28E+ 216EUC-T4100D20 CORNING	\$1.97	\$59,100.00
110,000	144EUC-T4100D20 FIBER, 144-CT, SM, ARMORED, ALTOS® LITE# GEL-FREE CABLE SINGLE JACKET, SINGLE ARMOR SMF-28E+ 144EUC-T4100D20 CORNING	\$1.22	\$134,200.00
82,000	096EUC-T4100D20 FIBER, 96-CT, SM, ARMORED, ALTOS® LITE# GEL-FREE CABLE SINGLE JACKET, SINGLE ARMOR SMF-28E+ 096EUC-T4100D20 CORNING	\$0.76	\$62,320.00
163,000	048EUC-T4100D20 FIBER, 48CT, SM, ARMORED, ALTOS® LITE# GEL-FREE CABLE SINGLE JACKET, SINGLE ARMOR SMF-28E+ 048EUC-T4100D20 CORNING	\$0.42	\$68,460.00
109,000	024EUC-T4100D20 FIBER, 24-CT, SM, ARMORED, ALTOS® LITE# GEL-FREE CABLE SINGLE JACKET, SINGLE ARMOR SMF-28E+ 024EUC-T4100D20 CORNING	\$0.33	\$35,970.00
370,000	5/16"EHSD STRAND, 5/16 IN EHS, DOMESTIC, ARM # T00397 STRSTRAND516EHS	\$0.45	\$166,500.00
280	88135 ANCHOR, EXPANDING 8 INCH (FITS 5/8 AND 3/4 FT ROD)	\$44.40	\$12,432.00
280	J7327 ANCHOR, ROD, FOR EXPANDING ANCHOR, TRIPLE EYE, 3/4X7 HDWANCHR34X7	\$47.84	\$13,395.20
280	PG-5718 GUY GUARD, 8 FT YELLOW, AUI # T02865 HDWGGRDYLW7	\$5.95	\$1,666.00
378	.045SS430ACW WIRE, LASHING .045 X 430 HDWWRLASH045	\$25.15	\$9,506.70



Supply Solutions, LLC
8107 PLAINWOOD AVE
STONEWOOD WV
26301
United States

Quote
#QUO12274
12/07/2023

Quantity	Item	Rate	Amount
70	FIS12M STORAGE LOOP, SNO-SHOE, FIBER OPTIC, 12IN, W/ MOUNTING BRACKETS, FOR CABLE DIAMETERS UP TO .60, PAIR FIS12M PLP	\$47.00	\$3,290.00
70	FIS16M STORAGE LOOP, SNO-SHOE, FIBER OPTIC, 16IN, W/ MOUNTING BRACKETS, FOR CABLE DIAMETERS UP TO .80, PAIR FIS16M PLP	\$50.00	\$3,500.00
200,000	002EB1-14100A20-5K FIBER, 2-CT SST FLAT DROP, TONABLE, SINGLEMODE, 5000FT 002EB1-14100A20-5K CORNING	\$0.21	\$42,000.00
5,000	DUCT-2IN-11-OR-PT-2500 DUCT, 2IN SDR11, W/TAPE, ORANGE, DUCT-2IN-11-OR-PT-2500 ARM # C01222 &T03012	\$1.70	\$8,500.00
10,000	DUCT-1.25IN-11-OR-PT DUCT, 1-1/4IN SDR-11 ORANGE 1,250# Polyester Tape, 5,000 DUCT-1.25IN-11-OR-PT-5000	\$0.60	\$6,000.00
75	RDR72WO-FIBER-811 MARKER POST, 72" Rhino Dome Marking/White Post/Orange Sleeve and Cap/ Standard F/O Text w/811 in Black.	\$29.00	\$2,175.00
50,000	1430NHS2500 WIRE, #14 AWG orange CCS tracer wire, high strength, 30 mil..HDPE coating, 2500 FT spool	\$0.14	\$7,000.00
60	F604900 PEDESTAL, UPCBD5 PEDESTAL CATV DISTRIBUTION 10in F604900 VERTIV	\$199.95	\$11,997.00
20	F604880 PEDESTAL, UPCBD4 PEDESTAL CATV DISTRIBUTION 8in F604880 VERTIV	\$125.00	\$2,500.00
80	F1010628 PEDESTAL, INSERT, PED, NSFBDSCSC1 BD4 AND 5 CLSR KIT W SPL TR -NDS, EMPTY F1010628 VERTIV	\$305.00	\$24,400.00
24	HPC-2436-24 VAULT, 2436-24 HANDHOLE AND COVER BLANK T-22 ASSEMBLY W/HEX BOLTS	\$759.00	\$18,216.00
50	8006877 CLOSURE, DOMED, 6.5 X 22, BUFFER TUBE, (2) 1-HOLE GROMMETS 0.40IN-0.60IN, (2) 1-HOLE GROMMETS 0.60IN-0.85IN 8006877 PLP SPLCOYTCLS65X22	\$275.00	\$13,750.00
25	80061055 CLOSURE, DOMED, 9.5IN x28IN, BUFFER TUBE, (2) 1-HOLE GROMMETS 0.60IN-0.85IN, (2) 1-HOLE GROMMETS 0.85IN-1.00IN, ORGANIZER ASSEMBLY WITH 7-PORT END PLATE, (1) COLLAR ASSEMBLY, (1) GASKET, (4) EXTENDED STRENGTH MEMBER BRACKETS, (1) STRENGTH MEMBER ADAPTER KIT, (1) DISPOSABLE GLOVE, (4) SILICONE LUBRICANT PACKETS & (4) HOSE CLAMPS 80061055 PLP SPLCOYTCLS95X28	\$417.88	\$10,447.00



Supply Solutions, LLC
 8107 PLAINWOOD AVE
 STONEWOOD WV
 26301
 United States

Quote
 #QUO12274
 12/07/2023

Quantity	Item	Rate	Amount
150	80810086 SPLICE TRAY, 36CT STD LITE GRIP SPL 80810086 PLP SPLCOYTTRAY0086	\$32.21	\$4,831.50
120	8006951 CLOSURE KIT, COY INLINE RUNT STD-HERM SEALED 8006951 PLP	\$149.00	\$17,880.00
120	80806033 SPLICE TRAY, 12 COUNT, COYOTE PUP/RUNT 80806033 PLP C02727 & T00288 SPLCOYTRAY80806033	\$26.61	\$3,193.20
3,500	SMOUV112001US FUSION SLEEVE PROTECTOR, 60MM 369305-000 SMOUV-1120-01 SPLHEATSHRINK60MM	\$0.35	\$1,225.00
503	FTH-76S-A0200 HOUSING, Fiber Transition,..FTH-76, 1 SC simplex..Adapter, Ground Post,..Slack Routing Spool with..Splice Holder, Hex Screw	\$41.56	\$20,904.68
503	PC1GSCAOED001 PIGTAIL, SIMPLEX SC-APC SM 900UM TB 2MM RISER 1M PC1GSCAOED001 PARK	\$3.10	\$1,559.30
4	R-CB1-144-C2E-0100-B 100F CABINET, FIELDSMART FDH PON WITH 12 INCH RISER, FIBER PATCH ONLY, 144 MAXIMUM CAPACITY, LOADED WITH 144 SC/APC DISTRIBUTION PORTS , 1 X 144 FIBER OSP RIBBON NON-RATED, 100 FEET, 12 OSP FEEDER FIBER PIGTAIL IN CLEARVIEW BLUE CASSETTES R-CB1-144-C2E-0100-B 100F CLEARFIELD	\$4,313.00	\$17,252.00
4	FMA-H3Z-BC-SUB POLEMOUNT KIT, FOR FIELDSMART BOLT TOGETHER CABINETS, 144 , 288, 432 PON	\$210.00	\$840.00
		Subtotal	\$902,910.58
		Tax Total (%)	\$47,854.26
		Total	\$950,764.84

Ship To:

PEMBROKE TELEPHONE COOPERATIVE
 504 SNIDOW ST
 PEMBROKE VA 24136
 United States



Supply Solutions, LLC
 8107 PLAINWOOD AVE
 STONEWOOD WV
 26301
 United States

Quote
 #QUO12198
 11/30/2023

Bill To

1001374 PEMBROKE TELEPHONE COOPERATIVE
 PO BOX 549
 PEMBROKE VA 24136-0549
 United States

TOTAL

\$38,115.44

Expires: 12/30/2023

Expires	Exp. Close	Sales Rep	Partner	Shipping Method
12/30/2023	11/30/2023	Bob Morris		Best Way

Quantity	Item	Rate	Amount
5	R-CRB1-144-C2E-0100-B 100F FIELDSMART FDH PON CABINET WITH 12 INCH RISER, FIBER PATCH ONLY, 144 MAXIMUM 1 CAPACITY, LOADED WITH 144 SC/APC DISTRIBUTION PORTS, 1 X 144 FIBER OSP RIBBON NON-RATED, 100 FEET, 12 OSP FEEDER FIBER PIGTAIL IN CLEARVIEW BLUE CASSETTES	\$4,312.00	\$21,560.00
1	R-1ZDA-211Z-00A-ZZZ-ZZ FIELDSMART FIBER ACTIVE CABINET, FAC400 ENCLOSURE, VERTICAL 19 INCH EQUIPMENT 1 RACK, SINGLE HX DOOR, AC LOAD CENTER / GENERATOR CONNECT, 48VDC RECTIFIER KIT, SUPPORTS 1 BATTERY STRING, 1 EMPTY 48 BULKHEAD	\$11,327.00	\$11,327.00
2	150-00034 KIT, SHELF AND FACTORY INSTALLATION, E7-2 FACTORY INSTALL (FAC)	\$604.00	\$1,208.00
1	140-00042 FIBER ACTIVE CABINET 400 60AH NORTHSTAR NSB 60 FT BATTERY STRING	\$1,785.00	\$1,785.00
1	140-00022 FIBER ACTIVE CABINET 400 POUR-IN-PLACE TEMPLATE	\$317.00	\$317.00

Subtotal	\$36,197.00
Tax Total (%)	\$1,918.44
Total	\$38,115.44

Ship To:

PEMBROKE TELEPHONE COOPERATIVE
 504 SNIDOW ST
 PEMBROKE VA 24136
 United States



November 1, 2023

Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Attention: Dr. Tamara Holmes
Director, DHCD Office of Broadband

Subject: Letter of Support for Pembroke Telephone Cooperative (Pemtel)

Dear Dr. Holmes:

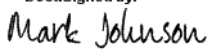
We at Calix are pleased to provide this letter in support of Pembroke Telephone Cooperative (Pemtel), as part of their application process for the Virginia Telecommunication Initiative (VATI) grant, which will provide increased availability of broadband services to Virginia communities in areas of critical need.

With over 20 years of experience, Calix provides platforms, systems, software, and services that enable Broadband Service Providers (BSPs) like Pemtel to offer innovative solutions to residents and businesses in which they serve and bring life-changing broadband connectivity to ensure their communities' long-term success. Our partnerships with over 1,900 BSPs demonstrate our commitment to our customers to simplify their operations, excite their subscribers and grow their value.

We have a strong working relationship with Pemtel on broadband access projects, and we are committed to continue partnering with them to provide our hardware and software platforms, as well as design, delivery, and technical support services in order to meet and exceed the VATI requirements.

We appreciate the opportunity to support this important initiative to bridge the digital divide in the state of Virginia.

Sincerely,

DocuSigned by:

CB9C8B5D270F4B3...

Mark Johnson
Vice President Sales
Mark.Johnson@calix.com

Cc: Michael Jason Dudding, Pemtel
Michelle Hibbett, Calix

2777 Orchard Parkway
San Jose, CA 95131
408.514.3000
www.calix.com



Customer Name: PEMBROKE TELEPHONE COOPERATIVE (VA)
Project Name: AXOS XGS 8port vs 16 port for VATI 2024
Quote Description: AXOS XGS 8port vs 16 port for VATI 2024
Author Name: Michelle Hibbett
Contact Name:

Quote Reference Number: 738912A-1
Quote Type: Access
Date Created: December 4, 2023
Date Modified: December 5, 2023
Quote Expiration: January 3, 2024



Pembroke XGS-PON XG801 Equipment

Table with 4 columns: Item, Price, Qty, Ext. Price. Row 1: E7, 000-00372, \$679.25, 2, \$1,358.50. Description: E7-2 Field Install Package (CO & ODC/RT): Shelf with Blank Card, FTA, and Field installation Kit

Table with 4 columns: Item, Price, Qty, Ext. Price. Row 1: E7-2 10G AXOS, 100-05529, \$13,947.52, 5, \$69,737.60. Description: E7-2 XG801 XGS-PON (2xQSFP-DD, 4xSFP+, 8xXGS-PON/GPON OIM) CLEI: BVL3BCLFAC

Table with 4 columns: Item, Price, Qty, Ext. Price. Row 1: OIM 10G PON, 100-05583, \$564.00, 20, \$11,280.00. Description: XGS-PON SFP+, 10G/10G, Class N2, 1577/1270nm, Single Fiber Transceiver, 20km, I-Temp, OLT, E-Series CLEI: BVL3BDAFAA

Table with 4 columns: Item, Price, Qty, Ext. Price. Row 1: OIM 10GE Transport, 100-01903, \$748.75, 3, \$2,246.25. Description: 10GE SFP+, Single Mode dual fiber transceiver, 20Km, 1310nm, LC, I-Temp CLEI: BVL3AMCFAA

Summary table with 2 columns: Description, Total. Rows: Pembroke XGS-PON XG801 Equipment Total (\$84,622.35), Pembroke XGS-PON XG801 Extended Warranty Total (\$1,574.40), Pembroke XGS-PON XG801 Grand Total (\$86,196.75)

Package Details:

Table with 3 columns: Item, Description, Qty. Row 1: 000-00372 package consists of the following: 100-01449 E7-2 Shelf, 1RU, 2 Slots, with 1 Blank Card (Qty 1), 100-03590 E7-2 Fan Tray Assembly 2 - FTA2 (Qty 1), 100-01830 E7-2 Field Install Kit for CO & RT (19" and 23" mounting brackets, power and ground cables, etc) (Qty 1)



Network Configuration & Quotation

Customer Name: PEMBROKE TELEPHONE COOPERATIVE (VA)
Project Name: AXOS XGS 8port vs 16 port for VATI 2024
Quote Description: AXOS XGS 8port vs 16 port for VATI 2024
Author Name: Michelle Hibbett
Contact Name:

Quote Reference Number: 738912A-1
Quote Type: Access
Date Created: December 4, 2023
Date Modified: December 5, 2023
Quote Expiration: January 3, 2024



Pembroke XGS-PON XG801 Extended Warranty

Table with 4 columns: Extended Warranty, Price, Qty, Ext. Price. Contains two rows of warranty details for part numbers 110-01164 and 110-01162.

Pembroke XGS-PON XG801 Extended Warranty Total \$1,574.40

Notes

- 1. The Extended Warranty purchase is available at the time of hardware purchase, prior to warranty expiration or after warranty expiration. These prices reflect purchase at the time of hardware purchase. Please contact your Calix account manager for pricing for other purchase times.
2. Extended Warranty can be purchased in single or multi-year increments up to a maximum of 10 years for infrastructure equipment (line cards) and up to 5 years for premises equipment.



Network Configuration & Quotation

Customer Name: PEMBROKE TELEPHONE COOPERATIVE (VA)
 Project Name: AXOS XGS 8port vs 16 port for VATI 2024
 Quote Description: AXOS XGS 8port vs 16 port for VATI 2024
 Author Name: Michelle Hibbett
 Contact Name:

Quote Reference Number: 738912A-1
 Quote Type: Access
 Date Created: December 4, 2023
 Date Modified: December 5, 2023
 Quote Expiration: January 3, 2024



GigaSpire XGS Equipment

GigaSpire2	Price	Qty	Ext. Price
000-01204	\$352.34	629	\$221,621.86
GigaSpire u6xw, GS4227W, XGS SFP+ module, Package, Dual Band 4x4 + 2x2 Wi-Fi 6, 4GE, 2 POTS, AM Power Adapter			

GigaSpire XGS Equipment Total	\$221,621.86
GigaSpire XGS Extended Warranty Total	\$12,680.64
GigaSpire XGS Grand Total	\$234,302.50

Package Details:

000-01204 package consists of the following:

	Qty
100-05613 GS4227W; u6xw, SFP+ WAN; 4 GE LAN; Dual 11ax Wi-Fi, 2 POTS, 1 USB, white enclosure, AM PA	1
100-05610 XGS ONT SFP+ Module for GigaSpire XGS Access Module	1



Network Configuration & Quotation

Customer Name: PEMBROKE TELEPHONE COOPERATIVE (VA)
 Project Name: AXOS XGS 8port vs 16 port for VATI 2024
 Quote Description: AXOS XGS 8port vs 16 port for VATI 2024
 Author Name: Michelle Hibbett
 Contact Name:

Quote Reference Number: 738912A-1
 Quote Type: Access
 Date Created: December 4, 2023
 Date Modified: December 5, 2023
 Quote Expiration: January 3, 2024



GigaSpire XGS Extended Warranty

Extended Warranty	Price	Qty	Ext. Price
110-01165	\$20.16	629	\$12,680.64
Extended Warranty - Upfront - 4 years for 100-05613			
GigaSpire XGS Extended Warranty Total			\$12,680.64

Notes

1. The Extended Warranty purchase is available at the time of hardware purchase, prior to warranty expiration or after warranty expiration. These prices reflect purchase at the time of hardware purchase. Please contact your Calix account manager for pricing for other purchase times.
2. Extended Warranty can be purchased in single or multi-year increments up to a maximum of 10 years for infrastructure equipment (line cards) and up to 5 years for premises equipment.



November 8, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

I am writing to express MasTec's support for the funding application submitted by Giles County and Pembroke Telephone Cooperative for the expansion of broadband infrastructure and services in Giles County, Virginia. We have served as a prime contractor with PemTel for 3 years, completing 3 major network extension and overbuild projects totaling over 87 miles of mainline construction. In our time working with PemTel, the telephone co-op has operated with the highest safety standards and an intense focus on delivering their services for the community. Working with PemTel has allowed MasTec to employ craft professionals in the local community and support multiple small business contractors, namely AmeriCrew who's focus of business is employing service veterans to provide career opportunities in their transition back to civilian life. MasTec will continue to provide PemTel with the resources needed to complete their infrastructure build-out, efficiently, safely and with the highest quality standards.

Should you have any questions, please do not hesitate to contact me.

A handwritten signature in black ink that reads "ERIC RITCHIE".

Eric Ritchie
Operations General Manager – NC & VA
[MasTec Communications Group](#)
Eric.Ritchie@MasTec.com | www.MasTec.com



VATI
2024

Pembroke Telephone Rate Card

<u>Item</u>	<u>Description</u>	<u>UOM</u>	<u>BILL RATE</u>
BDSO(0)(864)(0)	SAIC EQUIPPED W/ OPTICAL MODULES	EACH	\$813.05
CO(6M)	PLACE 1/4 STRAND	PER FT	\$1.15
CO12	CO12	PER FT	\$1.15
CO12(E)	CO12(E)	PER FT	\$1.15
CO 12(10M)	LASH CO12 TO NEW 10M STRAND	PER FT	\$1.15
CO12I	CO12I	PER FT	\$1.15
CO 12 & CO 12(10M) D	LASH CO12 & CO12 TO NEW 10M STRAND	PER FT	\$2.30
CO144	CO144	PER FT	\$1.15
CO144(E)	CO144(E)	PER FT	\$1.15
CO 144(10M)	LASH CO144 TO NEW 10M STRAND	PER FT	\$1.15
CO 144 & CO 48(E) D	LASH CO144 & CO48(E)	PER FT	\$2.30
CO 144 & CO 48(10M) D	LASH CO144 & CO48 TO NEW 10M STRAND	PER FT	\$2.30
CO 144 & CO 48 & CO 24 (E) D	LASH CO144 & CO48 & CO24(E)	PER FT	\$3.45
CO 144 & CO 48 & CO 12 (E) D	LASH CO144 & CO48 & CO12(E)	PER FT	\$3.45
CO 216	LASH CO216 FIBER	PER FT	\$1.15
CO 216(10M)	LASH CO216 TO NEW 10M STRAND	PER FT	\$1.15
CO24	CO24	PER FT	\$1.15
CO24(E)	CO24(E)	PER FT	\$1.15
CO 24(10M)	LASH CO24 TO NEW 10M STRAND	PER FT	\$1.15
CO 24I	LASH CO24 IN CONDUIT	PER FT	\$1.15
CO288	CO288	PER FT	\$1.15
CO288(E)	CO288(E)	PER FT	\$1.15
CO 288(10M)	LASH CO288 TO NEW 10M STRAND	PER FT	\$1.15
CO 288 & CO 48(10M) D	LASH CO288 & CO48 TO NEW 10M STRAND	PER FT	\$2.30
CO 288 & CO 48(E) D	LASH CO288 & CO48(E)	PER FT	\$2.30
CO 288 & CO 216(10M) D	LASH CO288 & CO216 TO NEW 10M STRAND	PER FT	\$2.30
CO 288 & CO 216 D	LASH CO288 & CO216	PER FT	\$2.30
CO48	CO48	PER FT	\$1.15
CO48(10M)	CO48(10M)	PER FT	\$1.15
CO48(E)	CO48(E)	PER FT	\$1.15
CO 72	LASH CO72 FIBER	PER FT	\$1.15
CO 72(10M)	LASH CO72 TO NEW 10M STRAND	PER FT	\$1.15
COV(1.5)(10M)	PLACE 1.5" CONDUIT ON 10M STRAND	PER FT	\$4.08
PM-FD	TRANSFER FLYING DUTCHMAN	EACH	\$192.00
WC-1	TRANSFER IN-LINE	EACH	\$131.00
WC-2	TRANSFER CORNER OR DEAD-END	EACH	\$165.00
R3-5	ROW/TREE TRIMMING 5' EACH SIDE OF LINE	PER FT	\$4.55
PEM-101	DE-LASH	PER FT	\$1.32
HACO(L)	HACO(L)	EACH	\$135.00
HACO(M)	HACO(M)	EACH	\$212.00
HACO(S)	HACO(S)	EACH	\$212.00
HOPSP1X32	INSTALL 1X32 SPLITTER	EACH	\$138.46
HOPSP1X8	INSTALL 1X8 SPLITTER	EACH	\$138.46

HO1-PEM	HO1	EACH	\$38.00
ONTHS	ONTHS	EACH	\$44.85
R3-5	TREE TRIMMING 5' FROM ALL TELEPHONE LINES	PER FT	\$4.55
BD5(CSB)	SETTING BD5 PEDESTAL	EACH	\$115.00
BFO 12	PLOWING 12 CNT FIBER	PER FT	\$4.09
BFO12W	PLOWING 12 CNT FIBER W/	PER FT	\$4.09
BFO24	PLOWING 24 CNT FIBER	PER FT	\$4.09
BFO24W	PLOWING 24 CNT FIBER W/	PER FT	\$4.09
BFO288	PLOWING 288 CNT FIBER	PER FT	\$4.09
BFO 288 & BFO 288	PLOWING OF BFO288 & BFO288	PER FT	\$4.09
BFO 288 & BFO 216	PLOWING OF BFO288 & BFO216	PER FT	\$4.09
BFO 288 & BFO 48	PLOWING OF BFO288 & BFO48	PER FT	\$4.09
BFO 288 & BFO 48W D	PLOWING OF BFO288 & BFO48W DUAL	PER FT	\$4.09
BHF (30X48X36)	PLACE HAND HOLE	EACH	\$258.75
BM2(5/8)(8)	INSTALL GROUND ROD	EACH	\$17.25
BM60(2)D	DRILLING OF 2" PIPE PER FT	PER FT	\$27.00
BM81	INSTALL 2" RISER GUARD	EACH	\$29.33
BM83	BURIED SERVICE GUARD	EACH	\$17.02
PE1-3GN	INSTALL DOWN GUY	EACH	\$46.00
PE2-3GN	OVER HEAD GUY, GROUND CONNECTON FOR 10M STRAND	EACH	\$46.00
PF3-5A	INSTALL SCREW ANCHOR	EACH	\$54.05
PM11-PEM	INSTALL DOWN GUY GUARD	EACH	\$12.65
PM2A-PEM	POLE ASSEMBLE	EACH	\$34.50
PM21	CABLE ENTRANCE TO TERM COPPER AND OR FIBER CABLES	EACH	\$541.65
PM52-PEM	INSTALL DECALS	EACH	\$4.78
PMSS	INSTALL SNOWSHOES	EACH	\$152.95
SEAO2	HANG AERIAL DROP	PER FT	\$1.96
SEAO2 (10M)	LASH SEAO2 TO NEW 10M STRAND	PER FT	\$2.19
SEBO2	PLOW FIBER DROP	PER FT	\$2.33

PemTel Authorized Signature Michael J. Dudding Date 12-18-2023

MasTec Authorized Signature Chad Howard Date 12/18/2023

VATI 2024 Grant Administration

Giles County Broadband Implementation Project

Task Order Between Giles County and the

New River Valley Regional Commission

1. Agreement: This TASK ORDER is issued pursuant to the terms and conditions of this agreement, between Giles County (“County”) and the New River Valley Regional Commission (“Commission”).

2. Scope of Service: The scope of services in this task order include, but are not limited to, grant management and the following support of the County VATI grant for broadband implementation.
 - Prepare reporting documentation as required. Compile standard grant reports and collect matching funds and/or in-kind documentation.
 - Assist the County to satisfy pre-contract activities, including the development of a complete Environmental Review Record.
 - Perform any necessary Wage Compliance activities to satisfy federal requirements.
 - Acting as liaison between Giles County and grant fund agency (DHCD) staff.
 - Maintain a project schedule, facilitate meetings, review and advise eligible expenses, and coordinate any changes in scope between DHCD and County.
 - Other grant program assistance as needed.

3. Period of Performance: The work to be performed under this TASK ORDER extension shall be continued until December 31, 2027, unless otherwise amended under the provisions of this TASK ORDER.

4. Cost of Service: The cost of service shall be \$75,000 billed to the County. The County will be invoiced quarterly. The Commission will submit a narrative activity report to accompany each invoice.

5. Role of County: Giles County agrees to make available any and all information, documentation or records requested by the Regional Commission in order to complete the identified services outlined in this Task Order.

6. Amendment and Termination: This TASK ORDER may be amended or terminated with 30-days written notice by the County or the Commission.

Accepted for NRV Regional Commission

Accepted for Giles County, Virginia

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____



Giles County Administration
315 North Main Street
Pearisburg, Virginia 24134
Phone: 540-921-2525
Fax: 540-921-1329

October 25, 2023


Tamarah Holmes, Ph.D
Director, Office of Broadband
Program Manager, Virginia Appalachian Regional Commission Program (ARC)
Virginia Department of Housing and Community Development (DHCD)
600 East Main Street, Suite 300
Richmond, Virginia 23219

Dear Ms. Holmes:

On behalf of the citizens of Giles County, Virginia, I am pleased to offer this letter in support of the FY2024 VATI funding application being submitted to enable broadband build out and delivery in central / southwestern Giles County. Recognizing the numerous benefits of high-speed Internet access, some years ago, Giles invested approximately \$225,000 to support the extension of fiber from Dublin, Virginia to Pearisburg, Virginia. Citizens Telephone Coop (CTC) of Floyd, Virginia currently owns and operates that fiber-optic link. CTC has agreed to allow Pembroke Telephone, the Internet Service Provider associated with the FY2024 VATI application, to use that existing fiber as a redundant pathway, in case of a future fiber cut involving the new installation.

Thank you for your earnest consideration of Giles' FY2024 VATI funding request, to help meet and facilitate the vital educational, emergency, informational, communication, e-commerce and additional needs of our local citizens.

Best Regards,


Chris McKlarney
County Administrator

PH

**Poplar Hill Fire Department
1819 Flat Hollow Rd.
Pearisburg, Va. 24134**

Dear Dr. Holmes,

As the president of Poplar Hill Fire Department in Pearisburg, Virginia, I am writing to express my full support of Pembroke Telephone Cooperative's efforts to expand broadband internet service to our area.

High-Speed internet service is more than a luxury or an optional service. As more and more functions of daily life gravitate toward online solutions, so does the need for these services in emergency services.

Fire Departments, such as ours, use computers on a regular basis for documenting reports and maintaining records. We also use them to receive dispatch information, continued training, regulatory updates and communications, and even to stay in touch with the communities we serve.

Technology is at the heart of almost everything we do in today's world. And much of it requires broadband internet to function. We need reliable broadband internet service in order to properly serve our area.

Pembroke Telephone Cooperative is an established, local business in Giles County. They've earned their reputation of serving their members and providing quality, dependable services. The services they offer could make all the difference in small areas such as ours. So I respectfully ask that you consider granting their application for assistance in making this happen.

Sincerely,



Michael A. Thompson
President of Poplar Hill Fire Department ent

Phone: (540) 921-1978
Email: poplarhillvfd@gmail.com





© 2019 Farm Bureau Virginia. All rights reserved.

Dear Dr. Holmes,

On behalf of 34,000 farm families across the Commonwealth, we are pleased to support this application for expanding broadband to the citizens in the Pembroke Telephone Cooperative area. Farmers depend on reliable and accessible broadband for their farming operations. Farming is an important part of the economic background in rural Virginia. It is critically important to have local providers in each region of the Commonwealth to offer access to high-speed internet.

Pembroke Telephone Cooperative has been in business for over 55 years. They have a local business office and a reputation for providing quality, dependable and affordable services. We hope that you will award them the grant funding to enable them to offer these services in their territory. It is so critical that the Commonwealth support local companies that support these farmers and rural citizens.

Thank you for your consideration.

Sincerely,

A handwritten signature in dark ink that reads "Martha Moore". The signature is written in a cursive, flowing style.

Martha Moore
Senior Vice President Governmental Relations



December 5, 2023

Dear Dr. Holmes,

I am writing to express my full support of Pembroke Telephone Cooperative's efforts to expand broadband internet service to our area.

Much of what we do at the USPS requires a quality, dependable internet source, which we are sorely lacking in our area. We rely on internet service for mail processing, accounting, payment systems, notifications and announcements as well as product sales. So when the internet service doesn't function as it is supposed to, it drastically hinders our ability to function efficiently and serve our customers.

Several postal offices are located within PemTel's current territory, so I am somewhat familiar with their products and services as well as the way they conduct business. They have been providing service for over 50 years. They have a local business office. They have local employees. They take care of their subscribers. And they provide the kind of quality, dependable, affordable service that our area needs.

With these things in mind, I respectfully ask that you consider granting their application for assistance in making this happen.

Sincerely,

A handwritten signature in cursive script that reads "Teena Johnson".

Teena Johnson
USPS



White Gate Ruritan Club
District 34, Zone 1, Club 1290
2760 Walkers Creek Valley Road
Pearisburg, VA 24134

November 13, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

This letter is in support of the Pembroke Telephone Cooperative and their application to receive broadband expansion assistance through the Virginia Telecommunications Initiative program.

The White Gate Ruritan Club serves two very rural communities of Giles County. Our mission is to promote community service, fellowship, and goodwill. We provide scholarships to local graduates seeking post-secondary education, host local community events, and provide assistance where needed. The availability of decent broadband access would open up new avenues of events for us to host.

Our corner of Giles County has been underserved in all aspects of telecommunications. Due to the mountainous terrain, most of the community cannot receive over-the-air television signals. Telephone service consists of deteriorating copper landlines and sporadic cellular coverage. Access to internet services consists of disparate low bandwidth, high latency, and costly services. As such, secondary and post-secondary school students have very limited access to network services for remote learning. With the recent focus on work-from-home, few households have access to the necessary bandwidth to perform effectively.

As an anchor of the White Gate and Poplar Hill communities, we respectfully request that the Pembroke Telephone Cooperative's VATI application for expanding broadband services in Giles County be approved.

Thank you,

William D. Bane, Jr.
Secretary, White Gate Ruritan Club
299 White Pine Road
Pearisburg, VA 24134

*Dedicated to improving communities and building a better America through
"Fellowship, Goodwill, and Community Service."*

*Shady Grove Church
392 Walkers Creek Valley Rd.
Pearisburg, Va 24134*

Dear Sirs,

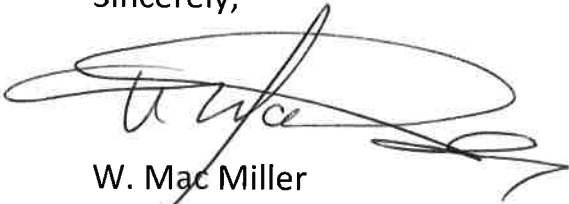
I am writing you to ask that you support the efforts of our rural community in the Poplar Hill/White Gate area of Giles County.

Although we are rural, many professionals live and work in this community. My understanding is that we are under consideration for a grant that would allow for fiber broadband internet service to be installed in our community.

Not only would this be a huge benefit to the current residents such as myself, but also to many who are looking to move to our beautiful community but struggle with modern communication challenges.

Please consider providing this grant. I am writing as pastor of our church, Shady Grove, Inc.

Sincerely,

A handwritten signature in black ink, appearing to read 'W. Mac Miller', written over a large, loopy flourish.

W. Mac Miller
Pastor

United States Senate

WASHINGTON, DC 20510-4606

November 30, 2023

COMMITTEES:
FINANCE

BANKING, HOUSING, AND
URBAN AFFAIRS

BUDGET

INTELLIGENCE

RULES AND ADMINISTRATION

The Honorable Bryan Horn
Director
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Director Horn,

I write today in support of the Pembroke Telephone Cooperative's (PemTel) grant proposal to the Virginia Department of Housing and Community Development's (DHCD) Virginia Telecommunication Initiative (VATI) to assist with expanding broadband infrastructure in Giles County.

Broadband is a necessity in our world today. For too many Americans, particularly in rural communities, lack of access to affordable, high-speed internet is the barrier to being able to connect with health care providers online, participate in distance learning, or work from home. The improvements that this project entails would increase educational opportunities and economic growth in the area. I understand that this proposed project will provide broadband access to 629 locations in unserved and underserved areas throughout Giles County. If awarded, these funds will provide the citizens of Giles County access to broadband services equal to citizens in larger cities and more populated areas.

I ask that you give this proposal every appropriate consideration. To the extent possible, please continue to update my office on the status of this grant by emailing GrantSupport_Warner@warner.senate.gov.

Thank you for your service on behalf of my constituents.

Sincerely,



MARK R. WARNER
United States Senator

MRW/aw

180 WEST MAIN STREET
ABINGDON, VA 24210
PHONE: (276) 628-8158

101 WEST MAIN STREET
SUITE 7771
NORFOLK, VA 23510
PHONE: (757) 441-3079

919 EAST MAIN STREET
SUITE 630
RICHMOND, VA 23219
PHONE: (804) 775-2314

120 LUCK AVENUE, SW
SUITE 108
ROANOKE, VA 24011
PHONE: (540) 857-2676

8150 LEESBURG PIKE
SUITE 700
VIENNA, VA 22182
PHONE: (703) 442-0670

SENATE OF VIRGINIA



T. TRAVIS HACKWORTH
38TH SENATORIAL DISTRICT
ALL OF BLAND, BUCHANAN, DICKENSON,
PULASKI, RUSSELL, AND TAZEWELL COUNTIES;
ALL OF THE CITIES OF NORTON AND RADFORD;
AND PART OF MONTGOMERY, SMYTH,
AND WISE COUNTIES
1515 2ND STREET
RICHLANDS, VIRGINIA 24641

October 25, 2023

Virginia Telecommunication Initiative (VATI)

Re: Application by Giles County – Pembroke Telephone Cooperative

To Whom It May Concern:

I am writing to you in support of Giles County's proposal for broadband expansion assistance from the Department of Housing and Community Development Virginia Telecommunications Initiative Broadband Project. High-speed Internet access in Giles County has become essential to day-to-day activities, including hybrid and remote work opportunities, of individuals, businesses, and non-profit organizations. This includes regional economic and educational activities and opportunities.

The findings of the Giles County Broadband Assessment has helped the county prioritize areas most in need of high-speed Internet access. The additional broadband capacity that this proposal would enable will be applied to the places where it is most needed.

Sincerely,

A handwritten signature in black ink, appearing to read "Travis Hackworth", written in a cursive style.

Senator Travis Hackworth



COMMONWEALTH OF VIRGINIA
HOUSE OF DELEGATES
RICHMOND

JASON S. BALLARD
POST OFFICE BOX 341
PEARISBURG, VIRGINIA 24134

TWELFTH DISTRICT

COMMITTEE ASSIGNMENTS:
COURTS OF JUSTICE
COUNTIES, CITIES AND TOWNS
PUBLIC SAFETY

September 21, 2023

Dr. Tamarah Holmes, Director
Office of Broadband
Department of Housing and Community Development
600 E. Main St., Ste. 300
Richmond, VA 23219

RE: Letter of Support for the Giles County VATI Broadband Project Proposal

Dear Dr. Holmes,

Please accept this letter of support on behalf of Giles County's proposal to receive broadband expansion assistance via the Virginia Telecommunications Initiative program. As addressed in the request, broadband expansion in Giles County has become essential to the day-to-day activities and success of individuals and businesses, in addition to regional economic and educational opportunities.

As a member of the Virginia General Assembly (and a practicing attorney) who resides in Giles County, I have personally and professionally experienced the necessity for increased broadband accessibility. However, some of the most acute need for this service relates to our students. During the COVID-19 pandemic, many challenges were faced by those in my district who are unserved or underserved and needed internet access to ensure their children's education. The remaining options for those without reliable internet access are incredibly slim, especially in comparison to localities elsewhere in the Commonwealth that are more highly populated. I am confident that a partnership between Giles County and the DHCD will address and avoid future hardships.

These past few years have proved that – like rural electrification – high-speed broadband access is no longer a luxury; it is a necessity. You will hear from additional community leaders as to Giles County's need for a VATI grant, which will put in finer detail what this expansion would mean to our schools, hospitals, businesses, places of worship, and more.

It is for these and other reasons that I respectfully request your approval of a VATI grant for Giles County. I look forward to working closely with DHCD, local internet service providers, and other stakeholders as we partner together to achieve our shared goal of accessible broadband for all.

Sincerely,

A handwritten signature in blue ink that reads "Jason S. Ballard".

Jason S. Ballard
Member, Virginia House of Delegates

H. MORGAN GRIFFITH
9TH DISTRICT, VIRGINIA

COMMITTEE ON
ENERGY AND COMMERCE
SUBCOMMITTEES:

OVERSIGHT AND INVESTIGATIONS
REPUBLICAN LEADER

ENERGY

HEALTH

www.morgangriffith.house.gov



Congress of the United States
House of Representatives
Washington, DC 20515-4609

2202 RAYBURN HOUSE OFFICE BUILDING
WASHINGTON, DC 20515
(202) 225-3861 PHONE
(202) 225-0076 FAX

323 WEST MAIN STREET
ABINGDON, VA 24210
(276) 525-1405 PHONE
(276) 525-1444 FAX

17 WEST MAIN STREET
CHRISTIANSBURG, VA 24073
(540) 381-5671 PHONE
(540) 381-5675 FAX

August 16, 2022

Dr. Tamarah Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

I am writing to express my interest in the grant application for the Virginia Telecommunications Initiative (VATI) through the Virginia Department of Housing and Community Development submitted by Giles County, with county government offices located in Pearisburg, Virginia.

In preparing this grant application, Giles County cited many factors contributing to the need for this funding in my congressional district. I ask that you give this application your most thoughtful and serious consideration. If there is any additional information that my office can provide, please contact Josh Hess at my Christiansburg office at (540) 381-5671.

I would very much appreciate it if you would acknowledge receipt of this letter and keep me apprised of your action regarding this application when review is complete. You should respond to Giles County in care of my Christiansburg office at (540) 381-5671 by phone or by mail to 17 W. Main Street, Christiansburg, Virginia 24073.

Thank you for your time and attention to this matter. I look forward to hearing from you. I remain

Sincerely yours,

H. MORGAN GRIFFITH
Member of Congress

Dear Tamera Holmes,

I am a home health nurse with an exceptional work from home opportunity; however, I am currently building a home on Animal Sanctuary Lane in Pearisburg. We have no internet options in this area of our county with the exception of cell phone hotspots.

My mother lives on the same property and also frequently works from home as the Lead of Mental Health at Radford University. She is currently taking classes online at RU to obtain her doctorate degree. My stepfather is also an employee at RU, and my sister in law works in the medical field requiring dependable internet. They are currently using an additional cell line as a hotspot, which is very costly and not efficient. The internet is frequently over the data plan, buffering, or not functioning due to poor service.

I have in-laws residing on Wolf Creek in Narrows, and I previously lived in the town of Narrows. The only option for internet in those locations is Optimum, which is unreliable with repair times over two to three weeks out. My in-laws are paying twice the cost with so much hassle compared to my internet with Pemtel, and I never have issues with connectivity or buffering. Social media is full of complaints related to our internet access and competition, raising cost without adequate services.

I currently have Pemtel and reside on Sugar Run Road temporarily until our construction is completed. Our service has been exceptional and I was hoping for a smooth transition. Our farm is 280 acres. We pay tremendous amounts in taxes each year, although our career options are limited due to internet accessibility.

Do you have any information regarding when/if dependable internet services will be available throughout the county? Or do you have the ability to provide the county with funding to make internet more accessible for our citizens?

I am hesitant to accept this opportunity without appropriate internet access at the beginning of the year. Any information you can provide would be helpful.

Thank you,

Brittney Parcell

A. Vest & Sons Funeral Home
2508 Walkers Creek Valley Road
Pearisburg, VA 24134
avestfuneralhome@yahoo.com
(540)921-2985

November 10, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dr. Tamara Holmes,

I am the owner of A. Vest & Sons Funeral Home, located in a small, rural community called White Gate in Pearisburg, Virginia. We have been in business since 1896, and have served this community with compassion and dignity.

Today's society has forced us to become digital in many aspects of our lives and in my business. I have to file death certificates and social security filings digitally. I have to send obituaries and permits and authorizations digitally. Many of my daily tasks to successfully run my business requires reliable, fast speed internet.

I currently have satellite internet because nothing more reliable or fast speed is available to us in this small community.

Pemtel Telephone Company in our county is trying to receive a grant that would offer our community with fast, reliable internet service. I feel this is a much needed and quite necessary option for not only our community but for my business.

Please consider Pemtel Telephone Company's request for this grant so that we in this rural White Gate community of Pearisburg, VA can have the same opportunities afforded to so many other communities in the valley.

Thank you for taking the time to consider this request.

Sincerely,


Susan McPeak Morris, Owner



November 29, 2023

Magpiper Metal Works
457 White Pine Road
Pearisburg, VA 24127
540-58-2870

magpipermetalworks@gmail.com

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,
Please accept this letter of support on behalf of Pembroke Telephone Cooperative;s application to receive broadband expansion assistance via the Virginia Telecommunications Initiative Program.

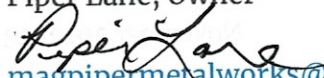
Access to Broadband Internet service has become a necessity for day to day needs such as work, and job training, education, home business, banking, healthcare, and more. Unfortunately, many of Giles County's residents still face significant challenges when it comes to accessing reliable, high speed broadband internet.

It is my belief that Pembroke Telephone Cooperative is uniquely positioned to satisfy that need in our area. They operate a local business office, have local employees and have been providing their subscribers with high quality, affordable communications services for over 55 years.

As a resident and small home business owner of the proposed area, I respectfully request that Pembroke Telephone Cooperative's VATI application for expanding broadband services in Giles County be approved. This funding represents an investment in not only the broadband infrastructure, but also in the people and the future of Giles County.

Thank you for your consideration.

Sincerely,
Piper Lane, Owner


maggipermetalworks@gmail.com

Maggie Lane
1417
Pembroke, VA 24357
540-555-2320

maggipermetalworks@gmail.com

Director, Office of Broadband
Department of Housing and Community Development
100 East Main Street, 2nd Floor
Martinsville, VA 24101-2111

Dear Mr. [Name],
I am writing to you on behalf of Pembroke Telephone Cooperative. We are currently in the process of applying for funding to expand our broadband service to underserved areas in Giles County. This funding is critical for our ability to provide high-speed internet access to our members and the community. We are currently in the process of applying for funding to expand our broadband service to underserved areas in Giles County. This funding is critical for our ability to provide high-speed internet access to our members and the community. We are currently in the process of applying for funding to expand our broadband service to underserved areas in Giles County. This funding is critical for our ability to provide high-speed internet access to our members and the community.

Erin Mills, CRPC®
Wealth Advisor

Ashley Mills
Wealth Advisor



2650 Electric Rd, Suite D
Roanoke, VA 24018

540-655-4400

www.riverbirchwm.com

Dear Sirs,

I am writing you to ask that you support the efforts of our rural community in the Poplar Hill/White Gate area of Giles County.

Although we are rural, many professionals live and work in this community. My understanding is that we are under consideration for a grant that would allow for fiber broadband internet service to be installed in our community.

Not only would this be a huge benefit to the current residents such as myself, but also to many who are looking to move to our beautiful community but struggle with modern communication challenges.

Please consider providing this grant. I am writing as a partner with Riverbirch Wealth Management. Our main offices are in Roanoke, but we have an office within our community.

Sincerely,



W. Mac Miller
Partner – Riverbirch Wealth Management

Vision Communications, Inc
479 Wildwood Ln
Pearisburg, Va 24134

Dear Sirs,

I am writing you to ask that you support the efforts of our rural community in the Poplar Hill/White Gate area of Giles County.

Although we are rural, many professionals live and work in this community. My understanding is that we are under consideration for a grant that would allow for fiber broadband internet service to be installed in our community.

Not only would this be a huge benefit to the current residents such as myself, but also to many who are looking to move to our beautiful community but struggle with modern communication challenges.

Please consider providing this grant. I am writing as president of Vision Communications, Inc.

Sincerely,

A handwritten signature in black ink, appearing to read 'W. Mac Miller', written over a large, loopy flourish that extends across the width of the signature area.

W. Mac Miller
President- Director



October 30, 2023

RE: Pembroke Telephone Cooperative

To whom it may concern,

Citizens built a regional fiber network into Giles County, Virginia in 2013 as part of a NTIA Broadband Technologies Opportunity Program (BTOP) grant. The New River Regional Open Access Network was awarded to Citizens in 2010 to deploy middle mile broadband infrastructure. The project consists of 185 miles stretching over 7 counties in the New River Valley.

Due to this preexisting network established in Giles County, Citizens would be willing to lease Pembroke Telephone Cooperative access to this existing infrastructure pending their award of VATI funds to help deploy broadband to more parts of Giles County.

Pairing the NTIA BTOP grant with the pending VATI funds would further the initiative to provide high speed broadband to every person in Virginia. Giles County contributed \$230,000 to the BTOP project to ensure their county would be included in the regional fiber network. They have a vested interest in seeing the network be used for further deployment benefiting their community. Citizens would be happy to partner with Pembroke Telephone Cooperative to incorporate our regional network into their design and deployment plans.

A handwritten signature in black ink, appearing to read "Donna Smith". The signature is fluid and cursive, with a large initial "D" and "S".

Donna Smith, General Manager



8107 Plainwood Avenue, Stonewood, WV 26301 P: 304.624.5072 F: 304.624.4810
www.SupplySolutionsStore.com

November 7, 2023

RE: Letter of Support for Pentel

Pentel
504 Snidow Street
Pembroke, VA 24136
www.pentel.net

To Whom it May Concern,

Supply Solutions is a stocking distributor of communications supplies and materials used in the construction of broadband communications networks throughout the nation. We have been working with PemTel for more than 10 years in supplying vital infrastructure materials in their quest to provide sustainable and effective broadband to their constituents. Supply Solutions works with partners such as PemTel to smooth supply chain constraints. This is accomplished through intelligent purchasing and stocking processes as well as PemTel's practice of pre-purchasing materials which are stored at our facility to be delivered as needed. The attached quote illustrates PemTel's proactive planning for the acquisition of the materials needed to begin construction should they be awarded the requested funding.

Supply Solutions maintains purchasing agreements with key manufacturers to ensure availability and on-time delivery of products. Supply Solutions currently has more than 14 million feet of fiber cable on hand for our key partners, such as PemTel.

PemTel, together with Supply Solutions, is assured of on-time and on-budget delivery of vital materials and supplies in the buildout of its networks.

Sincerely,

A handwritten signature in blue ink, appearing to read "BHR", is written over a light blue circular stamp.

Ben H. Randolph
CFO
O: 304.624.5072
C: 304.629.9893
brandolph@supply-solutions.biz



November 1, 2023

Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Attention: Dr. Tamara Holmes
Director, DHCD Office of Broadband

Subject: Letter of Support for Pembroke Telephone Cooperative (Pemtel)

Dear Dr. Holmes:

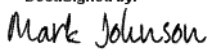
We at Calix are pleased to provide this letter in support of Pembroke Telephone Cooperative (Pemtel), as part of their application process for the Virginia Telecommunication Initiative (VATI) grant, which will provide increased availability of broadband services to Virginia communities in areas of critical need.

With over 20 years of experience, Calix provides platforms, systems, software, and services that enable Broadband Service Providers (BSPs) like Pemtel to offer innovative solutions to residents and businesses in which they serve and bring life-changing broadband connectivity to ensure their communities' long-term success. Our partnerships with over 1,900 BSPs demonstrate our commitment to our customers to simplify their operations, excite their subscribers and grow their value.

We have a strong working relationship with Pemtel on broadband access projects, and we are committed to continue partnering with them to provide our hardware and software platforms, as well as design, delivery, and technical support services in order to meet and exceed the VATI requirements.

We appreciate the opportunity to support this important initiative to bridge the digital divide in the state of Virginia.

Sincerely,

DocuSigned by:

CB9C8B5D270F4B3...

Mark Johnson
Vice President Sales
Mark.Johnson@calix.com

Cc: Michael Jason Dudding, Pemtel
Michelle Hibbett, Calix

2777 Orchard Parkway
San Jose, CA 95131
408.514.3000
www.calix.com



200 Keough Drive | Piperton, TN 38017
Office: 901.866.3300
Fax: 901.320.3085
ptsupply.com

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

On behalf of the entire Power & Tel team THANK YOU for the opportunity to be a part of your success in “Building the Broadband Highway” in the State of Virginia. The 40-year plus relationship we have enjoyed with Pembroke Telephone Cooperative is a rock-solid foundation for continued building. We look forward to helping them deploy their fiber optic network!

As many know Power & Tel is both a certified WBNEC (Women-Owned) and ISO 14001 (Sustainability) business that has been serving telecommunication providers across the United States since 1963. Our experience with individual customers as well as active participation in State, Regional and National forums keep us sharply focused on the needs and opportunities of our industry. We know the products and services required for innovative, secure, and available fiber optic networks, and are confident that Pembroke Telephone will benefit from our deep relationships within the telecommunication manufacturer community. Solving supply chain challenges is our core strength and our daily mission is to have the right material, at the right place, at the right time, every time.

We both know that on-time completion of projects of this scope requires the coordinated effort of talented and committed teams. Those teams must have members who understand that strong, timely, and open communication coupled with realistic forecasting is essential for success. It is my pleasure to offer the expertise and experience of my team in joining with PemTel to meet the telecommunication needs of Virginians.

Sincerely,

A handwritten signature in blue ink that reads 'Jennifer Pentecost Sims'.

Jennifer Pentecost Sims, CEO



November 8, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

I am writing to express MasTec's support for the funding application submitted by Giles County and Pembroke Telephone Cooperative for the expansion of broadband infrastructure and services in Giles County, Virginia. We have served as a prime contractor with PemTel for 3 years, completing 3 major network extension and overbuild projects totaling over 87 miles of mainline construction. In our time working with PemTel, the telephone co-op has operated with the highest safety standards and an intense focus on delivering their services for the community. Working with PemTel has allowed MasTec to employ craft professionals in the local community and support multiple small business contractors, namely AmeriCrew who's focus of business is employing service veterans to provide career opportunities in their transition back to civilian life. MasTec will continue to provide PemTel with the resources needed to complete their infrastructure build-out, efficiently, safely and with the highest quality standards.

Should you have any questions, please do not hesitate to contact me.

A handwritten signature in black ink that reads "ERIC RITCHIE".

Eric Ritchie
Operations General Manager – NC & VA
[MasTec Communications Group](#)
Eric.Ritchie@MasTec.com | www.MasTec.com





COMMONWEALTH of VIRGINIA

DEPARTMENT OF TRANSPORTATION

731 Harrison Ave., P.O. Box 3071
Salem, VA 24153-0560

STEPHEN C. BRICH, P.E.
COMMISSIONER

Christiansburg Residency Area Land Use Section

October 13, 2023

Virginia Telecommunication Initiative (VATI)

RE: Application by Giles County – Pembroke Telephone Cooperative

To Whom it May Concern:

The subject applicants have reached out to my office for a letter of reference regarding the performance of Pembroke Telephone Cooperative (PemTel) in the construction of infrastructure in the state maintained right-of-way, as well as, a brief explanation of the expected timeframe for obtaining a VDOT Land Use Permit for said construction.

Within the past 5 years, PemTel has obtained 25 separate VDOT Land Use Permits. For each of these projects, I have found the construction plans to be complete with minimal adjustments needed during the review process and during construction. Both PemTel and their selected contractors have been responsive to any VDOT concerns raised and I have no reservations with their continuing efforts to bring high speed internet to the unserved areas of Giles County.

Regarding the turnaround time for providing a permit, I can state that this office has been holding to the expectations provided to us from VDOT Central Office staff based upon a meeting between the Department of Housing and Community Development (DHCD) and senior VDOT leadership in which the Office of Land Use was asked for consideration to make a surge in rural broadband projects a priority. As such, this office strives to provide first review comments within 15 business days (instead of the statutory 42 days) and work with the designer to ensure that the plans are approved and a permit can be issued upon the second submittal.

Should you have any questions, please do not hesitate to contact me.

Phone (Main) - (540) 381-7201 Email: Jesse.Miller@vdot.virginia.gov

Sincerely,

A handwritten signature in blue ink, appearing to read 'Jesse H. Miller'.

Jesse H. Miller, P.E.

VDOT, Assistant Resident Engineer - Christiansburg Residency



October 17th, 2023

To: Virginia Telecommunication Initiative (VATI)

Pole Attachment License Agreement between Appalachian Power Company and Pembroke Telephone Cooperative dated November 15th 1981, and Assignments ("Appalachian Power Company").

Dear (VATI),

Please see the above paragraph listing Joint Use Pole Attachment between Appalachian Power Company and Pembroke Telephone Cooperative, dated November 15th, 1989. We have built a great working relationship with Pembroke from a field, permitting and billing perspective. Over the years working with Pembroke, I have personally witnessed their responsiveness and attention to detail regarding the make ready timelines and billing process. Pembroke has always remained committed to their agreement terms by making timely payment towards rental attachments, share of inventory and make ready invoicing.

From an Appalachian Power Company perspective, we will work with Pembroke to make sure permitting and make ready process runs efficiently as possible. Historically, we have worked with Pembroke Telephone on several projects that have been successful. Pembroke Telephone Cooperative is current and up to date on all invoicing related to their Joint Use agreement. Appalachian Power Company looks forward to partnering with Pembroke Telephone on future make ready projects. We understand the importance of serving the community and customers to meet their expectations. I'm confident both parties will continue to build a strong relationship and work towards providing quality results. Feel free to contact me for further questions or details 304-746-2567.

Sincerely,

A handwritten signature in black ink, appearing to read "Thomas Watts", written over a light blue horizontal line.

Thomas Watts- tmwatts@aep.com

Joint Use Representative

Appalachian Power Company

404 29th Street W

Charleston, WV 25387

November 30, 2023

Chris McKlarney
County Administrator
Giles County Administration
315 North Main St.
Pearisburg, VA 24134



Dear Mr. McKlarney,

Literacy NRV provides services to help adults improve basic literacy skills to achieve personal, employment, and civic goals. We provide instruction in reading, writing, math, and GED preparation; English for Speakers of Other Languages and U.S. Citizenship test preparation; digital literacy; financial literacy; family literacy; and health literacy. Our service area includes Montgomery, Giles, Floyd, and Pulaski Counties and the City of Radford.

In the past two years, we have received an increased number of requests for digital literacy instruction - specifically related to the post-pandemic workforce crisis and the need for basic computer skills to expand employment opportunities. We now offer classroom-based instruction throughout our service area, as well as small groups and one-to-one tutoring as needed. Instruction includes topics such as using a computer, navigating email, browsing the internet, online safety, etc. We receive many short-term requests for help with creating a resume and applying for jobs online.

Basic digital literacy skills are absolutely essential in today's increasingly digital and interconnected world for several reasons: communication (email, social media, messaging), access to information, employability, online safety, financial management, social participation, and even problem solving and critical thinking. These skills empower individuals to navigate the digital landscape and contribute to both personal and professional growth.

Particularly in Giles County, it is crucial that our adult learners have access to high speed internet, particularly in the more rural areas of the county, and it plays a significant role in addressing various challenges faced by rural communities. In addition to economic opportunities (including remote work), additional challenges include access to information and education, telemedicine and healthcare services, government services and information, continuing education, and disaster preparedness and response.

With increased access to high speed fiber internet in Giles County, we will be better able to serve adult learners and provide them the skills they need for self-sufficiency and success.

Sincerely,

A handwritten signature in black ink that reads 'Virginia Ayers'.

Virginia Ayers
Executive Director

November 8, 2023

Mr. Chris McKlarney, Giles County Administrator
Giles County Administration
315 North Main St.
Pearisburg, VA 24134

Dear Mr. McKlarney:

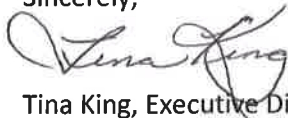
The New River Valley Agency on Aging is in strong support of Giles County's application to receive grant funding for eligible applicants in unserved and underserved areas to obtain last-mile service for internet connection. The New River Valley Agency on Aging works to help older adults stay in their homes and their communities for as long as possible and as safely as possible. Having strong and highspeed internet connections is a vital key in today's world to aid in doing this.

We often find no internet service in the rural outlying areas outside of the Town of Pearisburg, making it difficult to complete digital internet based in-home assessments to determine how to best meet the needs of the older adults and adults with disabilities that we work with. It takes twice as long to complete the work we need to do with clients who have no internet access, as we must complete a hard copy assessment and upon returning to our office, we have to enter information obtained into our cloud- based data system. We often see how internet access could address social isolation concerns for those who are living in rural areas and who are homebound. If available and affordable, older adults could use internet connections to participate in many different virtual programs and meetings that would help their emotional and physical well-being. Additionally, because healthcare specialists are scarce, having an internet connection for telehealth visits would provide access to critical health care needed for those with chronic health conditions. Many of the devices, that can be used by older adults in their homes and caregivers of older adults to help them remain safely in their homes, are dependent on an internet connection.

We worked with partnering programs in a neighboring county during the pandemic and beyond, to address social isolation by getting electronic tablets into the hands of older adults and connecting with a volunteer, if needed, to assist them with learning how to use it. It opened up a world outside of their homes, linking them to virtual visits with their families that are not living in the area, telehealth visits if needed, and access to various groups that meet virtually and that are of interest to them. If Giles County is able to extend internet coverage, our Agency working with partners in Giles County, will gladly extend our work to reach additional mobile and homebound older adults with digital literacy needs.

We hope to hear that grant funding is secured and look forward to working together to ensure that citizens in need of the service and in need of assistance with digital literacy will obtain it to enhance and enrich their lives.

Sincerely,



Tina King, Executive Director



New River Valley
**Disability
Resource
Center**

Growing independence

106 Wadsworth Street
Radford, VA 24141

Phone 540-266-1435
www.nrvdrc.org

October 27, 2023

Chris McKlarney
County Administrator
Giles County Administration
315 North Main Street
Pearisburg, VA 24134

Dear Mr. McKlarney,

The New River Valley Disability Resource Center was recently made aware of Giles County's grant proposal to expand broadband service into the more remote areas of Giles County. I'm writing to you in support of those efforts.

Our Center supports one of our community's most vulnerable, underserved, and marginalized populations - people with disabilities. The services we provide focus on the preservation and/or achievement of independent living.

We launched the "Increasing Health Literacy through Technology" program in Giles County in the Spring of 2023. We utilized grant funds to provide iPads and training to Giles County residents who met eligibility criteria which included having internet access in participants' homes. Participants learned how to use a tablet to access important public health information, participate in telehealth services, use social media, email, and avoid scams. The Center hopes to offer intermediate classes in the future. Those lessons will include how to use the internet to place orders for groceries and other products, explore distance education and access remote employment.

The unavailability of internet access limited our participant pool and was a barrier we could not overcome.

Expanding internet access in Giles County will allow more people to take advantage of opportunities to improve health, social, educational, employment, financial and economic outcomes. Indeed, the expansion of internet availability in Giles County is a necessity to increase outcomes for vulnerable populations overall.

Sincerely,

A handwritten signature in blue ink that reads "Barbara Clark".

Barbara Clark
Executive Director

A Center for Independent Living

November 29, 2023

Allison Long
Director of Library Services
Pearisburg Public Library
209 Fort Branch Road
Pearisburg, VA 24134

Chris McKlarney
County Administrator
Giles County Administration
315 North Main St.
Pearisburg, VA 24134

This letter is written in support of the VATI 2024 grant application, which would further broadband access to residents in Giles County. The Pearisburg Public Library, while a Town library, effectively serves the entirety of Giles County residents. Throughout the course of our daily operations, we see the tremendous impact that emerging technologies and digital literacy has on the lives of our patrons.

For many County residents, the library provides access to computers and internet that they simply do not have at home. This, in turn, presents a challenge as the digital literacy gap widens with every new technology developed. As the world moves online, a large group of the population is left to scramble for access to resources.

The majority of the Pearisburg Library's work in digital access and literacy is done on an individual basis. Much of this work involves sending forms via fax in lieu of email as patrons either do not have email addresses or have difficulty accessing their accounts. Library staff also assist patrons in setting up email accounts, creating online employment applications, accessing tax forms, or even learning how to set up applications on their phone. The library provides a space that patrons can use for free to access the internet for school, work, job interviews, or online meetings. What we've found is that even if patrons own a device (i.e. phone or computer), often they do not have internet at their home, particularly in rural areas, where service is unreliable or unavailable even to those who can afford it.

In 2023, the library served as a host site for the New River Valley Disability Resource Center's (NRVDRC) Improving Health Literacy Through Technology program. This program taught individuals with disabilities how they could use an iPad for telehealth visits, opening up another avenue for care previously unavailable. Programs such as this illustrates how community partnerships can help bridge the digital literacy divide and bring a better quality of life to residents through access to technology.

Residents must be able to connect to succeed. Broadband access is essential to this success. The Pearisburg Library supports every effort to increase access to broadband service in Giles County.

Regards,

Allison Long



MONTGOMERY CENTER
700 University City Boulevard / Blacksburg, VA 24060
Phone: 540.961.8300 / Emergencies: 540.961.8400
Fax: 540.961.8465 / www.nrvcs.org

November 28, 2023

Mr. Chris McKlarney, County Administrator
Giles County Administration
315 North Main St.
Pearisburg, VA 24134

Dear Mr. McKlarney:

I am pleased to write this letter in support of Giles County's application for the 2024 Virginia Telecommunications (VATI) Grant from the Virginia Department of Community Development (DHCD). The proposed project to expand internet access to residents who live in the White Gate, Staffordsville, Poplar Hill, and Walker Creek communities certainly aligns with New River Valley Community Services' (NRVCS) mission to enhance lives.

Internet access in today's world is critically important – particularly for individuals and families who live in rural areas that also struggle with transportation. NRVCS experienced first-hand how valuable this technology can be during the COVID-19 pandemic, when dozens of our consumers accessed essential services for mental health and/or substance use disorders via telehealth.

The wealth of information and resources available online can also be incredibly helpful in improving health literacy among the county's citizens – potentially giving them the knowledge to mitigate issues that could otherwise lead to primary care or behavioral health crises. This technology would also provide opportunities for more county residents to utilize NRVCS' recently launched mobile app (Hope Hub), which helps users identify and connect with service agencies and other supports in the New River Valley.

I am confident this project would improve overall health outcomes for the citizens of Giles County and fully support your proposal for VATI funding on behalf of the aforementioned communities.

Sincerely,

Mike

Mike Wade
Coordinator, Community Wellness & Outreach
New River Valley Community Services

[mental health](#) • [intellectual disabilities](#) • [substance use disorders](#) • [prevention services](#)

Proudly serving the counties of Floyd, Giles, Montgomery and Pulaski, and the City of Radford

Women's Resource Center of the New River Valley

November 28, 2023

Chris McKlarney
County Administrator
Giles County Administration
315 North Main St.
Pearisburg, VA 24134

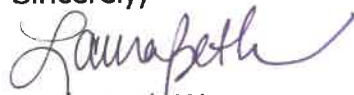
Dear Mr. McKlarney:

On behalf of the Women's Resource Center of the New River Valley Inc., please accept this letter of support for your application to the VATI 2024 Grant application.

Since incorporation as a non-profit in 1977, the Women's Resource Center of the New River Valley has been providing free, trauma-informed services to victims of sexual and domestic violence in the New River Valley. Each year, we provide counseling, advocacy, shelter, and hotline services to over 3,000 individuals. For decades, most of our services were available via the telephone or in-person, however one of the silver linings from COVID has been the introduction of counseling via telehealth. For individuals in rural communities, access to transportation remains a barrier to accessing services. Simultaneously, the unequal access to broadband and even cell service has compounded that barrier. When COVID forced many programs and services to move to virtual provision, individuals in rural communities were left behind. Our clients reported struggling with maintaining schoolwork, losing employment opportunities due to lack of stable internet connectivity, and lack of access to an increasingly virtual world.

As our society moves past COVID, the use of virtual service provision is not going away. Providing increased stable internet to the residents of Giles County remains a priority in reducing barriers these communities have faced for decades. The clients of the WRCNRV would benefit greatly from increased and stable internet access.

Sincerely,



Laura Beth Weaver
Executive Director



NEW RIVER Community College

5251 College Drive, Dublin, Virginia 24084-3660

December 11, 2023

Tamarah C. Holmes, Ph.D.
Director, Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Ste. 300
Richmond, VA 23219

RE: Letter of Support for PemTel Broadband Equity Access and Deployment (BEAD) project proposal for Giles County, Virginia

Dear Dr. Holmes:

We at New River Community College (NRCC), are pleased to indicate our support of the proposed PemTel BEAD project. As outlined in the proposal, this project would allow universal broadband services to the citizens of Giles County. As you are aware, having convenient access to reliable, affordable Internet service has become essential. It's critical to maximize the delivery of, engagement in, and receiving the benefit of education in today's world. Many modern-day educational initiatives require use of the Internet for:

- Virtual deployment of educational content
- Student research; homework / project submission and testing
- Tutorials; collaboration; club work; competitive events; mentoring activities; community service work and much more

Students without Internet access can and will face considerable challenges with optimizing their educational opportunity as well as in developing, maintaining and building economic resiliency in their futures. In cases where high-speed Internet access is unavailable, communities lag behind others in pursuing educational goals and exploiting / enabling vibrant economic opportunity.

New River Community College engages in extensive involvement with the Giles County student population and others in the emerging workforce. This includes providing academic and career-technical distance learning programs for high school and college students, as well as funding for hundreds of Giles County students through NRCC's Access to Community College Education (ACCE) program. Without reliable high-speed Internet in their homes, ability to take advantage of these opportunities is, at best, seriously restricted.

The need for successfully reaching communities not having reliable Internet service addresses objectives is outlined in the Giles County Broadband Assessment. This assessment has helped

the County to identify high priority need areas for broadband service. The intention is to deploy additional broadband capacity in an efficient and effective fashion in these unserved or underserved areas.

We are hoping to learn that the DHCD has elected to fund universal broadband deployment in Giles County, especially as it helps to elevate the future success of low-income and first-generation college students. Please let me know of any questions you may have for me. Thank you for your consideration of this critical initiative.

Sincerely,

A handwritten signature in cursive script that reads "Patricia B. Huber". The signature is written in dark ink and is positioned below the word "Sincerely,".

Patricia B. Huber, Ph.D.



Virginia Cooperative Extension
Giles County
507 Wenonah Avenue
Pearisburg, Virginia 24134
540-921-3455
email: kloerife@vt.edu
www.giles.ext.vt.edu

To whom it may concern,

Virginia Cooperative Extension Giles County would like to partner with PemTel to support the Virginia Telecommunication Initiative (VATI). VCE Giles County serves agricultural producers, many of which also work for and utilize PemTel. Through building local relationships and collaborative partnerships, VCE's mission is to help people put scientific knowledge to work through learning experiences that improve economic, environmental, and social well-being. Broadband adoption in areas of Giles such as Whitegate, Wilburn Valley, and Sugar Run will allow us to expand our reach and engage a wider Giles County audience, as well as boost the social well-being of those that do not have access to broadband currently. Through this partnership, we will be able to collaborate to introduce smart farming technology to the area and provide many learning opportunities centered around smart farming. VCE Giles County has the resources to offer digital literacy training to those who have not had access to broadband before so it can be properly integrated and utilized to improve agricultural operations.

I hope you will consider PemTel and Giles County in your decision.

Best,

Kloe Rife, Associate Agriculture and Natural Resources Extension Agent

A handwritten signature in black ink, appearing to read 'Kloe Rife'.

Giles County Farm Bureau



Dear Dr. Holmes,

The Virginia Farm Bureau promotes the state's agriculture industry and works with legislators to help create an environment where agriculture can prosper. We are the largest agriculture advocacy group in the state of Virginia representing over 150,000 members. We represent farmers, ranchers and rural residents at the local, state and national levels.

It is of the utmost importance that we remain aware of what is happening around us and how it may impact our members and their establishments. We must remain in contact and communicate important information amongst our members as well as the legislators representing us and our member needs. We are much like any other company, group or organization in that we rely on technology to conduct these and other functions of daily business.

With that comes the need for dependable, quality broadband internet service.

As the president of Giles County's Farm Bureau, I realize the importance of broadband in agriculture and respectfully request that you consider granting Pembroke Telephone Cooperative's application for assistance to build much needed broadband services to our area. Without this technology it puts our area at a disadvantage, not to mention making our job more difficult and preventing access to the newest technology. With broadband many things could change for the rural farmers in this area. It would give us improved surveillance and security of farms and equipment, along with the new technology on farm equipment, which can upload GPS data to websites to monitor planting and chemical application to our fields.

Pembroke Telephone Cooperative has been in business for over 55 years, they have a local business office, and they have a reputation of providing quality, dependable, affordable services. We hope that they will be able to bring those services to this area and with this grant it would ease the financial burden to do so.

Thank you for your consideration.

Sincerely,

A handwritten signature in black ink that reads "Michael A. Thompson". The signature is written in a cursive style with a large, prominent initial "M".

Michael A. Thompson
President of Giles County Farm Bureau



Dear Dr. Holmes,

I am writing to you in support of Giles County's proposal for broadband expansion assistance from the Department of Housing and Community Development Virginia Telecommunications Initiative Broadband Project. High-speed Internet access in Giles County has become essential to day-to-day activities, including hybrid and remote work opportunities, of individuals, businesses, and non-profit organizations. This includes regional economic and educational activities and opportunities.

Many students and employees of Virginia Tech, and the Virginia Tech Transportation Institute specifically, including myself, reside or otherwise enjoy spending time in the proposed broadband expansion area of Giles County. This expansion enables students to conduct online coursework and employees to perform their duties from Giles County. Ultimately, this increases the competitiveness of Virginia Tech in attracting quality students and world-class faculty and staff.

This proposal leverages the findings of the Giles County Broadband Assessment which has helped the county prioritize areas most in need of high-speed Internet access. As such, the additional broadband capacity that this proposal would enable will be applied to the places where it is most needed.

Sincerely,

Zeb Bowden, Ph.D.

Director, Division of Technology Development and Deployment, Virginia Tech Transportation Institute

Sr. Research Scientist, Virginia Tech Transportation Institute

Adjunct Professor, Pamplin College of Business, Virginia Tech

zbowden@vt.edu

(540) 231-2503

Advancing Transportation through Innovation



Division of Information Technology
755 University Mall
Virginia Tech (MC0169)
Blacksburg, Virginia 24060
P: (540) 231-4227 F: (540) 231-5555
vpit@vt.edu

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

September 28, 2023

Dear Dr. Holmes,

In my role as the Interim Chief Information Officer and Vice President for Information Technology at Virginia Tech, I am writing to express the university's support for the funding application submitted by Giles County and Pembroke Telephone Cooperative for the expansion of broadband infrastructure and services in Giles County, Virginia. This initiative has notable benefits for the residents of Giles County including Virginia Tech students and faculty who reside in this region.

Access to high-speed broadband internet is a fundamental necessity for day to day needs such as remote work and job training, education, healthcare, and quality of life. The COVID-19 pandemic has highlighted the critical importance of reliable internet connectivity to enable economic and educational activities to continue using online tools and services. Unfortunately, as shown in the findings of the Giles County Broadband Assessment, many rural and underserved areas including Giles County still face significant challenges when it comes to access to reliable, high-speed broadband access.

Pembroke Telephone Cooperative has a proven track record of providing reliable telecommunication services to the community. Their commitment to partnering with Giles County to bridge the digital divide aligns with the goals of the Department of Housing and Community Development (DHCD) to enhance the quality of life for Virginians through access to essential services.

Expanding broadband infrastructure in Giles County will have a direct and positive impact on the educational experiences of Virginia Tech students and faculty who reside in the area. Access to high-speed internet is crucial for online research, virtual classrooms, collaborative projects, and staying connected with the broader academic community.

In conclusion, we strongly support this initiative and it is our hope that the Department of Housing and Community Development will approve Pembroke Telephone Cooperative's funding application for expanding broadband infrastructure and services in Giles County, Virginia. This investment is not just about connectivity; it's about fostering education, economic development, and healthcare access in an underserved community.

Sincerely,

A handwritten signature in black ink, appearing to read 'David Raymond'.

David Raymond
Interim Vice President for IT and Chief Information Officer
Virginia Tech



6580 Valley Center Drive | Suite 124 | Radford, VA 24141 | 540-639-9313

NRVRC.ORG

December 7, 2023

Mr. Bryan W. Horn
Director
VA Dept of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219

RE: Letter of Support-Giles County 2024 VATI Application

Dear Mr. Horn,

On behalf of the New River Valley Regional Commission, I am pleased to offer a letter of support for Giles County's application to the Virginia Telecommunications Initiative grant program.

The Regional Commission supports Giles County's application for broadband expansion funding for more than 629 households, businesses and community anchors in the White Gate, Staffordsville, Poplar Hill, Wilburn Valley and Walker Creek communities. Access to affordable and reliable high speed broadband services is essential in today's increasingly digital and interconnected world. The provision of these services would not only improve the quality of life for the citizens in the project area, but will also be economically beneficial for the entire county.

Should you have any questions regarding the Commission's support for this project, please do not hesitate to contact me.

Sincerely,

Kevin R. Byrd, AICP
Executive Director

Counties

Floyd | Giles
Montgomery | Pulaski

City

Radford

Towns

Blacksburg | Christiansburg
Floyd | Narrows | Pearisburg
Pembroke | Pulaski | Rich Creek

Higher Education

Virginia Tech | Radford University
New River Community College

October 20, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

Please accept this letter of support on behalf of Pembroke Telephone Cooperative's application to receive broadband expansion assistance via the Virginia Telecommunications Initiative program.

Access to Broadband Internet service has become a necessity for day to day needs such as remote work and job training, education, BANKING, healthcare, entertainment and more. Unfortunately, many of Giles County's residents still face significant challenges when it comes to accessing reliable, high-speed broadband internet.

It is my belief that Pembroke Telephone Cooperative is uniquely positioned to satisfy that need in our area. They operate a local business office, have local employees and have been providing their subscribers with high-quality, affordable communications services for over 55 years.

As a resident of the proposed area, I respectfully request that Pembroke Telephone Cooperative's VATI application for expanding broadband services in Giles County be approved. This funding represents an investment in not only the broadband infrastructure, but also in the people and the future of Giles County.

Thank you for your consideration.

Sincerely,

Hannah Aschliman
Hannah Aschliman

I homeschool my 4 kids and most certainly would appreciate more options for reliable internet for educational use. There are many homeschooling families in the area who would benefit from affordable service. Please consider the benefit to all the children when making your decision. Thank you for your consideration.

October 20, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

Please accept this letter of support on behalf of Pembroke Telephone Cooperative's application to receive broadband expansion assistance via the Virginia Telecommunications Initiative program.

Access to Broadband Internet service has become a necessity for day to day needs such as remote work and job training, education, BANKING, healthcare, entertainment and more. Unfortunately, many of Giles County's residents still face significant challenges when it comes to accessing reliable, high-speed broadband internet.

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As a resident of the proposed area, I respectfully request that Pembroke Telephone Cooperative's VATI application for expanding broadband services in Giles County be approved. This funding represents an investment in not only the broadband infrastructure, but also in the people and the future of Giles County.

Thank you for your consideration.

Sincerely,

Robert L. Francis

Our community needs the broadband for the small business but also for our school age kids with their school work.
Betty Francis

October 20, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

Please accept this letter of support on behalf of Pembroke Telephone Cooperative's application to receive broadband expansion assistance via the Virginia Telecommunications Initiative program.

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It is my belief that Pembroke Telephone Cooperative is uniquely positioned to satisfy that need in our area. They operate a local business office, have local employees and have been providing their subscribers with high-quality, affordable communications services for over 55 years.

As a resident of the proposed area, I respectfully request that Pembroke Telephone Cooperative's VATI application for expanding broadband services in Giles County be approved. This funding represents an investment in not only the broadband infrastructure, but also in the people and the future of Giles County.

Thank you for your consideration.

Sincerely,



Kurt Aschliman

Use internet extensively for my work, but with no option for wired service, I have to have a few backups in case one goes down, which can happen too frequently. Thanks for consideration!

October 20, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

Please accept this letter of support on behalf of Pembroke Telephone Cooperative's application to receive broadband expansion assistance via the Virginia Telecommunications Initiative program.

Access to Broadband Internet service has become a necessity for day to day needs such as remote work and job training, education, BANKING, healthcare, entertainment and more. Unfortunately, many of Giles County's residents still face significant challenges when it comes to accessing reliable, high-speed broadband internet.

It is my belief that Pembroke Telephone Cooperative is uniquely positioned to satisfy that need in our area. They operate a local business office, have local employees and have been providing their subscribers with high-quality, affordable communications services for over 55 years.

As a resident of the proposed area, I respectfully request that Pembroke Telephone Cooperative's VATI application for expanding broadband services in Giles County be approved. This funding represents an investment in not only the broadband infrastructure, but also in the people and the future of Giles County.

Thank you for your consideration.

Aherie Dunford
Sincerely,

November 12, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

Please accept this letter of support on behalf of Pembroke Telephone Cooperative's application to receive broadband expansion assistance via the Virginia Telecommunications Initiative program.

Access to Broadband Internet service has become a necessity for day to day needs like remote work, job training, and education. Unfortunately, as a Giles County resident, I still face significant challenges when it comes to accessing reliable, high-speed broadband internet. My current 3M/10M service through All Points Broadband is not sufficient for my education and remote work needs.

As a resident of the proposed area, I respectfully request that Pembroke Telephone Cooperative's VATI application for expanding broadband services in Giles County to Moye Rd area off Rt 100 be approved. This funding represents an investment in not only the broadband infrastructure, but also in the people and the future of Giles County.

Thank you for your consideration.

Sincerely,

Deanna Williams
173 Moye Rd
Staffordsville, VA 24167

October 20, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

Please accept this letter of support on behalf of Pembroke Telephone Cooperative's application to receive broadband expansion assistance via the Virginia Telecommunications Initiative program.

Access to Broadband Internet service has become a necessity for day to day needs such as remote work and job training, education, BANKING, healthcare, entertainment and more. Unfortunately, many of Giles County's residents still face significant challenges when it comes to accessing reliable, high-speed broadband internet.

It is my belief that Pembroke Telephone Cooperative is uniquely positioned to satisfy that need in our area. They operate a local business office, have local employees and have been providing their subscribers with high-quality, affordable communications services for over 55 years.

As a resident of the proposed area, I respectfully request that Pembroke Telephone Cooperative's VATI application for expanding broadband services in Giles County be approved. This funding represents an investment in not only the broadband infrastructure, but also in the people and the future of Giles County.

Thank you for your consideration.

Sincerely,

David Perkins

October 20, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

Please accept this letter of support on behalf of Pembroke Telephone Cooperative's application to receive broadband expansion assistance via the Virginia Telecommunications Initiative program.

Access to Broadband Internet service has become a necessity for day to day needs such as remote work and job training, education, BANKING, healthcare, entertainment and more. Unfortunately, many of Giles County's residents still face significant challenges when it comes to accessing reliable, high-speed broadband internet.

It is my belief that Pembroke Telephone Cooperative is uniquely positioned to satisfy that need in our area. They operate a local business office, have local employees and have been providing their subscribers with high-quality, affordable communications services for over 55 years.

As a resident of the proposed area, I respectfully request that Pembroke Telephone Cooperative's VATI application for expanding broadband services in Giles County be approved. This funding represents an investment in not only the broadband infrastructure, but also in the people and the future of Giles County.

Thank you for your consideration.

Sincerely,

A handwritten signature in cursive script, appearing to read "Mary Lindsey". The signature is written in black ink and is positioned below the word "Sincerely,".

October 20, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

Please accept this letter of support on behalf of Pembroke Telephone Cooperative's application to receive broadband expansion assistance via the Virginia Telecommunications Initiative program.

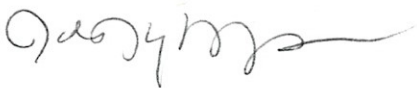
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It is my belief that Pembroke Telephone Cooperative is uniquely positioned to satisfy that need in our area. They operate a local business office, have local employees and have been providing their subscribers with high-quality, affordable communications services for over 55 years.

As a resident of the proposed area, I respectfully request that Pembroke Telephone Cooperative's VATI application for expanding broadband services in Giles County be approved. This funding represents an investment in not only the broadband infrastructure, but also in the people and the future of Giles County.

Thank you for your consideration.

Sincerely,

A handwritten signature in black ink, appearing to read "G. Holmes", written over a faint horizontal line.

October 20, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

Please accept this letter of support on behalf of Pembroke Telephone Cooperative's application to receive broadband expansion assistance via the Virginia Telecommunications Initiative program.

Access to Broadband Internet service has become a necessity for day to day needs such as remote work and job training, education, BANKING, healthcare, entertainment and more. Unfortunately, many of Giles County's residents still face significant challenges when it comes to accessing reliable, high-speed broadband internet.

It is my belief that Pembroke Telephone Cooperative is uniquely positioned to satisfy that need in our area. They operate a local business office, have local employees and have been providing their subscribers with high-quality, affordable communications services for over 55 years.

As a resident of the proposed area, I respectfully request that Pembroke Telephone Cooperative's VATI application for expanding broadband services in Giles County be approved. This funding represents an investment in not only the broadband infrastructure, but also in the people and the future of Giles County.

Thank you for your consideration.

Sincerely,

A handwritten signature in cursive script that reads "Juanita Jones". The signature is written in black ink and is positioned below the word "Sincerely,".

October 20, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

Please accept this letter of support on behalf of Pembroke Telephone Cooperative's application to receive broadband expansion assistance via the Virginia Telecommunications Initiative program.

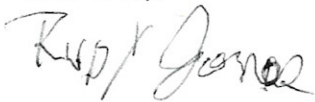
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As a resident of the proposed area, I respectfully request that Pembroke Telephone Cooperative's VATI application for expanding broadband services in Giles County be approved. This funding represents an investment in not only the broadband infrastructure, but also in the people and the future of Giles County.

Thank you for your consideration.

Sincerely,

A handwritten signature in black ink, appearing to read "Russ Jones". The signature is written in a cursive style with a large initial "R".

October 20, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

Please accept this letter of support on behalf of Pembroke Telephone Cooperative's application to receive broadband expansion assistance via the Virginia Telecommunications Initiative program.

Access to Broadband Internet service has become a necessity for day to day needs such as remote work and job training, education, BANKING, healthcare, entertainment and more. Unfortunately, many of Giles County's residents still face significant challenges when it comes to accessing reliable, high-speed broadband internet.

It is my belief that Pembroke Telephone Cooperative is uniquely positioned to satisfy that need in our area. They operate a local business office, have local employees and have been providing their subscribers with high-quality, affordable communications services for over 55 years.

As a resident of the proposed area, I respectfully request that Pembroke Telephone Cooperative's VATI application for expanding broadband services in Giles County be approved. This funding represents an investment in not only the broadband infrastructure, but also in the people and the future of Giles County.

Thank you for your consideration.

Sincerely,

The image shows a handwritten signature in cursive script. The signature appears to be "J. Caldwell". The first part of the signature is somewhat stylized and difficult to read, but the last name "Caldwell" is clearly legible.

October 20, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

Please accept this letter of support on behalf of Pembroke Telephone Cooperative's application to receive broadband expansion assistance via the Virginia Telecommunications Initiative program.

Access to Broadband Internet service has become a necessity for day to day needs such as remote work and job training, education, BANKING, healthcare, entertainment and more. Unfortunately, many of Giles County's residents still face significant challenges when it comes to accessing reliable, high-speed broadband internet.

It is my belief that Pembroke Telephone Cooperative is uniquely positioned to satisfy that need in our area. They operate a local business office, have local employees and have been providing their subscribers with high-quality, affordable communications services for over 55 years.

As a resident of the proposed area, I respectfully request that Pembroke Telephone Cooperative's VATI application for expanding broadband services in Giles County be approved. This funding represents an investment in not only the broadband infrastructure, but also in the people and the future of Giles County.

Thank you for your consideration.

Sincerely,

A handwritten signature in cursive script that reads "Dorena Skultz".

October 20, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

Please accept this letter of support on behalf of Pembroke Telephone Cooperative's application to receive broadband expansion assistance via the Virginia Telecommunications Initiative program.

Access to Broadband Internet service has become a necessity for day to day needs such as remote work and job training, education, BANKING, healthcare, entertainment and more. Unfortunately, many of Giles County's residents still face significant challenges when it comes to accessing reliable, high-speed broadband internet.

It is my belief that Pembroke Telephone Cooperative is uniquely positioned to satisfy that need in our area. They operate a local business office, have local employees and have been providing their subscribers with high-quality, affordable communications services for over 55 years.

As a resident of the proposed area, I respectfully request that Pembroke Telephone Cooperative's VATI application for expanding broadband services in Giles County be approved. This funding represents an investment in not only the broadband infrastructure, but also in the people and the future of Giles County.

Thank you for your consideration.

Sincerely,

A handwritten signature in cursive script that reads "Josh Caldwell". The signature is written in black ink and is positioned below the word "Sincerely,".

October 20, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

Please accept this letter of support on behalf of Pembroke Telephone Cooperative's application to receive broadband expansion assistance via the Virginia Telecommunications Initiative program.

Access to Broadband Internet service has become a necessity for day to day needs such as remote work and job training, education, BANKING, healthcare, entertainment and more. Unfortunately, many of Giles County's residents still face significant challenges when it comes to accessing reliable, high-speed broadband internet.

It is my belief that Pembroke Telephone Cooperative is uniquely positioned to satisfy that need in our area. They operate a local business office, have local employees and have been providing their subscribers with high-quality, affordable communications services for over 55 years.

As a resident of the proposed area, I respectfully request that Pembroke Telephone Cooperative's VATI application for expanding broadband services in Giles County be approved. This funding represents an investment in not only the broadband infrastructure, but also in the people and the future of Giles County.

Thank you for your consideration.

Sincerely,

Kendall Ball

November 30, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 EST Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

As a long-time home owner in the White Gate Community of Giles County, I fully support the Pembroke Telephone Cooperative and their application to receive broadband expansion assistance through the Virginia Telecommunications Initiative program.

I am also a retired IT manager and still a consultant with my former employer in Huntsville Alabama. Most of my consulting efforts require remote computer access. The absence of reliable connectivity and bandwidth greatly hinders my ability to work effectively.

I am confident the Pembroke Telephone Cooperative has the expertise, experience, and proven track record to provide the service this community so desperately needs.

Thank You,



Doak Bane
299 White Pine Rd
Pearisburg, VA

October 20, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

Please accept this letter of support on behalf of Pembroke Telephone Cooperative's application to receive broadband expansion assistance via the Virginia Telecommunications Initiative program.

Access to Broadband Internet service has become a necessity for day to day needs such as remote work and job training, education, BANKING, healthcare, entertainment and more. Unfortunately, many of Giles County's residents still face significant challenges when it comes to accessing reliable, high-speed broadband internet.

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As a resident of the proposed area, I respectfully request that Pembroke Telephone Cooperative's VATI application for expanding broadband services in Giles County be approved. This funding represents an investment in not only the broadband infrastructure, but also in the people and the future of Giles County.

Thank you for your consideration.

Sincerely,


Brenda B. Fanning

October 20, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

Please accept this letter of support on behalf of Pembroke Telephone Cooperative's application to receive broadband expansion assistance via the Virginia Telecommunications Initiative program.

Access to Broadband Internet service has become a necessity for day to day needs such as remote work and job training, education, BANKING, healthcare, entertainment and more. Unfortunately, many of Giles County's residents still face significant challenges when it comes to accessing reliable, high-speed broadband internet.

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As a resident of the proposed area, I respectfully request that Pembroke Telephone Cooperative's VATI application for expanding broadband services in Giles County be approved. This funding represents an investment in not only the broadband infrastructure, but also in the people and the future of Giles County.

Thank you for your consideration.

Sincerely,

Victoria Greenup

*1037 White Pine Rd
Pearisburg, Va
24134*

October 20, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

Please accept this letter of support on behalf of Pembroke Telephone Cooperative's application to receive broadband expansion assistance via the Virginia Telecommunications Initiative program.

Access to Broadband Internet service has become a necessity for day to day needs such as remote work and job training, education, BANKING, healthcare, entertainment and more. Unfortunately, many of Giles County's residents still face significant challenges when it comes to accessing reliable, high-speed broadband internet.

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As a resident of the proposed area, I respectfully request that Pembroke Telephone Cooperative's VATI application for expanding broadband services in Giles County be approved. This funding represents an investment in not only the broadband infrastructure, but also in the people and the future of Giles County.

Thank you for your consideration.

Sincerely,

Judy M. Breedlove
William W. Breedlove

November 3, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

Please accept this letter of support on behalf of Pembroke Telephone Cooperative's application to receive broadband expansion assistance via the Virginia Telecommunications Initiative program.

Access to Broadband Internet service has become a necessity for day to day needs such as remote work and job training, education, BANKING, healthcare, entertainment and more. Unfortunately, many of Giles County's residents still face significant challenges when it comes to accessing reliable, high-speed broadband internet.

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As a resident of the proposed area, I respectfully request that Pembroke Telephone Cooperative's VATI application for expanding broadband services in Giles County be approved. This funding represents an investment in not only the broadband infrastructure, but also in the people and the future of Giles County.

Thank you for your consideration.

Sincerely,

A handwritten signature in cursive script that reads "Michael A. Thompson". The signature is written in black ink and is positioned below the word "Sincerely,".

Michael A. Thompson
President of Giles County Farm Bureau

November 3, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

Please accept this letter of support on behalf of Pembroke Telephone Cooperative's application to receive broadband expansion assistance via the Virginia Telecommunications Initiative program.

Access to Broadband Internet service has become a necessity for day to day needs such as remote work and job training, education, BANKING, healthcare, entertainment and more. Unfortunately, many of Giles County's residents still face significant challenges when it comes to accessing reliable, high-speed broadband internet.

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As a resident of the proposed area, I respectfully request that Pembroke Telephone Cooperative's VATI application for expanding broadband services in Giles County be approved. This funding represents an investment in not only the broadband infrastructure, but also in the people and the future of Giles County.

Thank you for your consideration.

Sincerely,



Michael A. Thompson
President of Poplar Hill Fire Department

October 20, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

Please accept this letter of support on behalf of Pembroke Telephone Cooperative's application to receive broadband expansion assistance via the Virginia Telecommunications Initiative program.

Access to Broadband Internet service has become a necessity for day to day needs such as remote work and job training, education, BANKING, healthcare, entertainment and more. Unfortunately, many of Giles County's residents still face significant challenges when it comes to accessing reliable, high-speed broadband internet.

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As a resident of the proposed area, I respectfully request that Pembroke Telephone Cooperative's VATI application for expanding broadband services in Giles County be approved. This funding represents an investment in not only the broadband infrastructure, but also in the people and the future of Giles County.

Thank you for your consideration.

Sincerely,

A handwritten signature in cursive script that reads "Susan Michael Mann".

October 20, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

Please accept this letter of support on behalf of Pembroke Telephone Cooperative's application to receive broadband expansion assistance via the Virginia Telecommunications Initiative program.

Access to Broadband Internet service has become a necessity for day to day needs such as remote work and job training, education, BANKING, healthcare, entertainment and more. Unfortunately, many of Giles County's residents still face significant challenges when it comes to accessing reliable, high-speed broadband internet.

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As a resident of the proposed area, I respectfully request that Pembroke Telephone Cooperative's VATI application for expanding broadband services in Giles County be approved. This funding represents an investment in not only the broadband infrastructure, but also in the people and the future of Giles County.

Thank you for your consideration.

Sincerely,

Susan M. P. Morris
owner of A. Vest & Sons Funeral Home

October 20, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

Please accept this letter of support on behalf of Pembroke Telephone Cooperative's application to receive broadband expansion assistance via the Virginia Telecommunications Initiative program.

Access to Broadband Internet service has become a necessity for day to day needs such as remote work and job training, education, BANKING, healthcare, entertainment and more. Unfortunately, many of Giles County's residents still face significant challenges when it comes to accessing reliable, high-speed broadband internet.

It is my belief that Pembroke Telephone Cooperative is uniquely positioned to satisfy that need in our area. They operate a local business office, have local employees and have been providing their subscribers with high-quality, affordable communications services for over 55 years.

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Thank you for your consideration.

Sincerely,



October 20, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

Please accept this letter of support on behalf of Pembroke Telephone Cooperative's application to receive broadband expansion assistance via the Virginia Telecommunications Initiative program.

Access to Broadband Internet service has become a necessity for day to day needs such as remote work and job training, education, BANKING, healthcare, entertainment and more. Unfortunately, many of Giles County's residents still face significant challenges when it comes to accessing reliable, high-speed broadband internet.

It is my belief that Pembroke Telephone Cooperative is uniquely positioned to *satisfy that need in our area*. They operate a local business office, have local employees and have been providing their subscribers with high-quality, affordable communications services for over 55 years.

As a resident of the proposed area, I respectfully request that Pembroke Telephone Cooperative's VATI application for expanding broadband services in Giles County be approved. This funding represents an investment in not only the broadband infrastructure, but also in the people and the future of Giles County.

Thank you for your consideration.

Sincerely,



October 18, 2023

Dr. Tamara Holmes

Director, DHCD Office of Broadband

Virginia Department of Housing and Community Development

600 East Main Street, Suite 300

Richmond, Va. 23219-2430

Dear Dr. Holmes,

I am writing to you in support on behalf of Pembroke Telephone Cooperative's application to receive broadband expansion assistance via the Virginia Telecommunications Initiative program.

Access to Broadband Internet service has become necessary for day to day needs such as job training, remote work, education, banking, healthcare, entertainment and more. Unfortunately, many of the citizens of Giles County are still facing challenges when it comes to accessing reliable high-speed broadband internet.

I personally ran into this challenge when our grandson lived with us for a year and a half at which time could not do homework that was required because the hot spot that was provided did not work in our area.

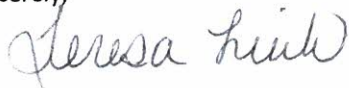
Our cell service since going to 5G has actually become less reliable. After doing some research and finding that Gigabeam stated they are in our coverage area I reached out to them. They told me by looking at the coverage map we appeared to be good candidates but the company would have to come out and do a site survey. I have contacted them twice and have never received a response from them.

It is my belief after talking with several neighbors in the PemTel coverage area that Pembroke Telephone Cooperative is uniquely able to satisfy the needs of our area. They operate a local business office, have local employees and have been providing their subscribers with high-quality affordable communication services for over 55 years.

As a resident of the proposed area, I respectfully request that Pembroke Telephone Cooperative's VATI application for expanding broadband services in Giles County be approved. This funding represents an investment in not only the broadband infrastructure, but also in the people and future of Giles County.

Thank you for your consideration in this matter,

Sincerely,

A handwritten signature in cursive script that reads "Teresa Hunt".

October 20, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

Please accept this letter of support on behalf of Pembroke Telephone Cooperative's application to receive broadband expansion assistance via the Virginia Telecommunications Initiative program.

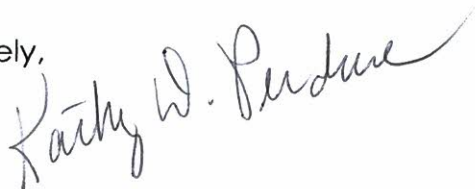
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Thank you for your consideration.

Sincerely,

A handwritten signature in cursive script that reads "Kathy W. Purdue". The signature is written in dark ink and is positioned below the word "Sincerely,".

October 20, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

Please accept this letter of support on behalf of Pembroke Telephone Cooperative's application to receive broadband expansion assistance via the Virginia Telecommunications Initiative program.

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Thank you for your consideration.

Sincerely,

A handwritten signature in black ink that reads "Hi Van Johnston". The signature is written in a cursive style with a large, prominent "H" and "V".

October 20, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

Please accept this letter of support on behalf of Pembroke Telephone Cooperative's application to receive broadband expansion assistance via the Virginia Telecommunications Initiative program.

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As a resident of the proposed area, I respectfully request that Pembroke Telephone Cooperative's VATI application for expanding broadband services in Giles County be approved. This funding represents an investment in not only the broadband infrastructure, but also in the people and the future of Giles County.

Thank you for your consideration.

Sincerely,

A handwritten signature in cursive script that reads "Anna Marie Arnold".

October 20, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

Please accept this letter of support on behalf of Pembroke Telephone Cooperative's application to receive broadband expansion assistance via the Virginia Telecommunications Initiative program.

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Thank you for your consideration.

Sincerely,

Katherine Elia Myers

October 20, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

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Thank you for your consideration.

Sincerely,

A handwritten signature in cursive script that reads "Kristina Myer". The signature is written in black ink and is positioned below the typed name "Kristina Myer".

October 20, 2023

Dear Recipient,

Pembroke Telephone Cooperative is in the process of applying for grant funds through the Virginia Telecommunications Initiative Program (VATI) that would allow us to build Fiber Broadband Internet service to your area.

Broadband is becoming an increasingly important part of daily life. Whether used for education, banking, working from home, streaming entertainment or any number of other uses, nearly everyone relies on the internet for some purpose. And our small, rural areas are no exception. Unfortunately, access to these services has been hindered by many factors. The biggest one of those obstacles being the enormity of funds required to build it.

Part of the VATI grant application process requires a show of support from residences and businesses from the area, which is where you can help us.

We are requesting that you, your neighbors, and friends in the area write a letter in support of our application for funding. A sample letter is included with this correspondence. Feel free to put it in your own words, or simply sign it and send it back to us to be included with the application.

We appreciate your support of our efforts to bring Fiber Broadband Internet service to your area and look forward to the possibility of serving your internet needs in the future.

Please feel free to contact us at (540) 626-7111 with any questions you may have.

Sincerely,



Pembroke Telephone Cooperative

November 11, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

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Thank you for your consideration.

Sincerely,



Jennifer Carr
540-320-6939

October 20, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

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Thank you for your consideration.

Sincerely,

Custom Wood Creations
David Chapp

November 11, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

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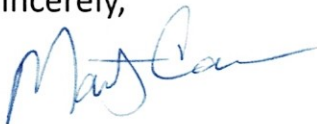
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Thank you for your consideration.

Sincerely,



Marty Carr
540-320-6941

November 11, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

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Thank you for your consideration.

Sincerely,



Mark Arney
540-599-4764

November 11, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

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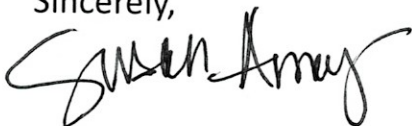
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Thank you for your consideration.

Sincerely,



Susan Arney
540-599-4754

November 11, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

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Thank you for your consideration.

Sincerely,



Becky Carr
540-921-2050

October 20, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

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Thank you for your consideration.

Sincerely,

Marjorie Martin
7931 Leburne Blvd
Dublin, Va 24084
540-597-4209

October 20, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

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Thank you for your consideration.

Sincerely,

James Norton
287 Songbird Ln.
Pearisberg VA 24134
203-417-9509

October 20, 2023

Dr. Tamara Holmes
Director, DHCD Office of Broadband
Virginia Department of Housing and Community Development
600 East Main Street, Suite 300
Richmond, VA 23219-2430

Dear Dr. Holmes,

Please accept this letter of support on behalf of Pembroke Telephone Cooperative's application to receive broadband expansion assistance via the Virginia Telecommunications Initiative program.

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Thank you for your consideration.

Sincerely,

Jimmie L Vest

*Jimmie L Vest
173 Sands Road
Pearisburg, Virginia
24134*

December 1, 2023

The PemTel Board of Directors is pleased to inform you that as of September 1, 2023, we elected to further reduce the monthly rates for some of our higher Broadband Internet plans. Since we also eliminated a couple of plan options, subscribers who were on those plans were automatically upgraded to the next higher plan at no additional cost. Most subscribers in this scenario even saw a reduction in the rate. For example, a subscriber who previously subscribed to our 200/200 plan for \$199.95 per month were upgraded to our 500/500 plan at the new, lower rate of \$149.95 per month.

PemTel is a member of the National Exchange Carrier Association which was formed by the FCC to oversee rates and tariffs for independent telcos across the country. As a member and pool participant, our revenue requirements and rates are determined by NECA and filed with the FCC as tariffs. These tariffs are our legal billing authority and are subject to change effective July 1st of each year. And should we fail to follow them, we would lose the subsidies we receive as participants in the pool.

PemTel's goal is to continue to offer high quality, affordable broadband internet services to our subscribers. As more subscribers migrate to higher speed offerings, and assuming that our subscriber base grows, our profit margins will permit us to have more flexibility to offer highly competitive rates to our subscribers. We review our pricing structure frequently to assure our subscribers are receiving the most affordable rates possible.


MAX DOWNLOAD	MAX UPLOAD	MONTHLY RATE WHEN COMBINED WITH ACTIVE TELEPHONE SERVICE *	
		RESIDENTIAL	BUSINESS
10	1	\$62.95	\$62.95
15	1	\$64.95	\$64.95
25	3	\$69.95	\$69.95
30	15	\$79.95	\$79.95
40	5	\$89.95	\$89.95
100	100	\$99.95	\$129.95
500	500	\$149.95	\$259.95
1G	1G	\$189.95	\$379.95

* Rate without telephone is \$10.00 per month higher

PemTel operates as a Cooperative, making our members our number one priority. With that in mind, we are participants of several programs designed to assist subscribers with the cost of their services. These programs include both the Lifeline and Affordable Connectivity Programs as well as the LECAP program. Lifeline offers a discount to qualifying subscribers with telephone and/or internet services. Those discounts are \$5.25 per month for a subscriber with telephone service only or \$9.25 for a subscriber with internet and/or internet combined with telephone service. The Affordable Connectivity program offers a discount of \$30.00 per month toward internet service for qualifying subscribers. PemTel also participates in the LECAP program which is designed to assist qualifying subscribers with the cost of installing internet service.

While our rates may change over time, our commitment to our members does not. We have and will continue to provide our services at the most affordable rates possible. It is our mission to be the provider of choice for affordable, quality communication services to meet the needs of our customers.

Thank you again for the opportunity to work with you on this venture.

Sincerely,

Jason Dudding
General Manager



Giles County Administration
315 North Main Street
Pearisburg, Virginia 24134
Phone: 540-921-2525
Fax: 540-921-1329

December 6, 2023

Mr. M. Jason Dudding
Pembroke Telephone Cooperative
504 Snidow Street
Pembroke, Virginia 24136

Dear Mr. Dudding:

Giles County, in collaboration with Pembroke Telephone Cooperative (PemTel) and others continues to be dedicated to achieving universal broadband coverage across all inhabited areas of the County. This commitment is partially reflected in the initiatives outlined below:

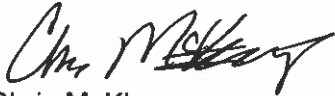
- **Comprehensive Broadband Assessment (2018):** A thorough assessment was completed to identify broadband coverage priority areas in Giles County. This analysis, including input from citizen survey responses, helped pinpoint unserved and underserved locations and laid the groundwork for targeted broadband expansion.
- **Active Partnership and Funding Acquisition:** Giles County has actively sought Internet Service Provider (ISP) partners, issuing Requests for Proposals (RFPs) to support applications for various grants, e.g. 2018 VATI and 2020 Appalachian Regional Commission activities, as well as for the upcoming 2023/24 VATI grant application process.
- **Progress with Alternative Connect America (A-CAM) Funding (2022):** A major milestone was achieved with the acquisition of A-CAM funding, enabling PemTel to extend broadband services to previously unserved areas east of the New River, excepting specific regions near State Rt. 730 and Maybrook area.
- **Focused Expansion (2024 VATI Application):** The upcoming 2024 VATI grant request aims to support extending broadband coverage to previously unserved locations in key areas, including White Gate, Staffordsville, Poplar Hill, Sugar Run and Walker Creek, covering major routes like SR 622, Hwy 100 and SR 42.
- **Identifying Remaining Gaps:** Approximately 20% of Giles County, predominantly along the Bland-Giles County line and select additional areas, remains unserved or underserved. The County is utilizing Broadband USA services for precise data and GIS information to target these areas for future build out, as accurately as possible.

Strategic Planning for Complete Coverage:

- **Detailed Funding Assessment:** PemTel estimates the cost to cover remaining areas: TBD. (based upon an estimate of 219 service locations passed and 90% served).
- **Innovative Partnerships:** Giles County intends to form partnership(s) with PemTel and, perhaps, other ISPs, solely focused on achieving universal broadband access. Giles County and PemTel have provided individual commitment letters addressing the current universal coverage action plan.
- **Diverse Funding Sources:** The partnership aims to secure additional funding through internal sources to be determined, external grants, and future VATI grant applications, in addition to potential opportunities through the U.S. Department of Commerce sponsored BEAD program.

Through continuing efforts, Giles County and PemTel intend to demonstrate a comprehensive and dynamic approach to ensure every resident has access to reliable, high-speed internet, thus closing the digital divide and fostering greater connectivity and opportunity throughout the community.

Sincerely,

A handwritten signature in black ink, appearing to read "Chris McKlarney". The signature is fluid and cursive, with the first name "Chris" written in a larger, more prominent script than the last name "McKlarney".

Chris McKlarney
County Administrator

November 30, 2023

Tamarah Holmes, Ph.D.
Director, Office of Broadband
Department of Housing and Community Development
600 East Main Street, Ste 300
Richmond, VA 23219

Subject: Commitment to Achieving Universal Broadband Coverage in Giles County

Dear Dr. Holmes:

We at Pembroke Telephone Cooperative, d/b/a Pemtel, are writing to affirm our unwavering commitment to achieving universal broadband coverage across Giles County. Significant strides have marked our collaboration with Giles County toward this objective, detailed as follows:

- **Comprehensive Broadband Assessment (2018):** We conducted an extensive assessment to identify broadband priority areas within the county. This crucial step, bolstered by citizen surveys, has been pivotal in pinpointing unserved and underserved locations and guiding our targeted expansion efforts.
- **Active Partnership and Funding Acquisition:** Our proactive approach has included soliciting ISP partners through Requests for Proposals (RFPs) to bolster grant applications.
- **Community Connect Programs (2017/2021):** With these two awards, FTTH was deployed to over 300 homes in the adjoining proposed 2024 VATI service area of Giles County.
- **Significant Progress with A-CAM Funding (2018):** With the acquisition of A-CAM funding, PemTel has extended broadband services to the vast majority of unserved areas east of the New River.
- **Appalachian Regional Commission Grant (ARC 2020):** This project ran fiber to over 60 unserved and underserved locations of Giles County adjoining the proposed 2024 VATI locations.
- **Adoption of E-ACAM funding (2024):** This funding will ensure all unserved locations in PemTel's serving area boundary are served.
- **Focused Expansion (2024 VATI Application):** The 2024 VATI grant aims to introduce broadband services to previously unserved homes in strategic locations.

- **Identifying Remaining Gaps:** We acknowledge that geographically, approximately 20% of Giles County remains underserved.
- **Strategic Planning for Complete Coverage:**
 - **Detailed Funding Assessment:** PemTel acknowledges that finalization of the mapping challenges and the analysis of underserved and underserved locations must be completed in order to provide an accurate estimate. However, based on preliminary information PemTel estimates the budget for covering the remaining areas to be in excess of \$10 million.
 - **Innovative Partnerships:** We plan to form a dedicated corporation with Giles County focused on achieving universal broadband access.
 - **Diverse Funding Sources:** Our strategy includes leveraging internal revenues, external grants (e.g., BEAD), and future VATI applications.

We are confident that our concerted efforts, past and proposed, will bridge the digital divide in Giles County, ensuring that every resident benefits from reliable, high-speed Internet access. This initiative not only enhances connectivity but also fosters greater community development and opportunities.

We look forward to your continued support and guidance in this endeavor.

Sincerely,

A handwritten signature in black ink, appearing to read "Leon Law". The signature is fluid and cursive, with a large initial "L" and "L".

Leon Law
President
Pembroke Telephone Cooperative (PemTel)



Giles County Community Broadband Needs Assessment

Executive Summary

Areas of Discussion



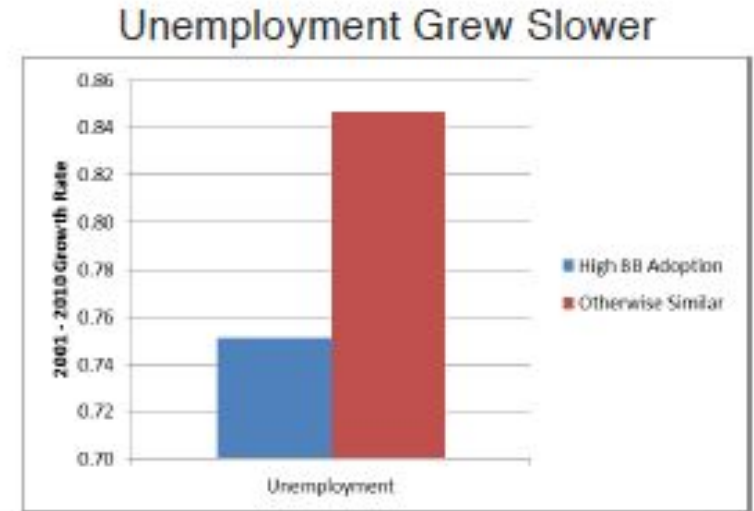
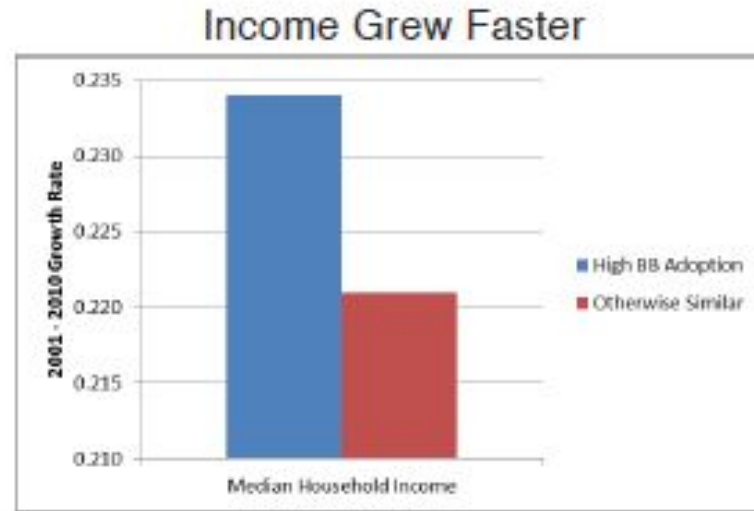
- Technology Adoption
- Current Providers
- Types of Connections
- Survey Summary
- Residential
- Business
- Schools
- Libraries
- County Government
- Public Safety
- Provider Comments
- Local Policies
- Next Steps

Why Does Broadband Adoption

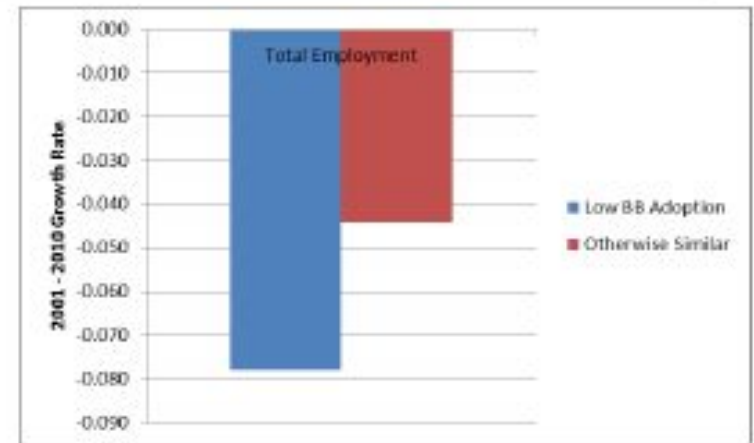
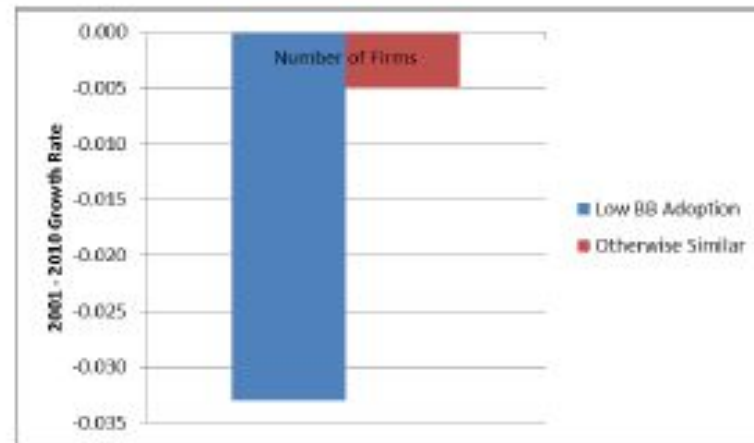
3

In rural counties, between 2001 and 2010...

Where broadband adoption was high, (60%+)...



Where broadband adoption was low, (<40%)...



Technology Adoption and Usage

4

- ❑ 20% of population are seniors,
- ❑ 15% of population have educational deficiencies,
- ❑ 20% of population have a disability,
- ❑ 34% of population have incomes <30K

These populations may be less likely to subscribe to new services, need special equipment and/or have affordability challenges.

The lack digital literacy and the ability to pay for services are significant barriers to expansion.

Recommendation: Promote digital literacy / computer classes at library.

Recommendation: Consider a computer refurb/donation program such as Virginia Star - a state-wide Student Training and Refurbishment program; <http://vostar.org/>

Giles County Broadband Providers that Report to the FCC

Frontier West Virginia DSL

Paetec DSL

Pemtel DSL

US LEC DSL

Verizon DSL

SuddenLink Cable

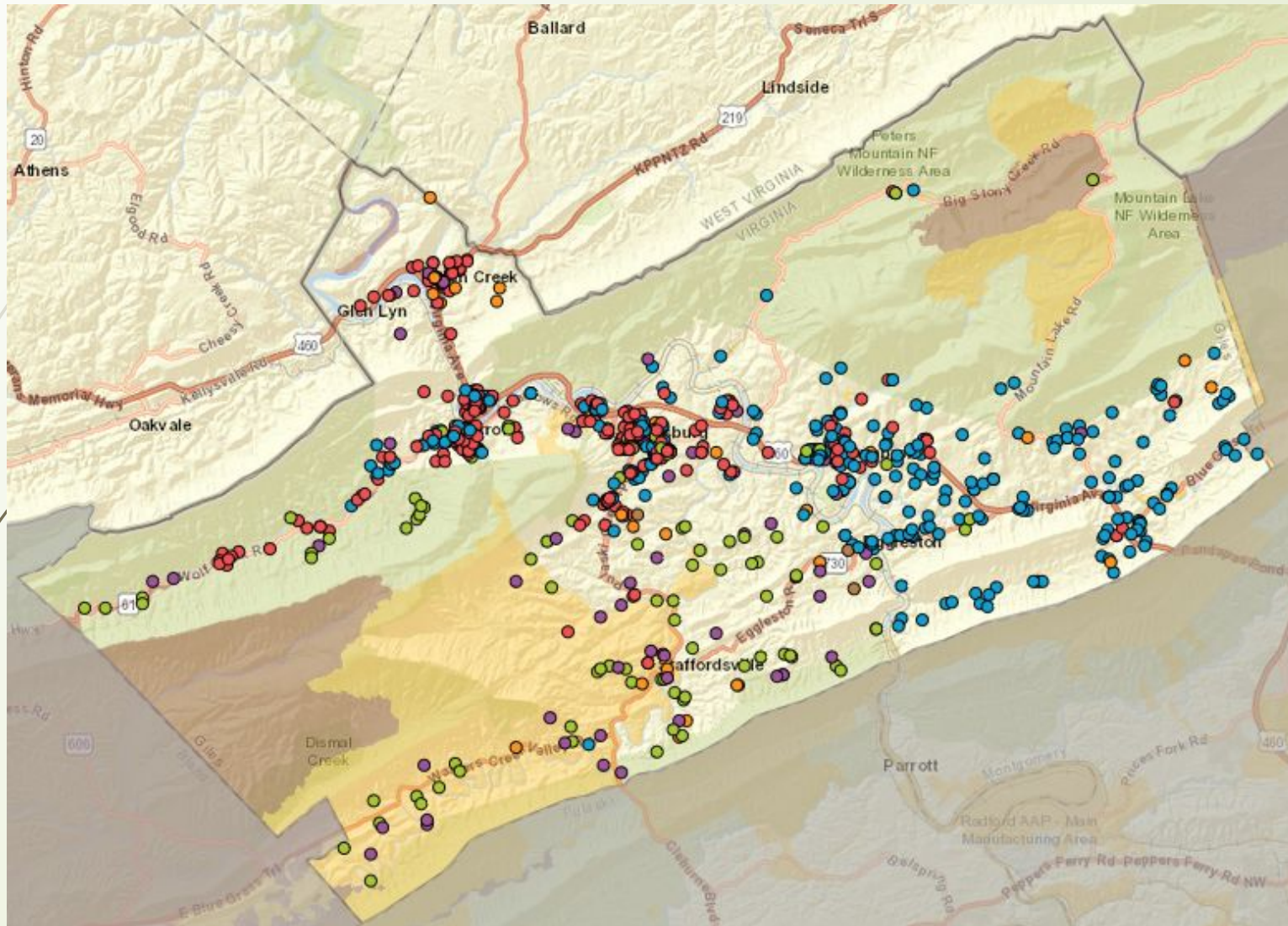
Citizens Fiber

All Points Fixed Wireless

WVVA.Net Fixed Wireless (Gigabeam)

Internet Connection Types Reported

6



● Unserved = Broadband speed below 10 Mbps Download speed

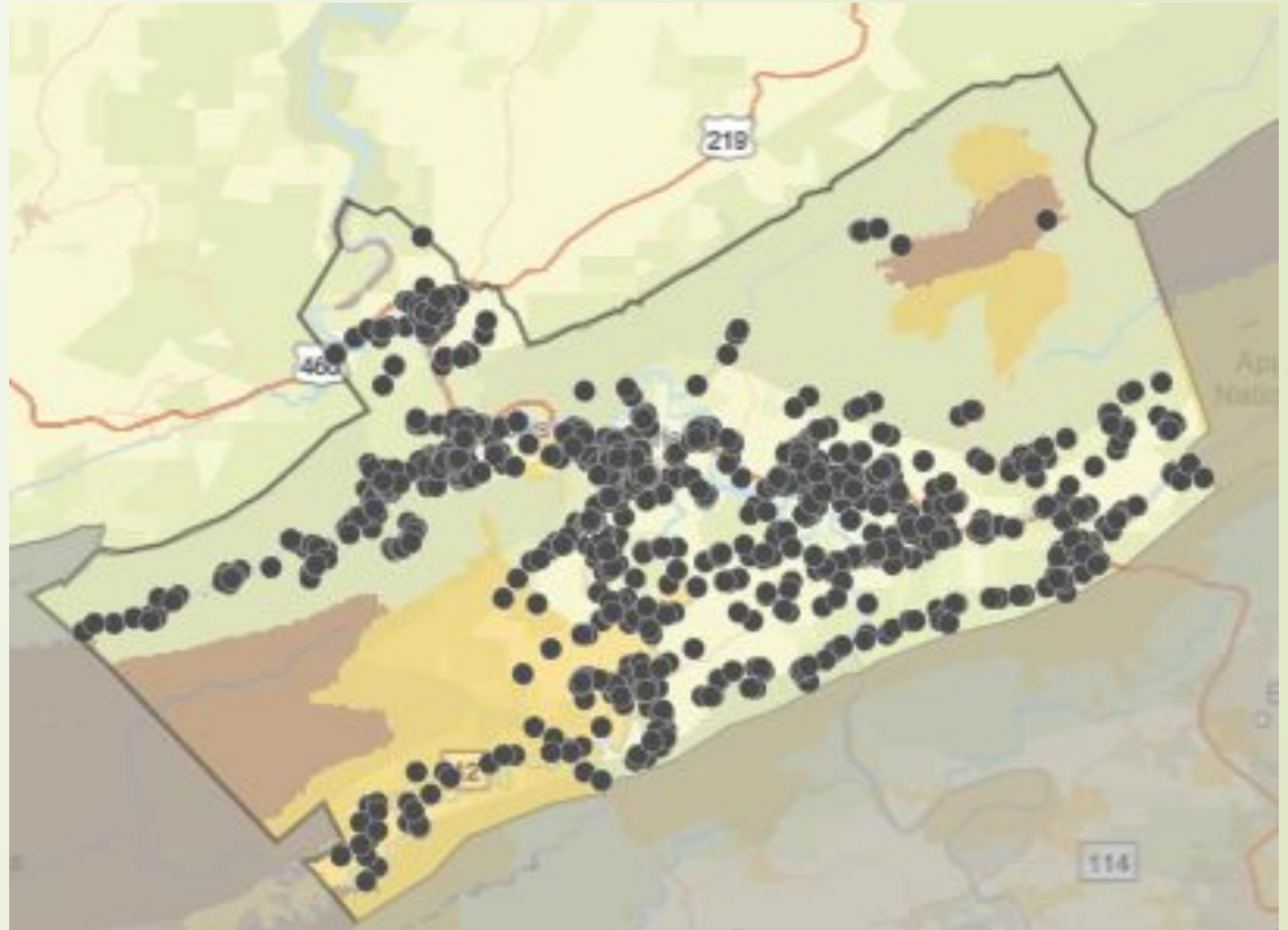
● Underserved = Broadband speed between 10 Mbps Download speed and 25 Mbps Upload speed

- DSL
- Satellite
- Cable
- Cellular
- Fixed Wireless
- Dial-up

Giles County Survey Summary

7

- 1 132 residential responses = **15% response rate**
- 119 business responses
- 70% of businesses reported identified as home-based.
- 129 Home-based businesses reported
- 20% of K12 households report no Internet service at home.
- 40% of respondents between the ages of 55-74, 36% between 35-54
- DSL was rated the most unacceptable service, followed by Satellite
- Main reasons given for unacceptable service ratings: Too slow, unreliable service



Occupied housing units 7290 (2016 census data)

Based on 7290 occupied housing units, these 1132 unique residential responses represents Giles County households with:

95% (+/- 3%) accuracy

Residential and Business Demand

8

□ Residential -

- 30% of respondents report their Internet service is inadequate;
 - At least 21% of those depend on upon inadequate, expensive, and/or unreliable services; cellular, satellite, dial-up services and some DSL.
 - Main reasons given for unacceptable service ratings: Slow, unreliable service
- 20% have NO Internet access at all.
- Nearly 20% of K12 households have no Internet at home.
- 13% of respondents would work from home if they had better access.
- Approximately 1/4 of respondents are participating in online educational activities.
- Approximately 1/4 of respondents telework.

□ Businesses -

- 42% of business owners report their Internet service is inadequate.
- 12% (of all respondents) have home based businesses, 70% of reported businesses identified as home-based.
- 13% of businesses do not use the Internet to support their business

Recommendation: Expand access and capacity to residential and business in areas identified on the next slide.

Specific residential and business priority areas include but are but not limited to:

9

- Wolf Creek Rd, Southwest of Rock Rd.,
- Blankenship Mountain Rd. area,
- Unity Rd.,
- Penvir Rd. area,
- Breeze Rd. area,
- Cross Ave. area,
- West of Rt. 100 North and South of Walkers Creek Valley Rd.,
- Guinea Mountain Rd. area,
- Rye Hollow Rd area, - PEMTEL fiber project area?
- Tabor Hollow Rd area,
- Black Walnut Rd area,
- Staffordsville area,
- Staffordsville Rd.,
- Eggleston Rd.,
- Cedar Crest Loop,
- Moye Rd.,
- Briarpatch Trl area,
- Buckeye Rd.,
- Jennell Dr. area.

Two fixed wireless providers, WVA.Net (Gigabeam) and All Points Broadband, report services in the these areas. All Points Broadband reports less than broadband speeds for residential customers. Actual coverage is unclear as very few responses of fixed wireless were reported.

According to Giles County Survey:

- 25% of respondents report they can work from home. Another 13% would work from home if they had access to broadband.
- 11% of respondents report owning a business in Giles County. 87% of those use the Internet to support their business.
- 42% of businesses rated their Internet service as unacceptable. The primary reason given for dissatisfaction; connection too slow.

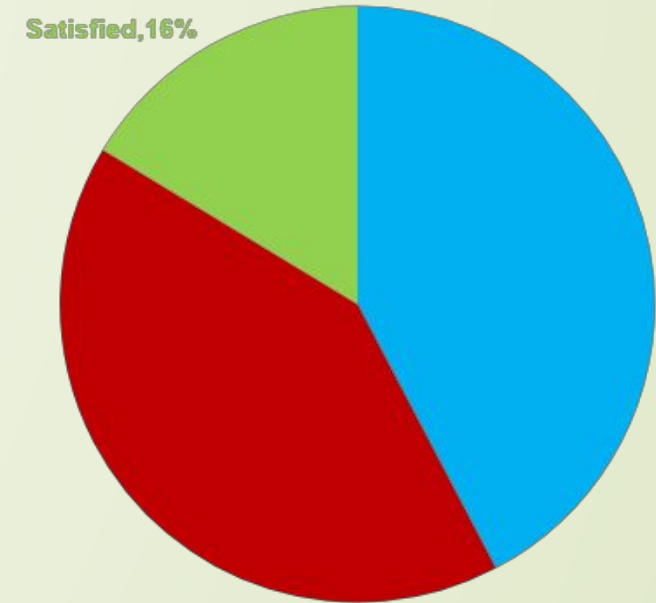
According to 2016 census:

- Almost half (47.5%) of the Giles County's workforce works outside the county.

Revenue and economic development opportunities are lost to neighboring localities. Working from home and teleworking keeps dollars circulating in the local economy.

Business must not be constrained by bandwidth!

Business Internet service rating



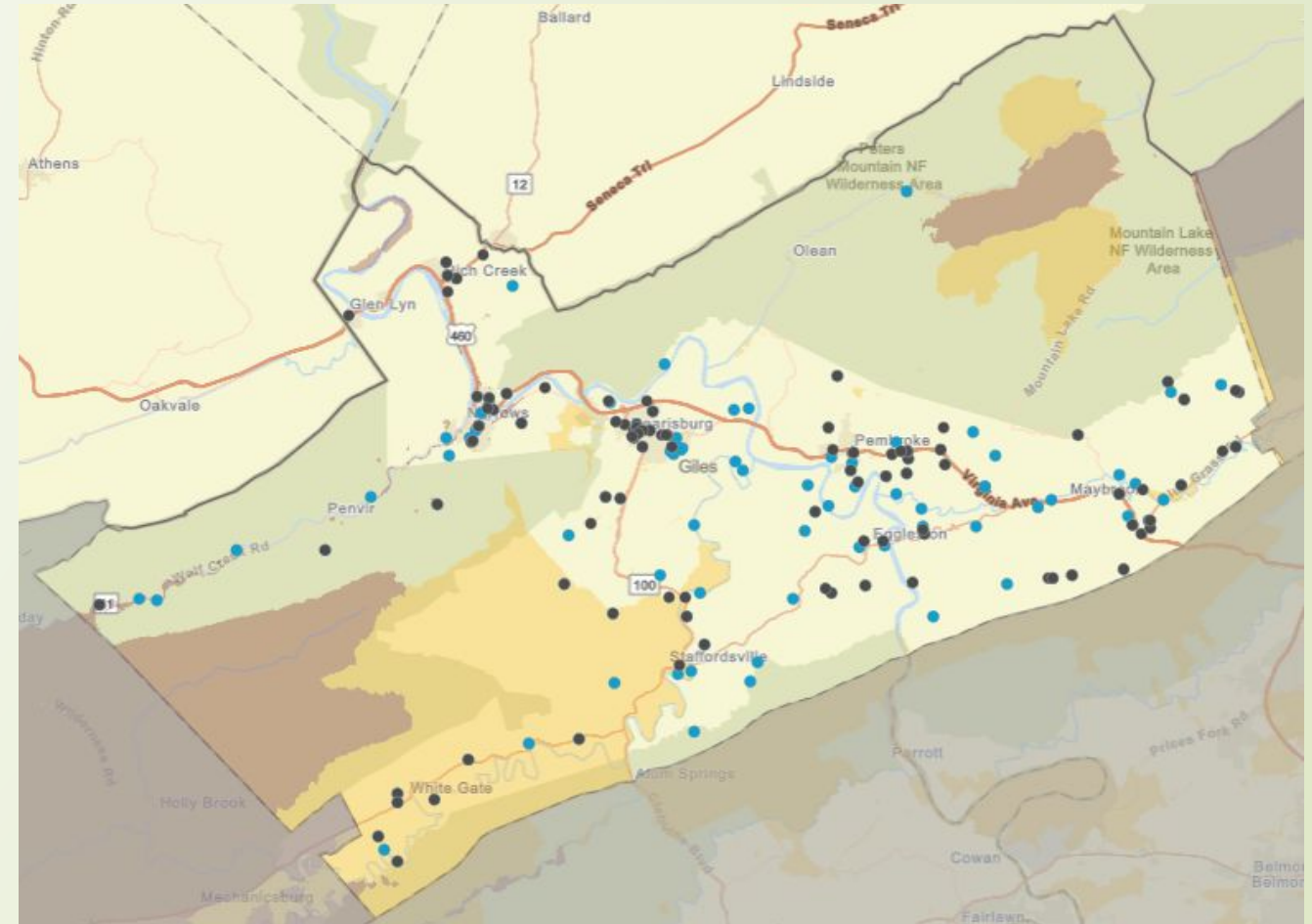
All households need connections that will support and NOT constrain online business activities.

Take away: Of those that reported owning businesses in Giles County, 70% of those identified as home based.

Business is no longer confined to storefront operations.

Working from home keeps dollars circulating in the local economy.

BUSINESS LOCATIONS REPORTED IN GILES COUNTY



- Home based
- business
- Traditional business

- Underserved = Broadband speed below 10 Mbps Download speed
- Underserved = Broadband speed between 10 Mbps Download speed and 25 Mbps Upload speed

Giles County School District

✓ Above 100 kbps min.



413 kbps
PER STUDENT

✓ Meeting 100% fiber goal



ALL SCHOOLS
ARE ON FIBER

ⓘ 100% of Cat2 budget remains



\$368,000
CAT 2 \$ REMAIN

ⓘ Exceeds affordability targets



\$4.90/Mbps
MONTHLY IA COST

👤 2423 Students 📍 5 Schools 🏢 5 Campuses 🗣️ Town Locale
NCES ID: 5101590 | BEN ID: 126584

E-rate form 470s: None Filed

This data is out of date



Services Received in 2017 ?

Purpose	Bandwidth	Connection Type	Connections	Monthly Recurring Cost/Connection	Non-Recurring Cost	Service Provider	Contract End Date
Internet	1 Gbps	Lit Fiber	1	\$4,900	\$0	Shentel Communications	06/30/2018
Transport (WAN)	1 Gbps	Lit Fiber	3	\$900	\$0	Shentel Communications	06/30/2018
Transport (WAN)	1 Gbps	Lit Fiber	1	\$2,150	\$0	PEMBROKE TELEPHONE COOPERATIVE	06/30/2018

Total Internet Access Bandwidth: 1 Gbps

Total Internet Access Monthly Cost: \$4,900

[How is this calculated?](#)

Inaccurate data?

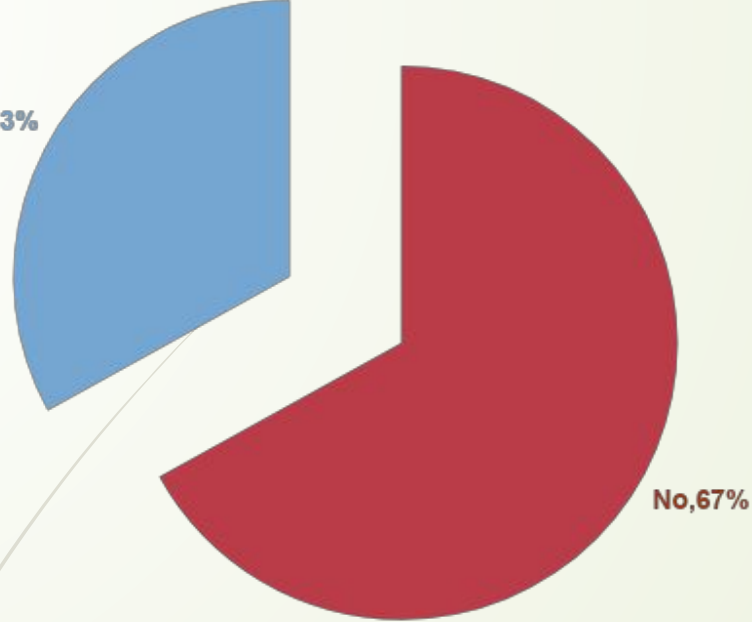
[Contact Us](#)

According to data request, Giles is paying Shentel \$2125. per month to connect 4 schools, and paying PemTel \$2150. per month to connect 1 school. Transport services costing approximately \$128K per year.

Internet access to schools costing approximately \$59K annually.

Recommendations: Most expense is on transport services; approx. \$128K annually. Consider self provisioned fiber to the schools (include libraries) using Erate discount opportunities or utilize Citizen's BTOP fiber where applicable.

Yes, 33%

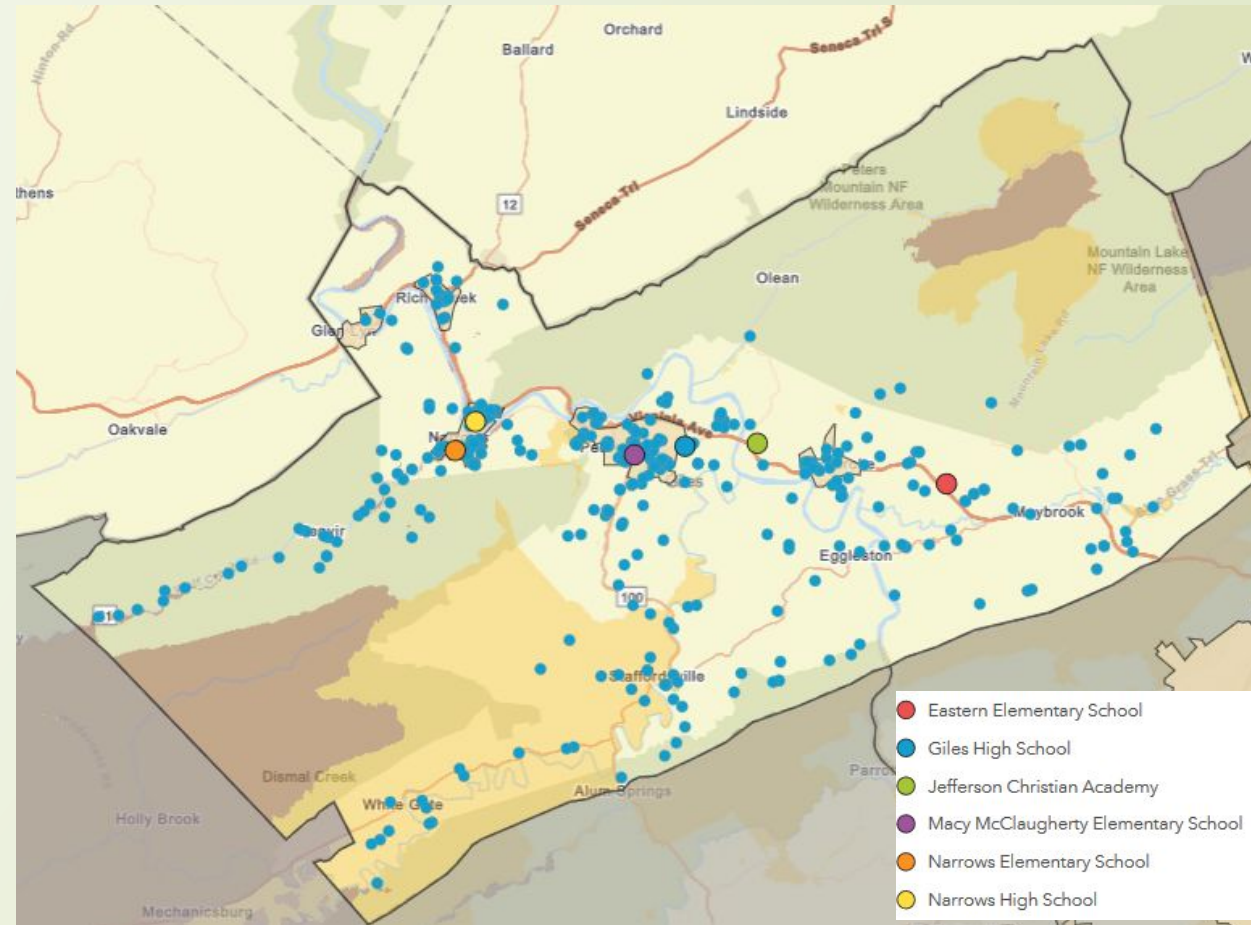


Take away: Approximately 33% of respondents report school-aged children. K12 households scattered all over the county. Nearly 20% of K-12 households report they do not have Internet service at home. 9% report no after school Internet access available.

While schools may have the capacity they need, the students in the surrounding areas may not.

K12 households need Internet connections that can support media rich online educational activities.

K12 HOUSEHOLD LOCATIONS & SCHOOLS



● Unserved = Broadband speed below 10 Mbps Download speed

● Underserved = Broadband speed between 10 Mbps Download speed and 25 Mbps Upload speed

Libraries – Independent Libraries

14

- Pearisburg Library – Wva.Net (Gigabeam), No contract.
 - ✓ Public Computers
 - ✗ No Training
- Pembroke – No data
 - ✗ No Public Computers
 - ✗ No Training
- Narrows - Iris Brammer Library, SuddenLink, No contract.
 - ✓ Public Computers
- **Libraries not participating in federal/state Erate telecommunication discount opportunities.**
- **Libraries not meeting FCC and the American Library Associations national recommendation of 100 Mbps for libraries serving communities of 50,000 or less. Giles County 2016 population estimate: 16,871**
- 4% of K12 respondents use the library after school for Internet access.

Recommendations: Consider Erate participation, consult with Library of Virginia to maximize/coordinate Erate opportunities. Coordinate with Schools to connect to fiber leveraging Erate opportunities. Consulting with Library of Virginia about grants to add/increase adoption programs such as workforce and digital literacy training.

Local Government

15

- Giles County Animal Shelter in underserved area and may need increased access and capacity.
- Giles County Water Plant connected to Verizon DSL.
- Giles health indicators exceed national estimates.
 - Giles Diabetes Rate; 11%, National estimate: 9.9%
 - Giles Obesity Rate: 30%, National Estimate: 27.8%
- Giles Internet Adoption Rate Estimate: 60-80%

Connecting healthcare, telemedicine and broadband increases adoption rates and is a path to a more connected, healthier community and boosts economic health as well.

- Suddenlink's set-back policy is 150 feet.

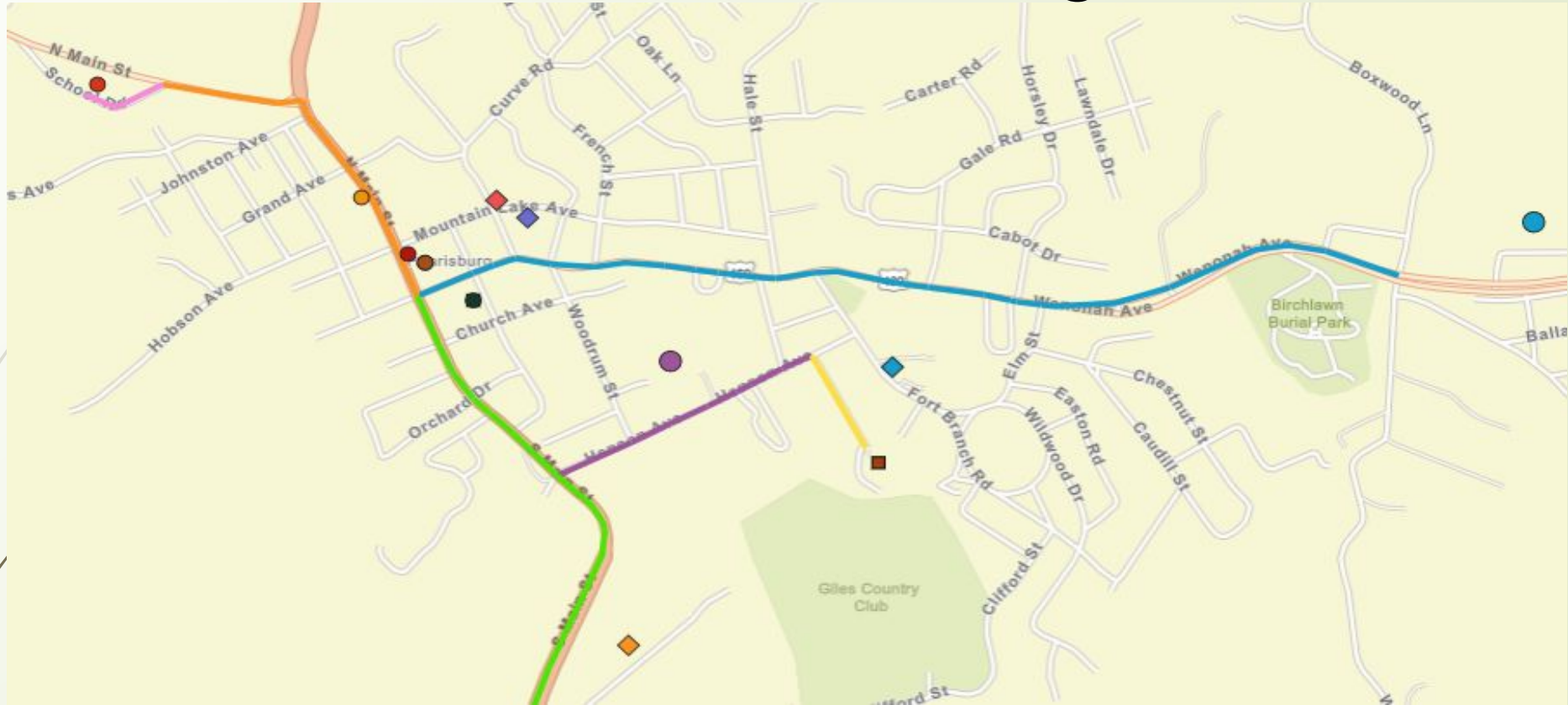
Recommendations: Consider using the Giles County Animal Shelter and Water Plant as potential anchor sites for future partner. Consider facilitating linking county healthcare facilities, schools, libraries and local government facilities in an anchor-centered fiber hub. Convey cable long drop policy to all new homebuilders and real estate developers.

Public Safety

- ❑ Narrows Volunteer Fire Department – Reported unhappy with unreliable service.
- ❑ Pembroke Volunteer Fire Department – Reported unhappy with services.
- ❑ Poplar Hill Volunteer Fire Department is in an underserved area.
- ❑ Newport Volunteer Fire Department in underserved area.
- ❑ Newport Rescue Squad in an underserved area.

Recommendations: Expand access and capacity to Narrows VFD and Rescue facilities. Work with local providers to improve services to Narrows VFD and Pembroke FD or use these as anchors for future partner.

Citizens Fiber and Pearisburg Local Assets



Local Government

- Pearisburg Town Hall
- Giles County Circuit Court
- Giles County General District Court
- Giles County Civil Defense
- Giles County School Board

Public Safety

- ◆ Carilion Transport Services
- ◆ Giles Life Saving and Resue Station 1
- ◆ Pearisburg Fire Department
- ◆ Pearisburg Police Department

Schools / Library

- ◆ Pearisburg Public Library
- Macy McClougherty Elementary School
- Giles High School

- PULASKI GILES TPKE
- WENONAH AVE
- SOUTH MAIN ST
- HENSON AVE
- NORTH MAIN ST
- BUCHANAN ST
- SCHOOL RD

Lots of Opportunity

Make sure your policies and procedures are “Broadband Friendly”

Review comprehensive plans, community zoning regulations and process, policies, fees, etc., must encourage and enable broadband investment.

Review local franchise agreements for **setback or long-drop** policy. Long-drop policy information should be proactively conveyed to all new homebuilders, and real estate developers.

Adopt Dig Once: Dig Once means less construction disruption, and lower costs for private providers—who may simply decide not to deploy in an area where the economics don’t work.

Remember to make it “cheap, quick & easy”

GigaBeam Networks / WVVA.net Inc comments:

- The red tape and cost to build out in Giles is near 2-5 times what it is to build in any other neighboring county we provide service in.
- Help us by finding locations for deployment, possibly using county owned properties for expansion. We would also like to partner with the County / EDA / or wireless authority to help in getting additional funding to help in the buildout.
- Our current coverage is Rich Creek / Glen Lyn / Pearisburg and a limited area in Pembroke. Do we plan and want to expand? YES! Our service is cheaper and faster than any other wireless provider and is competitive with cable offerings. I just signed a large agreement to buy LTE based equipment to deploy throughout our footprint. **We want to build out Giles.**
- To further explain zoning. All “tower” structures are currently considered the same, whether it be a \$250,000 cell grade tower or a light load \$5,000 “amateur” style tower... The fees and regulations to build this type of tower in Giles County are enormous... We don’t have this fee in any other locality... All the red tape, fees, and requirements have forced us to ignore Giles and build out everywhere else.

Citizens Co-Op comments:

- The county needs a comprehensive unified broadband plan that includes all anchor institutions and those institutions need to commit to that plan.
- No current plans to expand coverage in Giles County . We will consider expanding for enterprise customer(s) upon request. Also we will consider expanding for any new (under construction) dense residential development along our fiber path.

Pentel Comments:

- Cost of deployment versus the take rate. (**Adoption Issue**)
- The primary challenges to expanding broadband in the county is the cost of deployment versus the take rate, i.e. \$100k per mile is a close cost for fiber.

Next Steps: County Decisions

- Determine what role to assume in advancing County broadband goals
 - Decisions need to be adopted by the County BoS
- Identify and prioritize goals, based on needs
 - Assessment findings need to be conveyed to the BoS
 - Broadband Management Team passes its recommendations to BoS for approval
- Determine “broadband friendly” incentives to offer
 - Policy Team passes its recommendations to BoS for approval



— Chuck Kirby —

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Lifeline Program

The Lifeline program lowers the monthly cost of phone and internet services. Low-income consumers on Tribal lands can receive a Lifeline discount of up to \$34.25 per month, and up to a \$100 reduction for first-time connection charges for Lifeline service at their primary residence.

Tribal Lands Definition

The definition for “Tribal lands” used by the Lifeline program is found in [47 CFR 54.400\(e\)](#), which states that “For purposes of this subpart, ‘Tribal lands’ include any federally recognized Indian tribe’s reservation, pueblo, or colony, including former reservations in Oklahoma; Alaska Native regions established pursuant to the Alaska Native Claims Settlement Act (85 Stat. 688); Indian allotments; Hawaiian Home Lands – areas held in trust for Native Hawaiians by the state of Hawaii, pursuant to the Hawaiian Homes Commission Act, 1920 July 9, 1921, 42 Stat. 108, seq., as amended; and any land designated as such by the Commission for purposes of this subpart pursuant to the designation process in § 54.412.”

See the [Enhanced Tribal Benefit webpage](#) for information for participants.

LINE EXTENSION CUSTOMER ASSISTANCE PROGRAM (LECAP) OVERVIEW

PROGRAM PURPOSE

For a subset of Virginians, broadband connections are not attainable because their home exceeds an internet service provider's standard connection drop length from a roadway or easement containing telecommunications infrastructure. The cost incurred by home owners to extend broadband infrastructure to these locations, referred to as special construction costs, range from a few hundred to a few thousand dollars, depending on the distance and cost to connect the location.

Affordable Connectivity Program

Consumers who want to learn about or apply for the Affordable Connectivity Program should visit affordableconnectivity.gov.

The ACP and Lifeline Support Centers' mailing address has changed to P.O. Box 9100 Wilkes-Barre, PA 18773. Any mail sent to the old mailing address will be forwarded for a period of time. Please refer to the [ACP Bulletins page](#) and [Lifeline Announcements page](#) for more details.

Program Overview

The Affordable Connectivity Program (ACP) Program provides a discount of up to \$30 per month for broadband services for eligible consumers. Consumers who live on qualifying Tribal lands can receive enhanced support of up to \$75 per month toward broadband services.

Additionally, the program provides a one-time device discount of up to \$100 for a laptop, desktop computer, or tablet purchased through a participating provider. The one-time discount requires a consumer co-payment of more than \$10 and less than \$50.

Note: The Affordable Connectivity Program began accepting consumer applications and enrollments on December 31, 2021. To apply, visit affordableconnectivity.gov.

For ACP training information and answers to frequently asked questions, please see the [ACP Learn page](#).

Question #19 - Commonwealth Priorities (Up to 50 points)

Additional points will be awarded to proposed projects that reflect Commonwealth priorities. If applicable, describe the following:

- a. Businesses, community anchors, or other passings in the proposed project area that will have a significant impact on the locality or region because of access to broadband.

Community Anchors and Businesses - The Community Anchors (total of three) and businesses for this application service area consist of the Poplar Hill Volunteer Fire Department, Whippoorwill Acres Amish School, White Gate Community Center, Walker Valley Market, HillSide Sheds, A. Vest & Sons Funeral Home and several small home-based businesses are also in the proposed service area. The project area also has several large livestock farms within the project's scope. Several churches are also located within the project area.

Community Anchors

- Poplar Hill Volunteer Fire Department

Volunteer fire departments are crucial to rural communities for several reasons and broadband service would only enhance their contribution:

- o **Emergency Response:** They provide essential firefighting and emergency response services in areas where professional fire services may not be readily available.
- o **Support for Aging Populations:** They offer support and programs integral to older residents, contributing to the sustainability of a rural community.
- o **Community Asset:** Poplar Hill firefighters often go, above and beyond, engaging in community services and being an essential part of the community's fabric.
- o **Innovation and Training:** They can also be centers for innovation and training, which can improve the effectiveness and efficiency of emergency response in rural areas. This potential contribution to the community is amplified by broadband access.
- o **Economic Impact:** Volunteer fire departments help rural areas save on the cost of full-time emergency services personnel, making them financially beneficial.

(see Attachment 14_LOS, 1 Anchor Institution: Poplar Hill Fire Department LOS).

- Whippoorwill Acres Amish *School* – The Amish school in Pearisburg is essential to the local Amish community. There are ten recognized Amish communities in Virginia, but not all have schools. The Whippoorwill Acres Amish School covers grades 1 through 8 and conducts classes where students study three languages in school, including Pennsylvania Dutch, High German, and English.

Amish schools are not that different from other public schools. They have lessons for study and break times for play. Amish teachers discuss scholars' progress with parents on parent/teacher evenings. Schools are governed by Boards, made up of school attendee's parents, who hire teachers and set their salaries. Since the Amish only have compulsory education until the 8th grade, successful digital literacy efforts bringing broadband into the classroom will help all attain greater accessibility to nontraditional Amish trades and higher education opportunities .

· White Gate Community Center - Like most community centers, the White Gate Center provides programs to meet the needs and interests of the local community, including limited recreational and leisure programs, cultural programs, as well as digital literacy and smart farming classes.

Businesses and Other Passings of Significant Impact

Staffordsville US Post Office – The proposed service area population depends on their singular post office to deliver life-saving medicines, enable voting and provide access to basic needs. Broadband supports each of its community services.

Giles County Animal Shelter – The County animal shelter needs fiber broadband service for several important reasons, not least of which is improved public safety by regulating feral animal populations and rabid animal control. Others include but are not limited to:

- o Facilitating Communication: Fiber broadband enables fast and reliable internet access, crucial for communication within the shelter and with external organizations. It allows shelter staff to quickly exchange information, coordinate rescue efforts, and provide updates on available animals to potential adopters.
- o Online Adoption Services: Many shelters now use websites and online platforms to showcase animals available for adoption. High-speed internet is essential for uploading high-quality photos and videos, as well as managing online adoption applications efficiently.
- o Remote Medical Consultations: Fiber broadband can support telehealth services for animals needing medical care. Veterinarians can conduct remote consultations, monitor animals' health, and guide shelter staff, especially in the Giles County rural service area where on-site veterinary expertise is limited.
- o Data Management: Shelters generate a significant amount of data related to animal intake, adoption records, and health information. Fiber broadband ensures this data can be securely and quickly managed, helping shelters maintain accurate records and improve operational efficiency.

- o Community Outreach: Effective outreach is crucial for promoting responsible pet ownership, spaying/neutering programs, and educating the public about animal welfare. High-speed internet allows shelters to engage with the community through social media, live streams, and virtual events. It also allows the animal shelter to provide timely internet alerts related to feral dog packs or rabid animal sightings common in rural settings.

- o Coordination with Authorities

: Giles County Animal Control staff work closely with local law enforcement and other governmental agencies. Fiber broadband ensures seamless communication and data sharing, aiding in enforcing animal welfare laws and regulations.

In summary, fiber broadband service is essential to modern local animal shelters and improves their ability to care for animals, facilitate adoptions, and engage with the community effectively. It enhances communication, data management, and access to vital resources, ultimately contributing to better animal welfare and public safety outcomes.

Walkers Valley Market – This is the only grocery store in the application service area---an Amish grocery store situated in the White Gate Community of Giles County, VA. It's known for offering a variety of products, including cheeses, deli foods, snacks, dried fruits, nuts, and high-quality Amish-made furniture. It is notably utilized by many non-Amish citizens of Giles. Having reliable broadband service would allow for more reliable use of credit card transactions.

HillSide Sheds - A shed builder and large employer serving the New River Valley area. Broadband fiber would give the company a more dependable business communication alternative to wireless service.

A.Vest & Sons Funeral Home – Funeral services are now and for all of human history have been a critical part of human culture. A. Vest & Sons Funeral Home has been family-owned and operated for four generations. They have been serving the White Gate community since 1896. They have a robust internet presence, and again, having a fiber broadband provider would give the company a more dependable business communication alternative to wireless service.

(see Attachment 14_LOS, 5 Local Businesses: A. Vest & Sons LOS, Magpiper Metal Works LOS,).

- Home-based businesses – Many reside in the proposed service area. Fiber broadband service is crucial for home-based businesses to ensure fast, reliable, and efficient internet connectivity, essential for daily operations and competitiveness in today's digital landscape.

(see Attachment 14_LOS, 5 Local Businesses: Britney Parcell LOS).

- Live-Stock Farms - The project area hosts numerous large livestock farms. Live-Stock Farms need fiber broadband service for smart farming as well as several additional reasons:

- o Access to Agricultural Technology: Fiber broadband enables farms to access and utilize emerging agricultural technology. A study by the NTCA – Rural Broadband Association emphasizes the importance of internet connectivity on farms for adopting advanced technology in farming practices, leading to increased efficiency and productivity.
- o Data-Driven Farming: High-speed broadband allows farmers to collect and analyze data related to crop management, livestock health, and environmental conditions. This data-driven approach helps in making informed decisions, optimizing resource utilization, and maximizing yields.
- o Market Access: Reliable internet connectivity enables farmers to access online markets and stay updated with market trends. It facilitates online sales and marketing of agricultural products, expanding its customer base.
- o Communication and Information: The University of Missouri's Community Policy Analysis Center found that farms with high-speed internet access have significantly higher profits than those without. This is attributed to improved communication, access to information, and the ability to manage operations efficiently.
- o Quality of Life for Rural Areas: Broadband access not only benefits farms but also enhances the overall quality of life for rural residents. It supports telehealth, education, and other essential services in rural communities.

In short, fiber broadband service is essential for smart farms as it enables data-driven decision-making, market access, innovation, and financial sustainability in modern agriculture.

(see Attachment 14_LOS, 12 Regional Agencies: VT Virginia Cooperative Extension LOS, Giles County Farm Bureau LOS).

(see Attachment 14_LOS, 1 State Agency: Virginia Farm Bureau LOS).

- Houses of Worship - Several churches are located within the project area. Rural houses of worship need fiber broadband service for several reasons:

- o Community Connectivity: Fiber broadband helps rural communities stay connected with the outside world, including their congregants who may live in distant areas. It enables live-streaming of religious services, allowing more people to participate even when they can't physically attend.
- o Education: Fiber broadband supports distance education. Rural areas often have limited access to educational resources. Churches can serve as educational hubs, offering online courses, seminars, and tutoring services with a robust internet connection.

- o Telemedicine: In remote areas, access to healthcare is challenging. Fiber broadband enables telemedicine services in a church hosted setting, allowing community members to consult with healthcare professionals online, which can be especially vital during emergencies.
- o Community Services: Churches often serve as community centers. With fiber broadband, they can provide various community services online, such as job searches, tax consulting, government assistance applications, local news, etc.
- o Emergency Communication: High-speed internet ensures that churches can communicate effectively during emergencies and natural disasters, acting as crucial hubs for information dissemination and support.

(see Attachment 14_LOS, 3 Non-Residentials: Shady Grove Church LOS).

- b. Unique partnerships involved in the proposed project. Examples include electric utilities, universities, and federal/state agencies.

Unique Partnerships - The New River Valley's broadband expansion is a stellar example of synergy between public and private sectors, aiming to bridge the digital divide in a landscape that encompasses both rural and semi-urban communities. This initiative brings together PemTel, a proactive Internet Service Provider (ISP), the Virginia Department of Transportation (VDOT), and the esteemed New River Valley Regional Commission (NRVRC) in a strategic partnership. This coalition is not only pioneering in terms of infrastructure planning, development, and permitting, but it also shines in its commitment to subsequent public engagement and digital literacy through the dedicated efforts of the NRVRC and Virginia Cooperative Extension. The NRVRC is at the forefront, collaborating with local chambers of commerce to devise a comprehensive e-commerce and social media training for small businesses. This training is a key component of the 'Pathways to New Beginnings' initiative, a notable aspect of the Workforce Opportunities for Rural Communities (WORC) program, backed by the U.S. Department of Labor and the Appalachian Regional Commission from September 2022 to September 2025. Furthermore, the Virginia Cooperative Extension-Giles County, affiliated with Virginia Tech, brings to the table invaluable digital literacy training expertise, which previously facilitated broadband access in agriculture, ushering in an era of smart farming. Our collaborator, PemTel, astutely employs VDOT's utility easements to navigate the complexities of rights-of-way, integral to deploying our extensive fiber network. In tandem with NRVRC's planning acumen, this collaboration ensures a well-orchestrated design for the project. MasTec, our current broadband construction contractor, boasts a commendable practice of employing Americrew, a veteran-led workforce dedicated to equipping veterans with skills in fiber network installation and maintenance. This not only promises a robust infrastructure courtesy of PemTel but also supports future projects across the industry. Through the combined forces of PemTel and NRVRC, this grant application cements a partnership dedicated to achieving comprehensive broadband coverage, positioning Giles County as a beacon of broadband connectivity and scalability in the region.

PemTel also has a partnership with the Southwest Virginia Higher Education Center (SVHEC) to provide an official state sanctioned apprenticeship program that will provide workforce training opportunities to citizens within the region.

(see Attachment 20_Miscellaneous Support Documentation, SVHEC Agreement).

- c. Digital equity efforts to ensure low to moderate income households in the proposed project area will have affordable access to speeds at or above 100/20 mbps, include information regarding the internet service provider's participation in the Affordable Connectivity Program.

Digital Equity - PemTel, in collaboration with Giles County, is committed to fostering digital inclusion by ensuring affordable high-speed internet access for all community members, particularly low to moderate-income households. Our strategy includes leveraging federal assistance through the Affordable Connectivity Program (ACP), which provides up to \$30 of monthly savings to qualifying families, enhancing the affordability of broadband services. Furthermore, we extend our commitment through active participation in the FCC Lifeline Program, offering significant discounts to low-income users. PemTel also engages in the Line Extension Customer Assistance Program (LECAP), effectively reducing the financial burden of extending service lines for qualified households. This comprehensive approach ensures that no resident is denied access due to cost constraints. To eliminate initial setup barriers, PemTel guarantees free standard installations covering up to 300 feet. In rural locations where installation exceeds this distance, our team will guide customers through the LECAP application process to secure necessary funds, guaranteeing service reach to every home without additional financial strain. Our inclusive marketing strategy, detailed in the attached documentation, is tailored to raise awareness and promote digital literacy among low-income households. In collaboration with Giles County, targeted advertising and outreach initiatives are in place, ensuring that information about these vital support programs and the availability of high-speed broadband at or above 100/20 Mbps is effectively communicated to those in need. Through these deliberate efforts, PemTel and Giles County clearly demonstrate their dedication to digital equity, ensuring that our services are not only high-quality and reliable but also accessible and affordable to all within the proposed project area.

For more information about the programs listed: See Attachment 20_Miscellaneous Support Documentation, Affordable Connectivity Program, LECAP Overview, and Lifeline Program.

- d. The co-applicant's efforts to mitigate supply chain constraints, including labor shortages and order-to-delivery delays on telecommunications materials required to construct broadband networks.

PemTel has a plan to mitigate supply chain constraints that includes the following strategies:

o Risk Assessment: PemTel will begin with a thorough risk assessment of the supply chain to identify potential issues with material shortages and labor constraints.

o Supplier Diversification: PemTel has a good relationship with several vendors. However, it will not rely on these relationships alone to guarantee material deliveries and obviate potential supply chain shortfalls. PemTel will develop relationships with new suppliers to avoid reliance on a single source for materials and equipment.

o Inventory Management: PemTel will work with its chosen contractor (s) to implement strategic inventory management, maintaining a buffer stock of critical materials to cushion against delivery delays.

o Labor Strategy: From the labor perspective, PemTel, via its current contractor, has engaged with AmeriCrew, a veteran-led company focused on training transitioning military personnel and under-employed veterans into successful careers in infrastructure with long-term growth opportunities. By proactively engaging these entities, PemTel is making significant strides to mitigate material and labor supply chain constraints.

o Flexible Scheduling: PemTel will develop a flexible project timeline that allows for adjustments in response to supply chain disruptions.

o Technology Solutions: PemTel and contractor expect to utilize technology such as advanced tracking systems to monitor the supply chain and quickly respond to any issues.

o Regular Reporting: As noted in the *Communications Plan*, PemTel will establish a protocol for regular reporting on supply chain status to stakeholders and funding agencies, as evidenced by documentation and strategic procurement of materials well in advance of need.

o Strategic Partnerships: Partner with key suppliers and vendors to secure priority status and improve lead times. PemTel management is systematically negotiating supply contracts/agreements with its major vendors. PemTel will guarantee a specific level of materials to be purchased monthly based on expected volumes based on annual averages. In return, providers will prepurchase these materials to ensure they are on hand when needed. This process has two benefits. First, it guarantees a specific level of supplies on hand to avoid possible project delays. Second, purchasing materials before they are needed likely captures some material cost savings by preempting price increases due to high inflation.

o Contingency Plans: PemTel will work with its' contractor(s) to develop and include contingency plans that can be activated if primary plans fail due to unforeseen supply chain issues.

These steps, alongside a clear communication plan and a detailed timeline, demonstrate the project's robustness and preparedness against supply chain challenges.

(see Attachment 14_LOS, 6 Contractors, Subs & Suppliers: Supply Solutions LOS, Calix LOS, MasTec LOS).

(see Attachment 13_Documentation of Supporting Costs Estimates).

- e. The applicant's and co-applicant's efforts to promote broadband adoption, including, but not limited to: telehealth, smart farming, e-entrepreneurship, and distance learning.

Broadband Adoption Activities - To enhance the broadband adoption efforts in Giles County in collaboration with PemTel, our approach extends beyond the initial marketing and outreach strategies. We are committed to leveraging the grant award and the anticipated project deployment timeline to maximize the impact and reach of our broadband service. Our comprehensive plan includes:

- o **Personalized Engagement:** We will initiate direct calls to potential customers to inform them about the benefits of our broadband service and assist with the adoption process.

- o **Educational Partnerships:** Our team will work closely with schools and educational institutions to facilitate distance learning and promote educational resources that our broadband service enables.

- o **Community Integration:** Once our broadband service is operational, we will actively participate in community events to showcase the potential of education, telehealth, smart farming, and e-entrepreneurship applications made possible by our high-speed internet.

- o **Public Service Collaboration:** We intend to coordinate with county facilities, such as the animal shelter, to improve their operations through our broadband services and to highlight the transformative effect of high-speed internet in public services.

- o **Distressed Area Consideration** – The proposed application service area is situated in and around the Staffordsville community in Giles County, Virginia, which qualifies as distressed based on the Virginia Telecommunication Initiative (VATI) evaluation criteria due to several potential factors:

- Lack of Broadband Access: Staffordsville is an area with limited or no high-speed internet access; it therefore meets a key criterion of VATI, which targets unserved or underserved areas for broadband expansion.

- Rural Location: Given Giles County's location in the Appalachian Mountains of southwestern Virginia, Staffordsville is part of a rural or remote area that commercial broadband service providers have overlooked due to lower population density and higher infrastructural costs.

- Socioeconomic Factors: Staffordsville experiences economic challenges like lower income levels, higher unemployment rates, and limited access to educational and healthcare resources, and therefore aligns with VATI's focus on aiding communities facing such hardships.

- Community Development Needs: The proposed service area demonstrates the need for significant improvement in areas like education, healthcare, or economic opportunities through enhanced broadband access.

These factors, individually or combined, could make the proposed Staffordsville and all proposed service areas suitable candidates for VATI support, aligning with the initiative's goal to bridge the digital divide in underserved communities. This multi-faceted approach ensures that the benefits

of broadband are tangible and that its adoption is seamlessly integrated into the fabric of Giles County's community life.

For additional information please see [Attachment 14_LOS, 12 Regional Agencies...](#)

Literacy Volunteers of the NRV LOS

New River Valley Agency on Aging LOS

NRV Disability Resource Center LOS

Pearisburg Public Library LOS

NRV Community Services LOS

Women's Resource Center of NRV LOS

New River Community College LOS

VT Virginia Cooperative Extension LOS

Giles County Farm Bureau LOS

VT Transportation Institute LOS

VT Division of Information Technology LOS

New River Valley Regional Commission LOS

MARKETING PLAN

GILES COUNTY VATI 2024 PROJECT

Active Marketing and Community Outreach

PemTel, leveraging its deep-rooted community connections and recognition for exceptional customer service, adopts a grassroots marketing approach to enhance customer take rate in Giles County. Our comprehensive strategy includes a blend of direct and indirect marketing tactics:

Direct Marketing Efforts

Tailored Mail Campaigns

Utilizing data on residents and businesses, we dispatch informative letters across the project service area, detailing the scope of our broadband services and encouraging personal outreach for further information.

Targeted Follow-ups

A sequence of follow-up correspondence is initiated at key project milestones, including pre-sales, to keep the community informed and engaged.

Information/Outreach Booths

Set up information/outreach booths at local events in the targeted areas.

Indirect Marketing Channels

Digital and Print Media

We leverage diverse platforms such as social media, newsletters, the PemTel website, and local newspapers to reach a broad audience.

Word of Mouth

Building on our established reputation, we encourage current satisfied customers to share their experiences, fostering organic growth.

Customer Interaction and Support

Responsive Customer Service

Our local team stands ready to provide personalized assistance, ensuring every interaction reflects PemTel's commitment to quality service.

Installation Outreach

Proactive communication is established with residents for scheduling and facilitating home installations, including follow-up calls on unanswered outreach efforts.

Digital Literacy Initiatives:

Community-Based Education

Past initiatives like setting up community computer centers, are being reviewed for effectiveness. Moving forward, we are focusing on collaboration with local community colleges, libraries, and several other regional agencies to amplify digital literacy efforts, especially in rural areas.

There are several regional initiatives providing digital literacy opportunities that are available to the citizens of Giles County. And, while there are opportunities for all the citizens, several of the digital literacy efforts are geared for some of the more vulnerable populations such as low-income, elderly, disabled, and/or abused persons (see Attachment 14_Letters of Support (LOS) under 12 regional agencies: Giles County Agency for the Aging LOS, NRV Disability Resource Center LOS, Women’s Resource Center of NRV LOS).

Assistance for vulnerable populations:

Low-Income Household Focus--In partnership with the County, targeted campaigns are planned to enhance digital literacy and awareness about available discounts for low-income households.

Elderly—The New River Valley Agency On Aging strives to eliminate social isolation by teaching their patients/clients basic computer skills, usually on an individual basis.

Disabled—The NRV Disability Resource Center strives to promote independence and conduct “Increasing Health Literacy through Technology” classes where they provide iPads and life skills training. Participants get to keep the iPad once the course is completed and are able to use it to participate in Telehealth services, schedule transportation, order supplies and equipment, and access public health information.

Abused—The Women’s Resource Center of NRV strives to provide trauma-informed services to victims of sexual and domestic abuse. These services vary greatly from one client to the next and digital literacy is provided on an individual basis, as needed.

Small Business Support:

Working with the New River Valley Regional Commission, we are participating in e-commerce and social media training programs for small businesses, as part of the Pathways to New Beginnings program under the Workforce Opportunities for Rural Communities (WORC) effort.

Collaboration with Virginia Cooperative Extension

Teaming up with Virginia Tech, we are exploring ways to integrate digital literacy into agriculture and smart farming initiatives, particularly benefiting those without previous broadband access or experience (see Attachment 14_Letters of Support (LOS) under 12 regional agencies: VT Virginia Cooperative Extension LOS).

Residents

There are multiple digital literacy options through Literacy Volunteers of the NRV, New River Community College, the Pearisburg Public Library, and the NRV Community Services (see Attachment 14_Letters of Support (LOS) under 12 regional agencies: Literacy Volunteers of the

NRV LOS, New River Community College LOS, Pearisburg Public Library LOS, and the NRV Community Services LOS).

Through this multi-faceted approach, PemTel is dedicated to not only expanding broadband access but also ensuring community members are equipped to leverage this technology for educational, economic, and personal growth benefit.

**VIRGINIA RURAL INFORMATION TECHNOLOGY APPRENTICESHIP GRANT
PROGRAM PARTNERSHIP AGREEMENT
between**

Southwest Virginia Higher Education Center

And

Pembroke Telephone Cooperative (PEMTEL)

This Program Partnership Agreement (the "Agreement" or PPA) is entered into this 1st day of July, 2023, by the **Southwest Virginia Higher Education Center (SVHEC or "Center")**, located at 1 Partnership Cir, Abingdon, Virginia 24210, and **Pembroke Telephone Cooperative**, located at 504 Snidow Street, Pembroke, Virginia 24136 (Giles County) ("Business Partner").

WHEREAS, SVHEC was established as an educational institution in the Commonwealth to encourage the expansion of higher education degrees, adult and continuing education, workforce training, and professional development through partnerships with public institutions of higher education and private institutions of higher education; and

WHEREAS, Business Partner is small, rural information technology headquartered and operated in one of the following qualified Virginia localities, the counties of Alleghany, Bland, Botetourt, Buchanan, Carroll, Craig, Dickenson, Giles, Grayson, Lee, Russell, Scott, Smyth, Tazewell, Washington, Wise, and Wythe and the Cities of Bristol, Danville, Galax, Martinsville, and Norton; and

WHEREAS, the Commonwealth's Virginia Rural Information Technology Apprenticeship Grant Fund and Program was established under § 23.1-3129.1 of the Code of Virginia (Virginia Code) to award grants on a competitive basis from the Fund to small, rural information technology businesses in qualifying localities to establish apprenticeship programs;

WHEREAS, SVHEC is charged with establishing partnerships and administering the grant program associated with the Virginia Rural Information Technology Apprenticeship Grant Fund and Program as a means of encouraging and enhancing the pool of skilled talent in the field of information technology in the small, rural communities in the Southwest regions of the Commonwealth.

NOW, THEREFORE, in consideration of the mutual covenants contained herein, the parties do hereby agree to the following:

ARTICLE II. SVHEC Obligations

In support of this partnership Agreement, SVHEC shall include:

- A. Distribute grant(s) to Business Partner that meet the requirements of the Rural Information Technology Grant Fund and Program pursuant to Virginia law;
- B. Obtain records regarding the program transactions including the names of awardees, grant amounts and grant award dates;
- C. Request semi-annual and annual reports from Business Partner relative to use of grant funds

- and progress apprentice in program; and
- D. Evaluate compliance of the Business Partner relative to Program requirements and progress.
 - E. Evaluate any requests for cancellation of repayment obligations of Business Partner should program participating mentee becomes:
 - a. Unable to perform job functions due to disability or impairment;
 - b. Death of mentee(s); or
 - c. Extenuating Circumstances, as determined by the Center, that prevent further employment.
 - F. Review discretionary waiver of any repayment in instances where a business fails to honor the requirements of the program, due to
 - a. a mentee ends employment of their own volition,
 - b. the business ends employment due to documented breach of the employment contract, or
 - c. the employment of the mentee is terminated for reasons outside the control of the business.

ARTICLE IV. Business Partner Obligations

In support of this partnership Agreement, [Company] shall include:

- A. Business Partner shall comply with the mandates of the Code, Virginia Rural Information Technology Apprenticeship Grant Program Guidelines ("Guidance"), incorporated by reference (Exhibit A), and the components of their attached proposal, which is incorporated by reference and serves as Exhibit B.
- B. Business Partner shall use grant award funds for direct costs of the mentee and may not exceed \$ 60,000 annually in direct compensation for any mentee's salary, benefits and approved prorated related educational expenses.
- C. Business Partner shall obtain and maintain consent forms for any mentee receiving or benefiting from grant award funds. The consent must provide notice that mentee personnel information will be shared with SVHEC and Virginia Rural Information Technology Apprenticeship Grant stakeholders (as determined by the Center) and that information will be used and required for reports and evaluations. Information to be shared under the consent shall be:
 - a. Apprentice name
 - b. Physical address
 - c. Amount of Award
 - d. Mentor Name
 - e. Term of Apprenticeship
 - f. Training materials utilized
 - g. Technology skills to be acquired or acquired over the course of the apprenticeship
 - h. Number of face-to-face hours between each mentor and each mentee
- D. Business require any grant award recipient or beneficiary to share necessary personnel information including information on termination and resignation.
- E. Business Partner shall agree to pay 50% (dollar to dollar matching funds) for the related salary, benefits and approved program related educational expense for each mentee under their approved proposal.
- F. Business Partner shall maintain their qualification requirements over the course of the grant award period.

- G. Business Partner shall notify Center within 30 (thirty) calendar days of any changes in its qualifications which may disqualify it from future or further receipt of grant awards.
- H. Business Partner shall notify Center within 30 (thirty) calendar days of any change in employment status, including termination or resignation, of any grant receiving mentee.
- I. Business Partner shall notify within 30 (thirty) calendar days Center of any change in headquarters or ownership status of the Business, including acquisition.
- J. Business Partner shall maintain records and file timely reports as required by the Center, including providing an annual report for each grant received and mentee supported.
- K. Business Partner shall timely request any exemptions as per the Guidelines and provide appropriate supporting documents for each exemption request.
- L. Business Partner shall not transfer, modify or assign its obligations under this Agreement or this grant award without the expressed written approval of the Center.
- M. Business Partner agrees that upon any determination of non-compliance that the Business Partner is obligated to reimburse or repay any grant awards and that no additional documents or instruments are needed to establish the obligation to repay other than this Agreement.
- N. Business Partner shall repay Center funds, prorated or in full, allocated to its business under the following conditions:
 - a. Termination or resignation of mentee(s);
 - b. Non-compliance with Virginia Code § 23.1-3129;
 - c. Non-compliance with the terms of this Agreement;
 - d. Misrepresentations or fraudulent statements made in the grant award application or proposal; or
 - e. Disqualification of Business Partner to continue receipt of grant award funds.

ARTICLE V. Program Administration

The administration of this partnership program and the selection of the specific activities that comprise the program will be the responsibility of the designated program managers from SVHEC.

ARTICLE VI. Notice

While general communications can be made via e-mail and phone calls, any official notice required by this Agreement shall be in writing and shall be deemed given when sent, postage prepaid, through the United States Postal Service by certified mail, return receipt, or when sent by nationally or internationally recognized overnight delivery service, or personally served upon the appropriate party.

To: James Blevins, Director Rural IT Apprenticeship Program
Southwest Virginia Higher Education Center
1 Partnership Circle
PO Box 1987
Abingdon, VA 24212

To: Jason Dudding
Pembroke Telephone Cooperation
504 Snidow Street
Pembroke, VA 24136

To: Attention: David Matlock, Executive Director
Southwest Virginia Higher Education Center
1 Partnership Circle
PO Box 1987
Abingdon, VA 24212

ARTICLE VII. Period of Agreement

This Apprenticeship Partner Agreement becomes effective on the latter date of official approval by SVHEC and will remain in effect until modified or terminated by either participating organization for a period of 18 (eighteen) months. Modification shall be made at any time by mutual agreement of the signatories or their successors. Either participating party may withdraw from this agreement at any time by providing other party with a 30-calendar day written notification to that effect.

ARTICLE VIII. Public Information

The Virginia Freedom of Information Act, Chapter 37 of Title 2.2 of the *Code of Virginia* may apply to Business Partners duties under this PPA.

ARTICLE IX. Governing Law and Immunity

This Agreement shall be governed in all respects by the laws of the United States and the Commonwealth of Virginia. And, in entering this Agreement, the Commonwealth, Center or its employees or agents are not waiving sovereign or qualified immunity.

ARTICLE X. Non-Discrimination

In its performance of this Agreement, Business Partner warrants that it will not discriminate against apprenticeship candidates or its employees on account of race, color, gender, gender identity, sexual orientation, veteran status, religion, age, disability, or national origin.

ARTICLE XI. Indemnification

Business Partner shall indemnify, defend, and hold harmless SVHEC, its officers, employees, and agents from and against any and all liabilities, claims, losses, costs or expenses to the person or property of another, lawsuits, judgments, and/or expenses, including attorney fees, arising either directly or indirectly from any act or failure to act by Business Partner, any of its officers or employees, which may occur during, or which may arise out of, the performance of this Agreement.

ARTICLE XII. Termination, Disputes, Modification, And General Provisions

This Agreement may be terminated, in whole or part, as follows:

- a. When Center and Business Partner agree upon the termination conditions, including the effective date and, in the case of partial termination, the portion to be terminated;
- b. By 30 (thirty) calendar days written notification by Center or Business Partner, setting forth the reasons for termination, effective date, and in the case of partial termination, the portion to be terminated.

Upon termination of an Agreement, Business Partner shall not incur any new obligations for the terminated portion of the Agreement after the effective date and shall cancel as many outstanding obligations as possible. Termination does not waive any obligation of Business Partner to repay or reimburse the Center for unused or inappropriately used funds.

Should there be disputes, under this Agreement, Business Partner shall be submitted in writing to the Grant Administrator. A written determination will be issued to the Business Partner within 30 (thirty) calendar days. Any challenge or appeal of the Administrator's decision can be forwarded to the Director of the Center within 10 (ten) calendar days of the Administrator's written letter or determination. Any appeal decision issued by the Center's Executive Director is final.

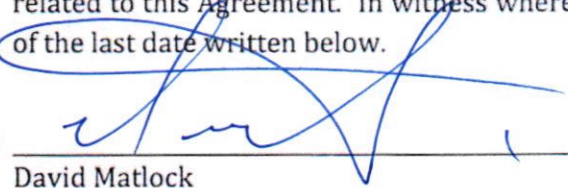
Modifications within the scope of this Agreement must be made by mutual consent of the parties, by the issuance of a written modification signed and dated by all properly authorized, signatory officials, prior to any changes being effective. Requests for modification should be made, in writing.

ARTICLE XIII. Conflict of Interest

Business Partner represents to SVHEC that its entering into this Agreement and its performance through its agents, officers and employees does not and will not involve, contribute to, nor create a conflict of interest prohibited by the Virginia State and Local Government Conflicts of Interests Act (Virginia Code § 2.2-3100, et. seq.), the Virginia Ethic in Public Contracting Act (§ 57 of the Governing Rules), the Virginia Governmental Frauds Act (Virginia Code § 18.2-498.1, et. seq.) or any other applicable law or regulation.

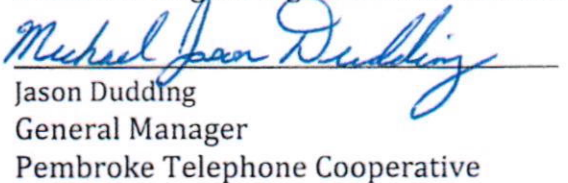
ARTICLE XIV. Approval

By signature below, each Party certifies that the individuals listed in this document are representatives of the individual parties are authorized to act in their respective areas for matters related to this Agreement. In witness whereof, the parties hereto have executed this Agreement as of the last date written below.



David Matlock
Executive Director
Southwest Virginia Higher Education Center

7-13-23
Date



Jason Dudding
General Manager
Pembroke Telephone Cooperative

7-11-2023
Date

EXHIBIT A

Southwest Virginia Higher Education Center Virginia Rural Information Technology Apprenticeship Grant Program Guidelines

Definitions.

The following words and terms when used in these guidelines shall have the following meanings unless the context clearly indicates otherwise:

"Apprenticeship program" means an 18-month registered apprenticeship program for information technology workers hosted by a small, rural information technology business that combines mentorship and on-the-job training and that is established for the purpose of enhancing the experience and skills of such information technology workers.

"Center" means Southwest Virginia Higher Education Center.

"Grant award" means any funds given to a small, rural information technology business from the Virginia Rural Information Technology Apprenticeship Grant Fund.

"Headquarters" means the place and location serving as the managerial and administrative center of a small business organization.

"Information technology" means communications, telecommunications, automated data processing, applications, databases, data networks, the Internet, management information systems, and related information, equipment, goods, and services.

"Information technology worker" means any employee of a small, rural information technology business who is employed full-time on a salaried or wage basis and whose position is neither temporary nor provisional in nature.

"Certified Mentor" means an information technology worker, employed by the business, who possesses at a minimum, industry recognized information technology certification and/or a college degree in computer science or information technology and three years of relevant information technology experience.

"Mentee" means the information technology employee working under the mentor's supervision to build on-the-job experience.

"Program" means Virginia Rural Information Technology Apprenticeship Grant Program.

"Qualified locality" means the Counties of Alleghany, Bland, Botetourt, Buchanan, Carroll, Craig, Dickenson, Giles, Grayson, Lee, Russell, Scott, Smyth, Tazewell, Washington, Wise, and Wythe and the Cities of Bristol, Danville, Galax, Martinsville, and Norton.

"Small, rural information technology business" or "business" means any corporation, partnership, sole proprietorship, firm, or enterprise that (i) provides information technology services to its clients, (ii) is headquartered and operated in a qualified locality, and (iii) employs fewer than 100 employees.

"Grant Participation Period" – means the period not to exceed five (5) years that a small, rural information technology business can participate in the grant program from the date of their first grant award or until the business exceeds 100 employees.

Use of Funds.

A. The Center shall administer this program through the distributions of grants to businesses that meet the eligibility requirements pursuant to §23.1-3129.1 of the Code of Virginia and the guidelines delineated herein.

B. The Center shall establish and maintain financial records that accurately reflect all program transactions as they occur. The Center shall establish and maintain general ledger control accounts and related subsidiary accounts that identify each program transaction to include the name of the awardee, the amount and dates of award. The accounting for Grant funds shall be separate and apart from all other institutional financial activity.

C. Grant funds shall be paid to businesses who have met the eligibility requirements and adhered to and complied with the Grant application process administered by the Center.

E. Funds also may be used by the Center for the implementation and administration of the program. Funds used by the Center to implement and administer the program shall not exceed in any given fiscal year 5.0% of that year's allocation for the program.

Application Procedures and Selection of Grant Recipients.

To apply for funding under the program, a business must follow the procedures established by the Center. Recipients will be selected by the Center using a process established and made publicly available by the Center.

The grants shall be awarded by the Center on a rolling basis as funds are available.

Eligibility Criteria for a Grant.

In order to qualify for grant funding, a business must:

1. Be a small, rural information technology business headquartered and operating in a qualified locality.
2. Employ a qualified information technology staff that is working in the qualified locality and is currently providing information technology services to either private or public sector clients.
3. Register as an apprenticeship sponsor (state or federal level).

4. Have fewer than 100 employees.
5. Have submitted a grant application to the Center
6. Have not been in the program more than 5 years. The 5-year time period commences upon the business's first grant award.

Grant Conditions.

To receive grant funds, the business must:

1. Submit a completed application to the Center
2. Enter into a contractual agreement with the Center
3. Repay the total amount of funds received, or the appropriate portion thereof, and any accrued interest, if the business fails to honor the requirements of the program. The Center shall put a review process in place for discretionary waiver of any repayment in instances where a business fails to honor the requirements of the program, because (a) a mentee ends employment of their own volition, (b) the business ends employment due to documented breach of the employment contract, or (c) the employment of the mentee is terminated for reasons outside the control of the business.

Grant Amount.

- A. Each individual grant award under this program shall be for the direct costs of the mentee and may not exceed \$60,000 annually in direct compensation for the mentee's salary and benefits and approved program related educational expenses. The grant award will require dollar-for-dollar matching funds. At least 50% of the costs must be provided from non-Virginia Rural Information Technology Apprenticeship Program funds. In no case may a business receive a single grant that exceeds the cost of the salary and benefits and related education expenses of a mentee in an apprenticeship program. However, a business may receive multiple grant awards for multiple mentees.

Noncompliance with Program Agreement.

- A. A business will be considered to be in noncompliance with the program agreement entered into with the Center under the following circumstances:
 - a. The business has failed to provide the mentee with the tasks or duties the Center and the business have stipulated in their performance agreement.
 - b. The mentee is working without the direct supervision of a mentor for a period lasting longer than 10 business days.
 - c. The mentor assigned to the mentee does not meet the qualifications specified by these regulations and the performance agreement executed between the Center and the business
 - d. The business fails to notify the Center that a mentee(s) has left the program within the timeframe stipulated in the regulations
 - e. The headquarters of the business ceases to be in a qualified locality
 - f. The business exceeds 100 employees

- g. The business has been a participant in the Rural Apprenticeship Program for a period exceeding five (5) years.
 - h. The business fails to meet the terms and conditions of its agreement with the Center.
 - i. The business is acquired, and the acquiring entity's headquarters are not located within a qualified locality and/or the total number of employees after the acquisition exceeds 100.
 - j. The business is adjudicated to be insolvent.
- B. In the event that the business is found to be in non-compliance the business will be required to reimburse the Center for funds allocated to the business during the period the Center adjudicates that the business was out of compliance. If this is to occur the business will:
- a. Repay the amount of funds received, prorated according to the fraction of the work obligation not completed, as determined by the Center
 - b. Pay a simple, per annum interest charge of 5.0% on the outstanding principal as determined by the Center; and
 - c. Pay all reasonable collection costs as determined by the Center.
- C. A business required to repay the grant shall enter repayment status on the first day of the first calendar month after the Center has officially determined that the business is no longer in compliance with the program agreement.
- D. Make monthly payments to the Center that cover principal, interest, and any collection costs according to a schedule established by the Center that calls for minimum payments of \$1000 per month and to complete repayment within three (3) years after the business enters repayment status.
- E. The interest charge specified in subdivision Bb of this section accrues from:
- a. The date of the initial grant payment if the Center has determined that the business is no longer in compliance with the program agreement; or
 - b. The day after the last day of the grant period for which the work obligation is required.
- F. The Center shall capitalize any accrued interest at the time it establishes a business' repayment schedule.
- G. The Center may approve less than \$1,000 minimum monthly payments or forgive partial interest charges due to extenuating circumstances to be determined at the sole discretion of the Center.
- H. The Center may approve a reduction in interest charges for businesses making consistent on-time monthly payments that meet or exceed the minimum required amount.
- I. A business is not considered in violation of the repayment schedule established by the Center during the time the worker cannot continue employment on basis of:
- a. Serving on active duty as a member of the armed services of the United States or serving as a member of VISTA or the Peace Corps for a period not in excess of three years.
 - b. Accompanying a spouse who is serving on active duty as a member of the armed services of the United States or serving as a member of VISTA or the Peace Corps for a period not in excess of three years.
 - c. Experiencing health conditions covered under the Federal Family Medical Leave Act (FMLA) for a period not to exceed three months.

- d. Leaving employment of their own volition.
- e. Documented breach of employment contract, which results in termination.
- J. To qualify for any of the exceptions in subsection I of this section, a business must notify the Center of a claim to the exception and provide supporting documentation as required by the Center within 5 business days of the occurrence of any such event. Notification can be made via email or via certified letter to the Center's Executive Director or his or her designee.
- K. During the time a worker qualifies for any of the exceptions specified in subsection G of this section, the business need not make the grant repayments and interest does not accrue.
- L. The Center shall cancel a repayment obligation if it determines that:
 - a. On the basis of a sworn affidavit of a qualified physician, the worker is unable to work on a full-time basis because of an impairment that is expected to continue indefinitely or result in death; or
 - b. On the basis of a death certificate or other evidence conclusive under state law, the mentee has died; or
 - c. On the basis of a waiver application, the business had reached extenuating circumstances that prevent further employment of said mentee through no fault of the business. The Center will adjudicate the business's waiver application and respond back with their determination within 15 business days.

Responsibility of the Center.

The Center shall:

1. Administer the program
2. Establish and publish guidelines and criteria for grant awards
3. Establish guidelines and criteria governing agreements between the Center and grant recipients relating to the employment of information technology workers who participate in the apprenticeship program.
4. Oversee each grant awarded
5. Ensure annual reporting of each such grant
6. Comply with all reporting requirements to include by not limited to the number of Grants awarded, the number of companies and mentees in the program, program completion rate and jobs created.
7. Establish and maintain a records management and retention system for this program.

The Application Process

Businesses meeting the eligibility requirements as defined by the Code of Virginia §23.1-3129.1 may apply for a grant under this program by submitting to the Center a written proposal as outlined herein.

Introduction

The Rural Apprenticeship Program was created with two specific goals. The first is to provide entrepreneurs with financial incentives to establish information technology companies in the designated communities of Southwest Virginia thus fostering economic development in those communities.

Secondly, to afford individuals in the designated communities who possess computer science or other information technology related degrees or information technology skills an ability to live and work in their communities. The objective of the program is for businesses to provide individuals with the on-the-job training and experience required to become productive information technology workers.

Therefore, firms applying for a grant under the Rural Apprenticeship Program must demonstrate not only a clear understanding of the goals and objectives of this program, but must demonstrate that they have the business acumen, managerial skills, administrative support, and resources to be successful.

Proposal Instructions

Firms applying for a Rural Apprenticeship Grant must submit both a technical and cost proposal that clearly demonstrates the firm's ability to meet the goals and objective of the program.

- **Technical Proposal** – Should not be more than 10 pages in length and comply with the following outline;
 1. **Executive Summary**- The business must provide a comprehensive overview that demonstrates their understanding of the goals and objectives of the program and why they believe they have the skill and resources to be successful in accomplishing these goals and objective. The executive summary should not be more than a page and one half in length.
 2. **Scope of Work** –The business must clearly define the specific information technology skills that the mentee will acquire and demonstrate that these are skills not only in demand today but will be relevant in the future.
 3. **Place of Performance** – The proposal must articulate where the mentors and mentees will be working. This includes the following:
 - The exact address of the facility.
 - If telecommuting is an option, include the number of hours the mentee and mentor will be working face-to-face in the physical location of the business each week, not to be less than 16 hours per week.

- The size of the facility to include a definition of the mentors and mentees workspace, meeting and training rooms etc.
 - The equipment that will be provided to the mentors and mentees
 - Training materials that will be utilized during the mentorship program.
4. Work – The business may optionally submit documentation to show it has sufficient work to justify its participation in this program. This may include the client or clients the mentee will be supporting and an indication that the clients will be utilizing the services of the business in the future. Examples of documentation to support work include, current client contracts, letters of intent, or similar documentation, that demonstrate the business’s ability to provide meaningful work for the mentee during the term of the mentorship.
 5. Management and Supervision – The proposal will include an organizational chart the shows clear lines of authority and responsibility.
 6. Management Plan – The business will articulate its plans to accomplish the following
 - On-The-Job Training – The process to be utilized to provide the mentee with skills they must acquire
 - Mentee Progression Plan – How the business will provide the mentee with increased responsibilities and determine that these responsibilities are being performed satisfactorily
 - Performance Criteria and Reviews – The evaluation plan that will be utilized to ensure that the mentee is acquiring the defined skills, as well as plan for retraining when necessary and removal when required.
 - The Mentee Progression Plan – The business must clearly articulate the process by which it will follow a mentees progress and transition a mentee who has met all on-the-job training requirements to full time employment status.
 - Individuals are only eligible for one (1) apprenticeship award.
 - Quality Control Program – What systems the business has in place to ensure that the on-the- job training program is meeting expectations
 - Staffing Plan to include:
 - How the business will source and attract mentees
 - The business’s employee retention programs to include reward and recognitions programs utilized
 - Civic engagements that the business promotes or sponsors that encourage community involvement
 7. Key Personnel – The proposal will include a description of the business’s owners, senior managers, supervisors and mentors. Included in this description must be education, certification, years of experience and past employment history.
 - Replacement of Key Personnel –the business must articulate a program continuity plan in the event one or more of its mentors leave the program during the approved mentorship period. This plan should be specific and demonstrate that the training of the assigned mentees will not be affected.
 8. Administrative Support Systems – The business will describe the systems it has in place to maintain employee and business records and how these systems and records will be safeguarded.

9. Self-Certification – The business’s owners will certify that are in compliance with the Code of Virginia §23.1-3129.1 as well as the regulations promulgated by the Center
 10. Inspections– The business will acknowledge the right of the Center to conduct on-site inspections of the business’s facilities and to review its personnel and payroll records for the purpose of verifying compliance with the terms and conditions of any Agreement under-which grant funds have been disbursed to the business under this program.
- Cost Proposal – The business’s cost proposal should clearly show the pay and benefits that mentees will receive while participating in the business’s on-the-job training program. It is important that the business clearly state why it believes these wages and benefits are sufficient to attract and retain mentees and what data the business has to substantiate their position.
 - Business Overview– The business must demonstrate in its grant application that it is an established business by providing the following information:
 1. Length of time it has been in business
 2. The number of full-time and part-time employees currently in its employ. 1099 employees can be included
 3. Banking relationships to include lines of credit
 4. The business’ outside auditors or accountants
 5. A certification from the owners of the business that the business is not delinquent on its local, state or federal taxes.
 - Invoicing - Grant funds awarded to a business will be used solely for the payment of salaries and benefits and approved program related educational expenses for mentees engaged in an apprenticeship program subject to an approved application. The business should clearly demonstrate the systems and processes it will utilize to maintain payroll and other financial records, thus submitting timely and accurate invoices to the Center. The business will submit invoices to the Center on a monthly basis. The Center will either accept or reject the submitted invoice within 15 days of receipt by the Center. If the invoice is rejected, the Center will inform the business what information is lacking at which time the business will submit a revised invoice. Approved invoices will be paid by the center no later than 30 days of an approved invoice. The business will utilize the following format for the submission of its invoices to the Center:
 1. Name and address of the business
 2. Invoice Number
 3. Period of Performance
 4. Name of the mentees working on this project
 5. Hours worked by the mentee
 - Reports
 1. Within 5 days the business will submit either by email or certified letter the names of any mentor or mentee that has left the program
 2. On a quarterly basis the business will submit to the Center the following:
 - List all mentors and mentees currently working on the program

- List of mentees that have graduated from the program
 - List of mentees that have been converted to full time status
 - List of new mentees added to the program
 - An account of funds received and expended by the business in support of this program for the quarter
3. Annual Reports
- Business self-evaluation to include
 - The results of the business's mentee progression plan
 - Issues identified and solved
 - Funds received and expended for the previous year
 - Recertification that the business is compliant with the Code of Virginia §23.1-3129.1 as well as the regulations promulgated by the Center
- Award Criteria
 1. An Advisory Board – The Center will establish an advisory board that will consist of:
 - The Executive Director of the Center and/or his or her designee
 - Designated Members of the Center's Board of Trustees
 - Information Technology Professionals
 - Legislative Representatives
 - Other Community Leaders from the qualified localities.
 - All Advisory Board members will disclose a possible conflict of interest with any business submitting an application.
 2. The Evaluation Panel – The evaluation panel will be established for each round of applications. The Center will establish an evaluation panel that will review all grant applications and will consist of:
 - The Executive Director of the Center and/or his or her designee
 - Three (3) members of the Advisory Board.
 3. Evaluation Process – The Evaluation Panel will evaluate submission based on three factors:
 - Understanding of the goals and objectives of the program
 - The demonstrated ability to meet the stated goals and objectives
 - A staffing plan that attracts and retains IT talent in the designated communities.

The Evaluation Panel's assessment of the business's technical capabilities will be based solely on information provided by the business in their submission.
 4. Technical Evaluation – The Center will assess the strength of the business's management plan and the likelihood that the business will meet or exceed the goals and objectives of the Rural Apprentice Program.
 5. Cost Evaluation – The Center will evaluate the business's cost proposal in three areas
 - Cost realism – Are salary and benefits sufficient to attract and retain mentors and mentees

- Internal financial controls – Has the business demonstrated that it has the procedures and processes in place to accurately account for funds allocated by the Center to this program
 - Work – Has the business demonstrated that it has sufficient business and capabilities to utilize the appropriated funds to meet its obligations under this program
- Submission Date and Time
 1. The Center will announce application acceptance information on its website. Businesses interested in applying for a grant should review the Center’s site for approved submission dates. The Center will only accept grant application on dates and times approved and announced by the Center on its website.
- Award
 1. The Center will notify the business within 30 days of submission if its grant has been approved. If the grant is not approved the business may request a debrief to ascertain areas of weakness in its grant proposal. Debrief will be scheduled by the Center and can be done either in person, through video conferencing or by phone.
 2. The Center will be the sole determiner of grant award
 3. Agreement – When the business’s grant application is approved, the Center and the business will enter into a contractual agreement that incorporates all the terms and conditions in the Virginia Rural Information Technology Apprenticeship Grant Program Regulations as well as stipulations made in the business’s grant application
 4. Availability of Funds – Award of a grant and the resulting agreement between the Center and the business are subject to the availability of funds.
- Grant Application Delivery Instructions
 1. The business will deliver to the Center its application via the identified method determined and published by the Center on its website.
 2. The business may include copies of brochures or other relevant information as an attachment to their grant application
 3. Applications shall be submitted to the Virginia Rural Information Technology Apprenticeship Grant Program Administrator.

Questions concerning the Virginia Rural Information Technology Apprenticeship Grant Program can be directed to links found on the Center’s website or to

Virginia Rural Information Technology Apprenticeship Grant Program Administrator
 One Partnership Circle
 PO Box 1987
 Abingdon, VA 24212

Network Support Specialist
O-Net: 15-1244.00 | Rapids: 90262
Work Process

	HOURS
A. Install, configure, test, maintain and troubleshoot network servers	570
B. Maintain properly and perform levels of LAN and ensure that all authorized users are able to access the LAN	570
C. Provide full network and technical support and train users on how to use the LAN and ensure appropriate personnel and follow-up with users to ensure satisfactory problem resolution	570
D. Test and evaluate hardware and software tools and make recommendation to management staff	570
E. Install and monitor applications software	570
F. Install and maintain network devices	570
G. Troubleshoot network problems	580
TOTAL HOURS	4000

SAFETY IS THE FIRST PRIORITY IN ALL APPRENTICESHIP PROGRAMS AND, AS THE SPONSOR'S PRIMARY RESPONSIBILITY, MUST BE TAUGHT AND PRACTICED CONTINUOUSLY IN ALL ON-THE-JOB WORK PROCESSES