



November 14, 2024

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

RE: Letter of Intent to Apply for BEAD Funding

Broadband Office:

EarthLink, LLC is pleased to submit this letter of intent for the Virginia Broadband Equity, Access, and Deployment (BEAD) Program funding. As a leading Internet Service Provider (ISP) with decades of experience delivering high-speed internet services to communities across the United States, EarthLink is committed to partnering with the Commonwealth of Virginia to expand broadband access to unserved and underserved communities.

With a subscriber base exceeding 250,000 and strong customer retention rates, EarthLink's success is built on customer-centric practices and advanced network management capabilities. Our longstanding presence in the industry, coupled with a proven track record of operational success, positions us as an experienced and reliable partner to enhance broadband networks across Virginia.

EarthLink has decades of experience in designing, deploying, and managing complex broadband infrastructures and has developed a comprehensive and scalable approach to network construction. Our extensive expertise spans multiple technologies, including fiber-optic and fixed wireless access (FWA) systems, ensuring that we deliver high-capacity, low-latency networks optimized for both urban and rural environments. From initial RF propagation studies and site acquisition to the seamless integration of backhaul links and customer premises equipment (CPE), we manage each phase of deployment with precision. Our project teams are adept at coordinating multi-vendor solutions, adhering to stringent timelines, and overcoming the challenges of difficult terrain or limited accessibility. This operational excellence, combined with rigorous quality assurance protocols and continuous monitoring, ensures that EarthLink consistently delivers reliable, future-proof broadband networks that meet the evolving demands of communities.

EarthLink employs seasoned professionals, including our network and project engineers who have over 15 years of experience in broadband deployments. These experts oversee network design, RF analysis, installation, and performance optimization, consistently delivering projects on time and within budget. Our continuous refinement of network infrastructure, coupled with 24x7x365 monitoring through our Network Operations Center (NOC), ensures reliability and quality of service. Additionally, we are committed to providing outstanding customer service through our Virginia-based support team.

Beyond building high-quality networks, EarthLink is dedicated to ensuring Virginians fully utilize these resources. Our expertise in marketing and customer acquisition enables us to drive adoption and utilization of broadband services in the communities we serve, making a tangible impact on connectivity and digital inclusion.

Financially, EarthLink is backed by private equity, ensuring we have the resources and financial stability to cover all project-related costs without disruption. Our robust financial infrastructure is equipped to manage BEAD program reimbursement requirements efficiently with liquidity to handle upfront costs enabling seamless project progression.

We are also deeply committed to Virginia. Recently, EarthLink expanded its presence in the state with the opening of a new 30,000 sq. ft. customer service center in Wise, VA, creating jobs and reinforcing our dedication to supporting the local community and economy.

We look forward to working with the Virginia Broadband Office and the BEAD program to bridge the digital divide and bring high-speed broadband to unserved and underserved communities across the Commonwealth.

Sincerely,

Signed by:



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Glenn Goad  
Chief Executive Officer  
EarthLink, LLC

