

# Application to DHCD Submitted through CAMS

Grayson County

Connect Grayson

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**Application ID:** 64507102019154534  
**Application Status:** Pending  
**Program Name:** Virginia Telecommunications Initiative 2020  
**Organization Name:** Grayson County  
**Organization Address:** 129 Davis Street  
Independence, VA 24348  
**Profile Manager Name:** Mitch Smith  
**Profile Manager Phone:** (276) 773-2471  
**Profile Manager Email:** msmith@graysoncountyva.gov

**Project Name:** Connect Grayson  
**Project Contact Name:** Carl Caudill  
**Project Contact Phone:** (276) 773-2471  
**Project Contact Email:** ccaudill@graysoncountyva.gov  
**Project Location:** 129 Davis St  
Independence, VA 24348-9601  
**Project Service Area:** Grayson County

**Total Requested Amount:** \$2,087,015.00

**Required Annual Audit Status:** Accepted

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## Budget Information:

Cost/Activity Category	DHCD Request	Other Funding	Total
<b>Telecommunications</b>	<b>\$2,087,015.00</b>	<b>\$5,792,698.00</b>	<b>\$7,879,713.00</b>
Construction	\$2,087,015.00	\$5,792,698.00	\$7,879,713.00
<b>Total:</b>	<b>\$2,087,015.00</b>	<b>\$5,792,698.00</b>	<b>\$7,879,713.00</b>

### Budget Narrative:

The budget is broken down into wireless construction and fiber construction for this hybrid project. For wireless, this includes costs for construction of 7 small scale tower sites in the 120 to 150 foot height range costing \$38,100 per site and 30 microsites (utility pole) locations costing \$12,000 to \$13,000 each. Also, customer equipment and installation costs are included in the grant to offset the upfront expenses for up to 851 wireless customers who sign up for service based on expected take rates. For fiber, the bulk of the expense is the construction and deployment of the “middle mile” fiber in the Appalachian Power Pilot Project. The joint effort between Appalachian Power, GigaBeam Networks, and Grayson County is a first of its kind in the nation in an effort to deploy fiber optic connectivity to rural areas at a lower cost and faster rate of deployment. This buildout cost will be made by Appalachian Power with GigaBeam leasing capacity on the network to provide connectivity to the service area. Appalachian Power will maintain the “middle mile” portion of the network with GigaBeam maintaining and supporting the network from the drop points to the customer. Other costs in the budget are the fiber network electronics (OLT’s, routers, optics, etc) and the fiber premise equipment and installation for 1,123 fiber customers based on expected take rates.

## Questions and Responses:

### 1. Project Area

Explain 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:

Grayson County underwent a comprehensive study and development of a broadband plan in 2018. That plan phased the unserved geographic areas into five (5) phases. The phases were prioritized based on broadband demand which included total number of unserved businesses, residences, public safety facilities, estimated take rate based on household income, education attainment and age and the percentage of homes estimated to have K-12 school aged children.

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This project area is Phase 1, Phase 2, a portion of Phase 3 and Phase 5. The area represents the largest unserved demand including 4 unserved fire/rescue stations.

The largest contiguous portion of the project area runs from north of the Town of Independence beginning at the intersection of Hidden Valley Lane and Elk Creek Pkwy (Rt 21) heading north through Elk Creek to the County's northern border. This large area ends in the east at Pilgrim Fork Rd. The area goes west to Troutdale and west of Troutdale Hwy (Rt. 16). The southern border of the area is Flatridge Rd and Peach Bottom Creek.

Additionally there is another large portion at the southern border of the County stretching just north of Mouth of Wilson to just south of Kindreck Rd, moving east this area falls south of Rt 58 and ending in the east at Cross Roads Dr.

There are two additional small areas, one in the southeast corner of the County east of Skyline Hwy and south of Marion Hts. The second small area is around the intersection of Riverside Dr and Carsonville Rd north of the river and moving northeast stopping just before Springwood Ln.

Essentially the project area encompasses all unserved areas from Troutdale east. This project area is based on unserved defined using the overstated FCC 477 data which ensures this grant application does not step into any provider areas.

2.

Describe your outreach efforts to identify existing providers in the selected project area. Provide a detailed explanation of how this information was compiled and the source(s). Provide a map and list of all existing providers (fixed and wireless) and speeds offered within the project area. Label Map: Attachment 2 – Existing Provider Map; label documentation: Attachment 3 – Documentation on CAF Funding Area.

**Answer:**

Grayson County contracted Rural Broadband Consulting LLC in 2018 to perform a comprehensive broadband assessment and facilitate the development of a plan to expand broadband to all citizens. The phased broadband plan was presented to the Board of Supervisors in May 2018. Grayson County formed the Grayson Broadband Committee which meets monthly to guide the expansion efforts. These meetings are open to the public including service providers and the media. The assessment included pulling in the latest FCC 477 broadband coverage data, leveraging tools and methods to correct the overstated coverage which included field checking directly with citizens in some areas of western Grayson where CenturyLink reports excessive DSL speeds. The assessment included data reported to the FCC by CenturyLink related to CAF II DSL upgrades and areas that were eligible for the CAF II Reverse Auction (no auction awards in Grayson County). The majority of Grayson citizens only have limited DSL at speeds of 10Mbps/1 and generally lower. There is limited cable coverage near the eastern border near the City of Galax and the Town of Independence. Lingo Networks through the partnership with the Wired

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Road Authority provides limited fixed wireless at speeds less than 10Mbps/1 and they serve a few homes with fiber fed from a microwave backhaul to a very small area south of Troutdale (Grange Hall). Finally there are a few homes in the western portion along the southern border served with fiber by Skyline Telephone Coop (SkyBest) out of North Carolina. A minimum of forty-three (43%) of Grayson's citizens have no fixed Internet service at speeds above 10Mbps/1 and fifty-seven (57%) have no access at the current national broadband definition of 25Mbps/3. The attached map (Attachment 2) shows coverage from the FCC as of December 2017 (the latest released) filtered to only show service reported at speeds greater than 10Mbps/1. This coverage includes one census block of fiber service just south of Troutdale reported by Optinet which actually is in far southwest Virginia - reported in error.

The County began soliciting citizen input which will be used to correct these coverage areas once again. The citizen data collected as of August 22nd indicates all citizens in the project area are unserved and are left to rely upon no service (15%), cellular (13% - even cellular service is spotty in Grayson), DSL below 10/1 (36%), satellite (34%) with 95% (+/- 5.83%) accuracy.

Grayson County had very few areas eligible for the CAF II Reverse Auction - three census block groups with 1 location each. There were no bids and no awards in Grayson County. Attachment 3 includes the FCC CAF II Reverse Auction results map.

### 3. Project Need/Description

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 of 10 Mbps / 1 Mbps or less and with less than 10 percent service overlap within the project area. Describe any anticipated service overlap with current providers within the project area. Provide specific information as to how you determined the percentage overlap. Label Attachment: Attachment 4 – Documentation Unserved Area VATI Criteria.

**Answer:**

As mentioned previously, Grayson has a comprehensive study and a broadband plan. We know that more than 43% of Grayson citizens have no fixed broadband access providing speeds above 10Mbps/1. Attachment 4 map shows the reported Internet service at speeds greater than 10Mbps/1 as of December 2017 and without any correction the proposed project area for this VATI application is completely unserved. There is no overlap with any existing service. As mentioned above, Optinet has erroneously reported fiber service in one census block south of Troutdale and that is the only reported service greater than 10Mbps/1 within the project area. The citizen survey data confirms this information (as provided above).

### 4. Provide the number of residential serviceable units in the project area(s). Describe the eligible premises that will be served by the proposed project and the basis for these projections.

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The proposed area includes 2,648 unserved residences with approximately 18% having school-aged (K-12) children that are impacted by lack of broadband today. Grayson County and Gigabeam are working with APCO on their potential fiber pilot enabled by HB 2691. As required APCO is submitting a filing to the SCC that includes two potential fiber routes. The preferred route by everyone will allow fiber based service to about 57% of the unserved locations in the proposed project area. The remaining locations will be served by either fiber extended by Gigabeam (based on housing density per mile and available funding) or a fiber-fixed wireless hybrid.

Using Pew Research Institute's annual statistical reporting on home broadband adoption (<https://www.pewinternet.org/fact-sheet/internet-broadband/>) we estimate an average take rate within the proposed project area to be about 58%-60%. We are considering the range as many studies across the nation have seen home broadband adoption increase when the services are fiber based, primarily due to the improved service value based on monthly cost. Using an average of a 59% take rate for residences and 80% take rate for businesses (based on Gigabeam's experience) we estimate total locations served as 1,950 at a minimum.

5. Indicate the numbers of businesses and community anchor institutions the proposed project will pass in the project area. Also indicate the number of home-based businesses. Provide specific information.

**Answer:**

The proposed project area includes 361 businesses/home-based businesses, 2 post offices, 2 VDOT offices, 1 Community/recreation center, and 4 unserved fire/rescue stations.

6. Understanding that projected take rates are an estimate, provide the anticipated take rate for the proposed service within one year of project completion and describe the basis for the estimate. Also detail all actions (e.g. marketing activities, outreach plan) to be implemented to reach the identified potential serviceable units within the project area.

**Answer:**

Using Pew Research Institute's annual statistical reporting on home broadband adoption (<https://www.pewinternet.org/fact-sheet/internet-broadband/>) we estimate an average take rate within the proposed project area to be about 58%-60%. We are considering the range as many studies across the nation have seen home broadband adoption increase when the services are fiber based, primarily due to the improved service value

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based on monthly cost. Using an average of a 59% take rate for residences and 80% take rate for businesses (based on Gigabeam's experience) we estimate total locations served as 1,950 at a minimum and likely higher.

7. For wireless projects only: Please explain the ownership of the proposed wireless infrastructure. Will the wireless co-applicant own or lease the radio mast, tower, or other raised structure onto which the wireless infrastructure will be installed?

**Answer:**

This project is a hybrid of wireless and fiber. For the wireless portion of the project, the co-applicant will own all towers and poles on which the infrastructure is installed.

8. Provide the proposed download and upload speeds for the project area. 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. Describe the Internet service offerings to be provided after completion of this project and your price structure for these services. The service offerings should include all relevant tiers.

**Answer:**

This project will provide broadband services through a hybrid of fiber to the premise and fixed wireless. The fiber to the premise portion of the network will be based a passive optical (PON) network and have maximum capabilities of 2Gbps download and 1Gbps upload to residential and small business customers. The PON is a shared bandwidth network and the network design will utilize a 32:1 ratio (32 connections per PON). Larger businesses will also have the ability of a dedicated (active) fiber circuit if additional speeds are needed. The fixed wireless portion of the network will offer speeds up to 100Mbps download and 10Mbps upload utilizing modern LTE and enhanced fixed wireless technology. The network will be fed by a dedicated 10Gbps fiber connection with increase capacity available as demand grows.

Initial Base Package offerings will include the following:

Fixed Wireless: 10Mbps/1Mbps: \$45, 25Mbps/2Mbps: \$65, 50Mbps/25Mbps: \$85, 100Mbps/10Mbps: \$99

Fiber to the Premise: 25Mbps/10Mbps: \$65, 50Mbps/3Mbps: \$85, 100Mbps/50Mbps: \$99, 200Mbps/100Mbps: \$109, 500Mbps/250Mbps: \$119, 1Gbps/500Mbps: \$129

Custom plans will also be available for symmetrical speeds and specific business needs. All plans will include a managed Wi-Fi router at no additional cost and all plans have no data caps.

9. 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. Also describe specific advantages of using this technology. Provide a detailed explanation on how this information was compiled and source(s). For wireless projects, provide a propagation map including the proposed project. Label Map: Attachment 5 – Propagation Map Wireless Project

**Answer:**

The coverage area for this project is in a rural area of Grayson County with a mixture of valleys, rolling hills, and mountains. This type of diverse topography requires a mixture of technology and design to get adequate coverage to all locations.

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The project will utilize a blend of fiber to the premise (FTTP) as well as fixed wireless to provide service to all end users. The fiber network will be mainly a PON network with availability of active for customers needing dedicated higher capacity speeds and to supply bandwidth to the fixed wireless network. The equipment used in the project will be G-PON with a capacity of 2.4Gbps/1.2Gbps per PON and a split ratio of 32:1.

Fiber connected customers will be connected via a ONT to the PON network and also be provided a wireless router for in building connectivity.

The customers fiber connections will be to the newly announced Grayson County / Appalachian Power / GigaBeam Networks partnered pilot project that will deploy approximately 240 miles of fiber throughout the County. This fiber network will be connected to upstream providers via dedicated fiber to GigaBeam Networks current network to the north as well as to a datacenter near Richmond Virginia allowing for geographical diversity and redundancy. Initial capacity of these circuits will be 10Gbps.

The Fixed wireless portion of the project will utilize modern LTE and advanced fixed wireless hardware capable of 100+Mbps speeds. Our proven design proposal utilizes microsite deployments to get service into hard to reach areas with fast dependable service at minimal expense. To get connectivity to the customer, access points and EnodeB's (LTE access points) are installed on these microsites. EnodeB's can support up to 96 customers per radio with speeds in excess of 100Mbps. They utilize the newly formed CBRS (Citizens Broadband Radio Service) spectrum made available by the FCC in the 3.5-3.7Ghz range. CBRS spectrum will be usable in 2020 and until then the project equipment will use our licensed 3.65-3.7ghz NN spectrum (it will be merged into CBRS in 2020). All of the proposed equipment supports this transition. The LTE infrastructure requires a "core" to support the network which GigaBeam Networks already has in place. In areas with less tree coverage, unlicensed frequency radios in the 5.8Ghz band will be used. These AP's and technology support speeds up to 500Mbps for future growth and do not require the "core" to function.

A microsite is a small site typically on a utility pole or even on existing structures to relay coverage into hard to reach areas. Microsites are interconnected to each other in "legs" that go back to a master backhaul site. These backhaul links will utilize licensed 80Ghz or 11Ghz frequency radios or unlicensed 24Ghz radios to provide up to gigabit + speeds to the site.

The added benefit in this project is the availability of the Appalachian Power Pilot Program fiber nearby to every microsite. The closer fiber availability is to a wireless transmission site, the faster and more reliable the site is due to the backhauls links being shorter and utilizing bands that support higher speeds that would not work at long haul distances.

Each microsite is designed to support between 6-40+ clients with speeds of 100Mbps+ to clients. A typical microsite includes:

- Structure (Utility pole or building)
- Power (AC if available or solar power)
- Backhaul radios (to a main site or other microsite(s))
- AP/ENB's (1-4 depending on coverage needs and population density)

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Wireless customers will be connected via a customer premise equipment (CPE) radio/antenna installed at their location as well as a wireless router for in building connectivity.

## 10. Project Readiness

What is the current state of project development (e.g. planning, preliminary engineering, identifying easements/permits, final design, etc.)? Prepare a detailed project timeline or construction schedule which identifies specific tasks, staff, contractor(s) responsible, collection of data, etc., and estimated start and completion dates. Provide any Memorandums of Understanding (MOUs) or Memorandums of Agreement (MOAs) (drafts are allowable), letters of support, etc. The timeline should include all activities being completed within 12 months of contract execution with DHCD. Label Attachments: Attachment 6 – Timeline/Project Management Plan; Attachment 7 – Relationship between Applicant/Co-Applicant; Attachment 8 – Letters of Support;

- i. If the partnership is formalized in a written agreement, provide a copy of that agreement.
- ii. If the partnership has not been formalized, provide a short description of the project management role, financial commitment, or other contribution to the project for the applicant, co-applicant, and any additional partners.
- iii. If applicant is not a locality(s) in which the project will occur, please provide a letter of support from that locality.

### Answer:

The Appalachian Power Pilot Project is planned to begin construction in Feb-March 2020 timeframe and expected to be completed by the end of 2020. The project will be built in phases with the location of this project being the first phase of construction. Phase 1 area (this project area) is expected to be completed in early Spring. During the construction phase of the pilot project we plan to begin construction of the microsities in this project so that both fiber and wireless areas can be turned up at the same time.

Preliminary engineering and final design are completed and the project is ready for construction on the VATI given timeline. Since the fiber project is utilizing Appalachian Powers current infrastructure no easements will be required and permitting for the wireless microsities are already approved by the County.

11. Matching funds: Provide a description of the matching funds the applicant and co-applicant will invest in the proposed project (VATI funding cannot exceed 80 percent of total project cost). The Funding Sources Table must be completed. Label Attachments: Attachment 9 - Documentation of Match Funding; Attachment 10 – Funding Sources Table;
  - i. For each element of matching funds in the description, indicate the type of match (e.g. cash, salary expense, or in-kind contribution).
  - ii. Identify whether the applicant or co-applicant is responsible for providing each element of the proposed matching funds.

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iii. Include copies of vendor quotes or documented cost estimates supporting the proposed budget.

**Answer:**

Grayson County is requesting VATI funds in the amount of \$2,087,015 to cover 26% of all expenses – construction and associated equipment to be purchased and completed by GigaBeam. Grayson County is offering a match of \$200,000 (3%) and GigaBeam (3%) is offering \$237,500 in-kind in labor and equipment (tools, trucks, construction equipment). The remaining \$5,355,198 (68%) will be in-kind from the Appalachian Power/Grayson County/GigaBeam joint pilot project building approximately 240 miles of fiber throughout the county. This project will total over \$12 million for the entire county with the \$5,355,198 total being derived from the fiber installed in this projects service area.

All budget estimates, derivation of costs and detailed cost estimates for construction are also attached to this application.

12. Applicant and Co-Applicant: A description of the public-private partnership involved in the project. Detail the local government assistance: Local government co-applicants should demonstrate assistance to project that will lower overall cost and further assist in the timely completion of construction, including assistance with permits, rights of way, easements, and other issues that may hinder or delay timely construction and increase cost. Provide detail if this project includes additional partners such as municipal providers, middle-mile providers, or investor-owned utilities

**Answer:**

Grayson County Board of Supervisors made broadband one of their top priorities in late 2017. In 2018, Grayson County hired Rural Broadband Consulting, LLC to conduct a comprehensive broadband assessment providing the county with strategies for improving access and highlighted the deficiencies in the schools and libraries in addition to residential and business access issues. Grayson County issued a request for proposals to identify a private Internet service provider to partner with the County to expand broadband. As a result of that process, Grayson chose Gigabeam Networks as their last mile private partner. On June 13, 2019 Grayson County and Gigabeam executed an interim agreement to continue to the Detailed Design phase. The County is committing the following support for the partnership:

- County Assets - The County will provide or facilitate the provision of assets to Gigabeam at the lowest rates consistent with good stewardship of public assets.
- Outreach, Advertising - The County will hold multiple town-hall meetings and use County avenues of publicity to ensure the broadest possible awareness of the broadband expansion.
- Loan Programs - The County agrees to consider capitalizing a loan program to provide loans to individuals or groups who are unable to connect to the system due to distance from infrastructure, topographical difficulties that make micro-cell facilities and repeaters necessary that are not economical for Gigabeam to provide or distance from existing or usable facilities that make provision to the area uneconomical.
- Anchor Facilities - The County shall connect Anchor Facilities to the System where rates are not more than the best rates charge by Gigabeam to any other customers in similar class and subject to

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negotiation.

- Incentive Conduit - The County agrees that it will not unreasonably refuse to act as a conduit for any additional incentives or funds identified by the County or Gigabeam that might benefit the project.
- Permitting Fee Waiver - The cost for any and all permitting fees under the control of the County shall be granted back to Gigabeam for the first 48 months of the term of the agreement.

APCO selected Grayson County to conduct their Virginia smart grid fiber project with a goal of improving broadband in rural areas. APCO's planned fiber build allows Grayson County and Gigabeam to leverage the fiber backbone for far greater capacity than possible with very limited existing fiber in the county. APCO will construct the 240 mile fiber network that will support this project. Gigabeam Networks will lease fiber strands directly from APCO delivering fiber-based services to all residences and businesses within 1000' of the APCO fiber backbone and hybrid-fiber fixed wireless services to the remainder of locations. Gigabeam will consider extending fiber along streets depending on housing density and will extend fiber drops beyond the 1000' foot buffer depending on citizens sharing the cost.

13. Identify key individuals, including name and title, who will be responsible for the management of the project. Provide a concise description of their role and responsibilities for the project. Present this information in table format.

**Answer:**

Name	Organization	Project Responsibilities
Michael Clemons, Owner	GigaBeam Networks	System design, construction, and operation for the project area
William Shepley, Administrator	Grayson County	Local government lead to assist with permitting and other county related areas
Leesa Gayheart, Director of Finance	Grayson County	Manage grant funds to be used for project
Carl Caudill II, Director of IT	Grayson County	Day-to-day project management and grant administration

14. Project Budget and Cost Appropriateness

Applicants shall provide a detailed budget as to how the grant funds will be utilized, including an itemization of equipment and construction costs and a justification of proposed expenses. Expenses should be substantiated by clear cost estimates. Label Attachment: Attachment 11 – Derivation of Costs; Attachment 12 - Documentation of Supporting Costs; Attachment 13 – Supporting Documentation of Cost Estimates.

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The budget is broken down into wireless construction and fiber construction for this hybrid project.

For wireless, this includes costs for construction of 7 small scale tower sites in the 120 to 150 foot height range costing \$38,100 per site and 30 microsities (utility pole) locations costing \$12,000 to \$13,000 each. Also, customer equipment and installation costs are included in the grant to offset the upfront expenses for up to 851 wireless customers who sign up for service based on expected take rates.

For fiber, the bulk of the expense is the construction and deployment of the “middle mile” fiber in the Appalachian Power Pilot Project. The joint effort between Appalachian Power, GigaBeam Networks, and Grayson County is a first of its kind in the nation in an effort to deploy fiber optic connectivity to rural areas at a lower cost and faster rate of deployment. This buildout cost will be made by Appalachian Power with GigaBeam leasing capacity on the network to provide connectivity to the service area. Appalachian Power will maintain the “middle mile” portion of the network with GigaBeam maintaining and supporting the network from the drop points to the customer. Other costs in the budget are the fiber network electronics (OLT’s, routers, optics, etc) and the fiber premise equipment and installation for 1,123 fiber customers based on expected take rates.

Cost estimates on customer premise equipment for both fiber and wireless customers are based on quotes GigaBeam has received from their suppliers and distributors and are significantly below MSRP due to volume ordering and purchasing agreements GigaBeam has in place.

15. The cost benefit index is comprised of three factors: (i) state share for the total project cost, (ii) state cost per unit passed, and (iii) the internet speed. From these statistics, individual cost benefit scores are calculated. Finally, the three component scores are averaged together and converted to a 30-point scale to form a composite score. Please provide the following three pieces of information:
- a. Total State funding requested / Total Project cost
  - b. Number of serviceable units
  - c. Highest residential speed available

**Answer:**

Total State Funding Requested	\$2,087,015
Total Project Cost	\$7,879,713
Number of Servicable Units (fiber)	1760
Number of Servicable Units (wireless)	1339
Total number of servicable units	3099
Highest Residential Speed (fiber)	1000Mbps
Highest Residential Speed (wireless)	100Mbps
State cost per units passed	\$673.45

16. A brief description of applicant and co-applicant’s history or experience with managing grants and constructing broadband communication facilities in the Commonwealth of Virginia and elsewhere.

**Answer:**

Grayson County – Project administration, permitting, technical assistance

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Grayson County has worked on successful grant projects in the past with the Virginia Tobacco Region Revitalization Commission (TRRC) and the Virginia Department of Housing and Community Development (DHCD). Grayson County staff is familiar with the policies and procedures regarding grant applications and the filing requirements. Grayson County will provide support and assistance to their partner (Gigabeam) in identifying and acquiring locations necessary for the installation of broadband infrastructure. The county will also work closely with partners to ensure project stability and growth.

## Gigabeam Networks – System construction and operation

GigaBeam Networks, LLC is a locally owned and operated WISP (wireless internet service provider) with offices in Rich Creek and Bluefield, VA. GigaBeam Networks started as WVVA.net, a dialup provider in the late 90's and expanded to offering fixed wireless broadband access in 2004. Currently, GigaBeam Networks offers service in 8 regional counties over 3 states (Virginia, West Virginia, and Kentucky). GigaBeam Networks is currently expanding into Grayson, Carroll, Giles, Bland, and Tazewell Counties. This expansion includes the construction of a 30 miles fiber to the premise network in Bland County expected to be completed in early 2020. GigaBeam Networks is a public private partner with all of these counties and has been successful in obtaining grant funding with each partner in a total of 6 projects. Also recently deployed is one of the first "5G" wireless networks in Bluefield, WV that will offer speeds up to 1Gbps wirelessly and helped the city to get Intuit to locate operations providing between 200 to 500 jobs for the area. Slated for this fall is the addition of GigaStream TV, an affordable alternative to traditional television followed by GigaVoice Phone services. WVVA.net Inc. is the parent company of GigaBeam Networks, LLC and has 100% ownership. WVVA.net Inc. is 100% owned by Michael Clemons, President and founder. GigaBeam Networks has been in the ISP business for over 22 years. A full staff of qualified personnel provides every aspect of operating the business as well as constructing new sites. All climbers are Comtrain certified and GigaBeam Networks is an approved American Tower Company contractor. Staff also has extensive knowledge in designing, engineering, and maintaining large scale networks. GigaBeam Networks' primary focus is local, friendly customer support.

## Appalachian Power Company - Middle mile provider

Appalachian Power Company (APCo) has selected Grayson County for their pilot in deploying middle mile fiber to supply broadband connectivity to last mile providers (Gigabeam). Pending State Corporation Commission approval, APCo will work with both Grayson County and Gigabeam to deploy fiber connectivity throughout the county. This will allow broadband access in rural areas that are currently geographically challenged. Upon successful completion, APCo will emulate this program to provide middle mile fiber to multiple counties in southwest Virginia.

## 17. Commonwealth Priorities

Additional points will be awarded to proposed projects that reflect Commonwealth priorities. Please describe if the project fits into a larger locality or regional universal broadband plan.

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Grayson County's broadband initiative is based on a comprehensive plan to expand broadband to all citizens in Grayson County and includes 5 phases geographically identified and based on broadband demand. APCO's broadband pilot in Grayson County will bring fiber based, redundant capacity to the County allowing Gigabeam to deliver fiber services to over 70% of the unserved homes and businesses within the proposed project area. The remaining areas within the proposed project area will be served with a hybrid fiber-fixed wireless solution that will have enough capacity to provide fiber-like services. The APCO pilot with Grayson and Gigabeam has the potential to be a rural broadband model not just for the Commonwealth but for the nation. As Grayson County is a member of the Wired Road Authority, this additional capacity and additional last mile partner will serve to improve the Wired Road Authority by expanding capacity and last mile partners.

## 18. Additional Information

Any other equitable factor that the applicant desires to include. Applicants are limited to four additional attachments. Label Additional Attachments as:

- a. Attachment 14 – Two most recent Form 477 submitted to the FCC or equivalent
- b. Attachment 15 – Copy of Public Notice
- c. Attachment 16 – XXXXXXXX
- d. Attachment 17 – XXXXXXXX
- e. Attachment 18 – XXXXXXXX
- f. Attachment 19 – XXXXXXXX

### Answer:

Attachment 16 is the Broadband Survey Results

Attachment 17 is the MOU between Grayson County, GigaBeam, and Appalachian Power Company for the Pilot Program

### Attachments:

Map(s) of project area, including proposed infrastructure

GraysonVAT12020V2Attachment1ProjectArea8302019125300.pdf

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Map(s) or schematic of existing broadband providers (inventory of existing assets)

GraysonVATI2020V2Attachment2ExistingProviders829201972656.pdf

Documentation that proposed project area is not designated for Connect America Funding (CAF)

GraysonVATI2020NoCAFIIAwards812201995100.pdf

Documentation that proposed project area is unserved based on VATI criteria

GraysonVATI2020V2Attachment4UnservedArea829201972742.pdf

Propagation Map if Wireless Project

GraysonVATI2020Attachment5Propagation8302019125450.pdf

Project Management Plan

GraysonVATI2020ProjectManagementPlan829201944315.pdf

Documentation of relationship between applicant and co-applicant (formal or informal)

GraysonVATI2020GigabeamAgreement829201935629.pdf

Letters of Support

GraysonVATI2020LettersofSupport829201994630.pdf

Documentation for in-kind contributions, including value(s)

GraysonVATI2020InKindContrib829201944427.pdf

Funding Sources Table

GraysonVATI2020FundingSourcesTable829201940104.pdf

Derivation of Cost (Project Budget)

GraysonVATI2020DerivationofCost8302019120421.pdf

Documentation supporting project costs (i.e. vendor quotes)

GraysonVATI2020Attachment13Costs8302019120844.pdf

# Application to DHCD Submitted through CAMS

Grayson County

Connect Grayson

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Supporting documentation for costs estimates

GraysonVATI2020Attachment13Costs8302019120531.pdf

Two most recent Form 477 submitted to FCC

GraysonVATI2020Form4778292019123314.pdf

Copy of Public Notice

VATIPublicNoticeGraysonCounty820198122019100110.pdf

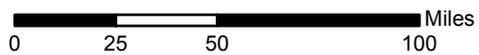
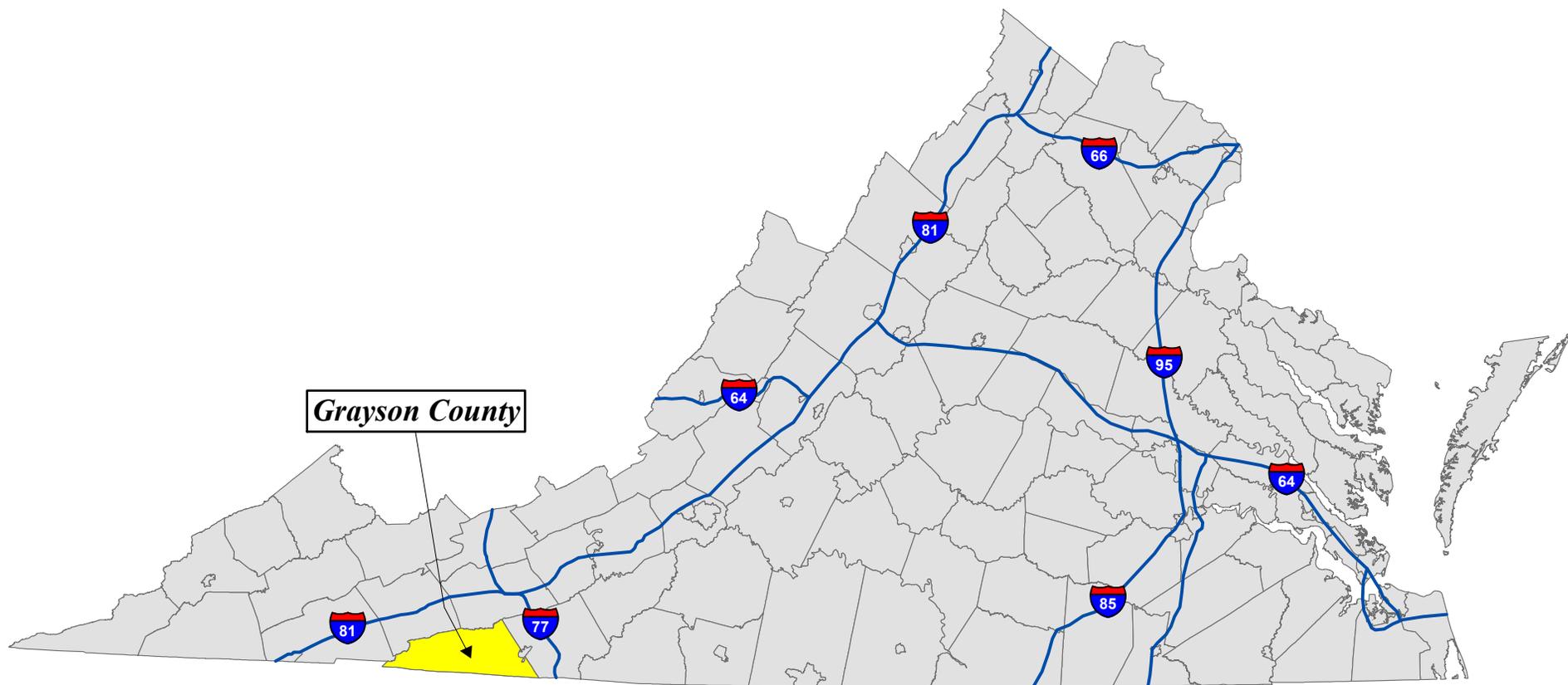
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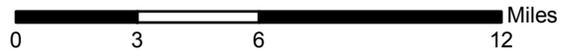
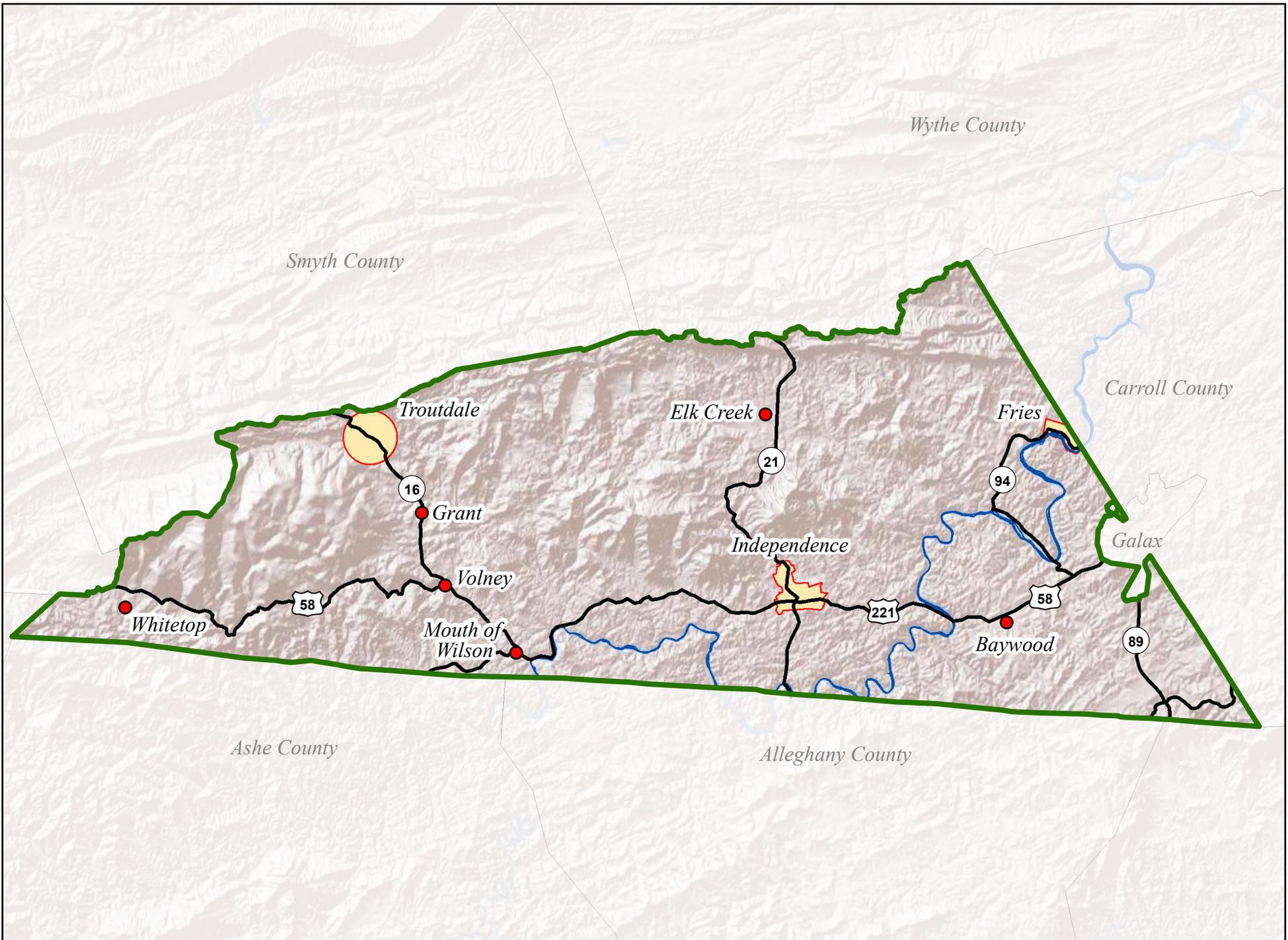
GraysonVATI2020Attachment16BroadbandSurvey2019829201954306.xlsx

Optional

GraysonVATI2020Attachment17APCoMOU829201935758.pdf

# Grayson County Broadband





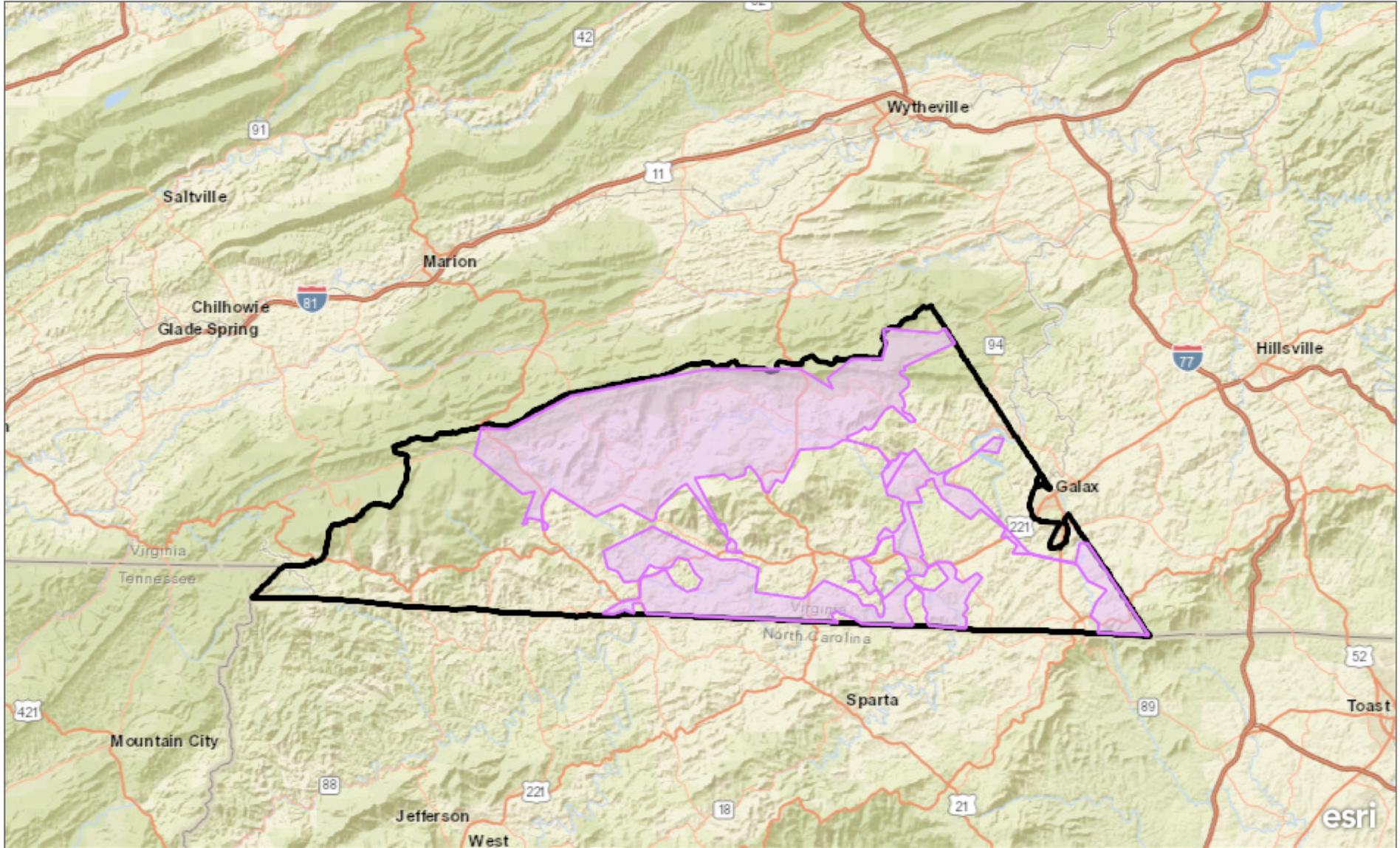
# Grayson County Broadband



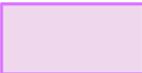
Map by MRPDC  
August, 2019

# VATI 2020 - Attachment 1 - Proposed Project Area

## Grayson\_2019\_Broadband



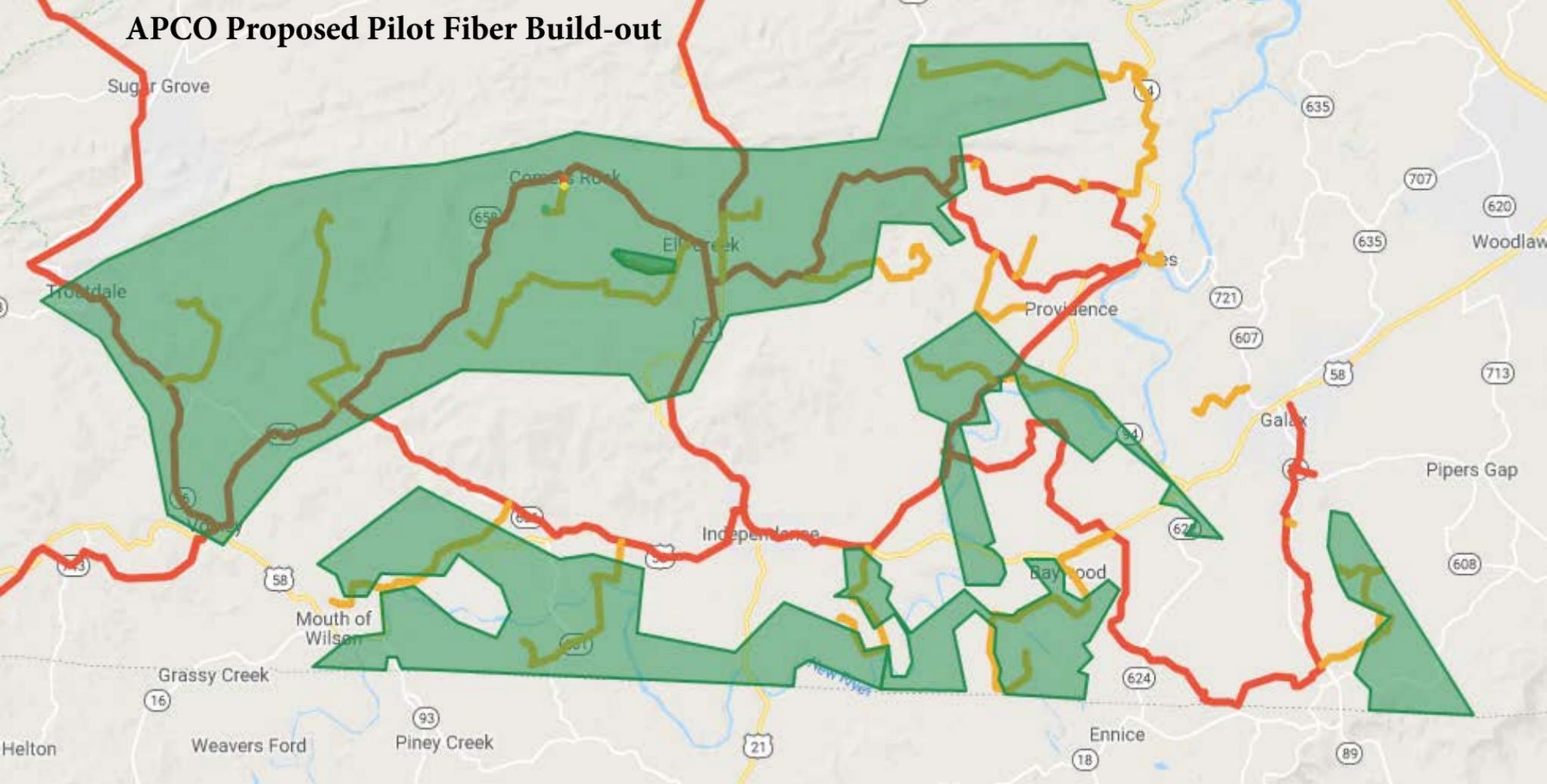
Grayson County VA Broadband planning for APCO pilot including grant management.

 **Project Area**

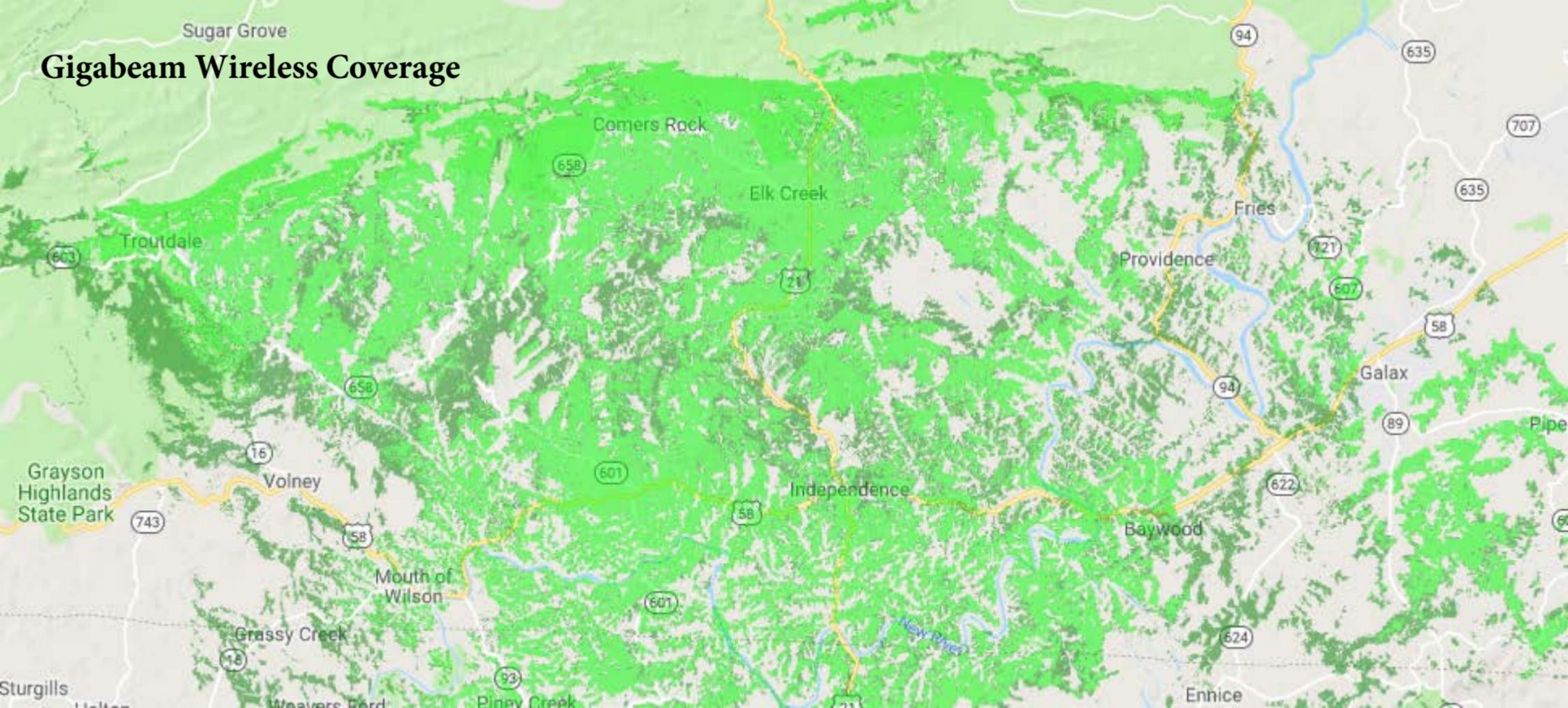
Esri, HERE, Garmin, NGA, USGS, NPS

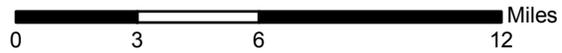
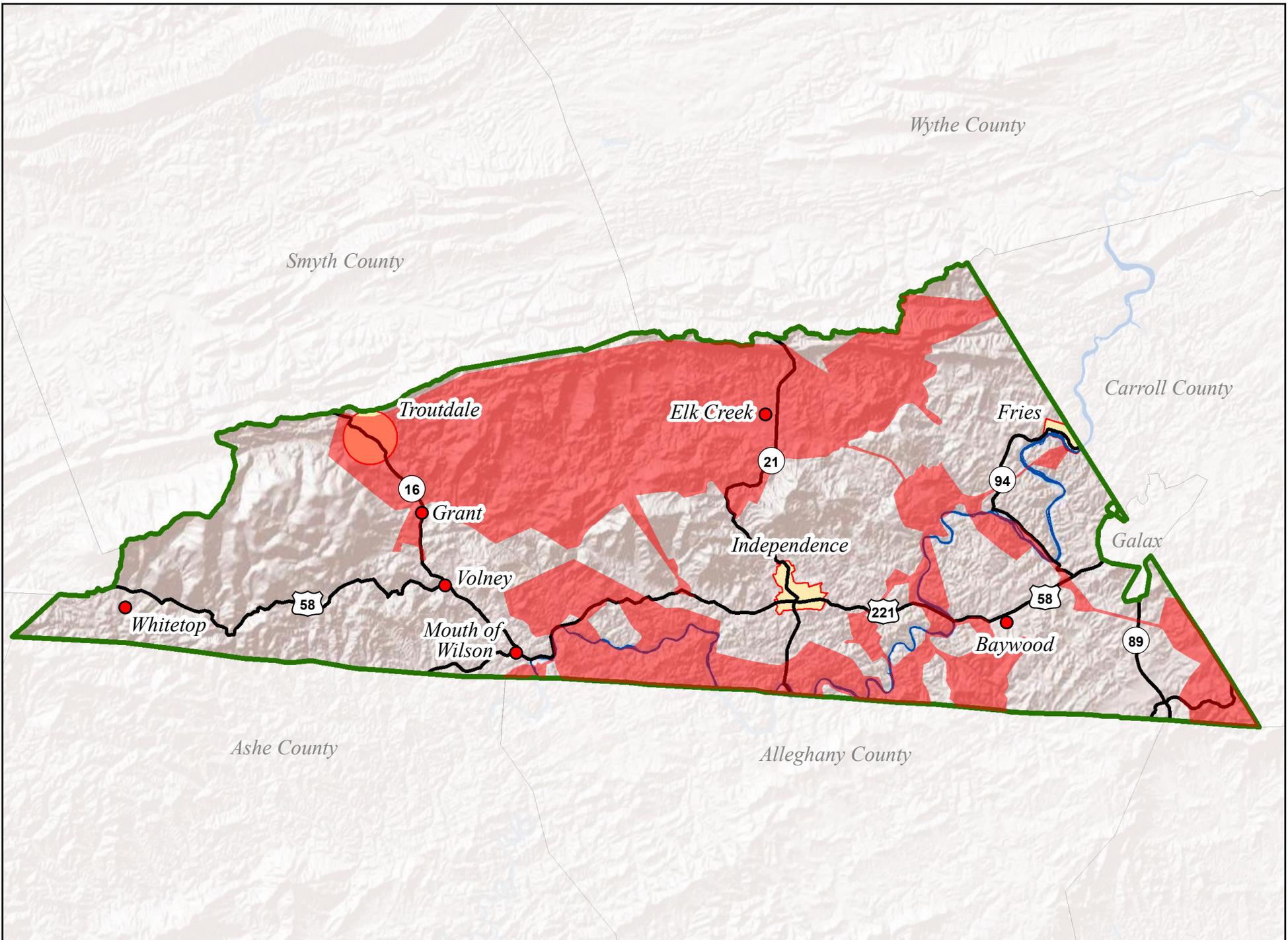


# APCO Proposed Pilot Fiber Build-out



# Gigabeam Wireless Coverage





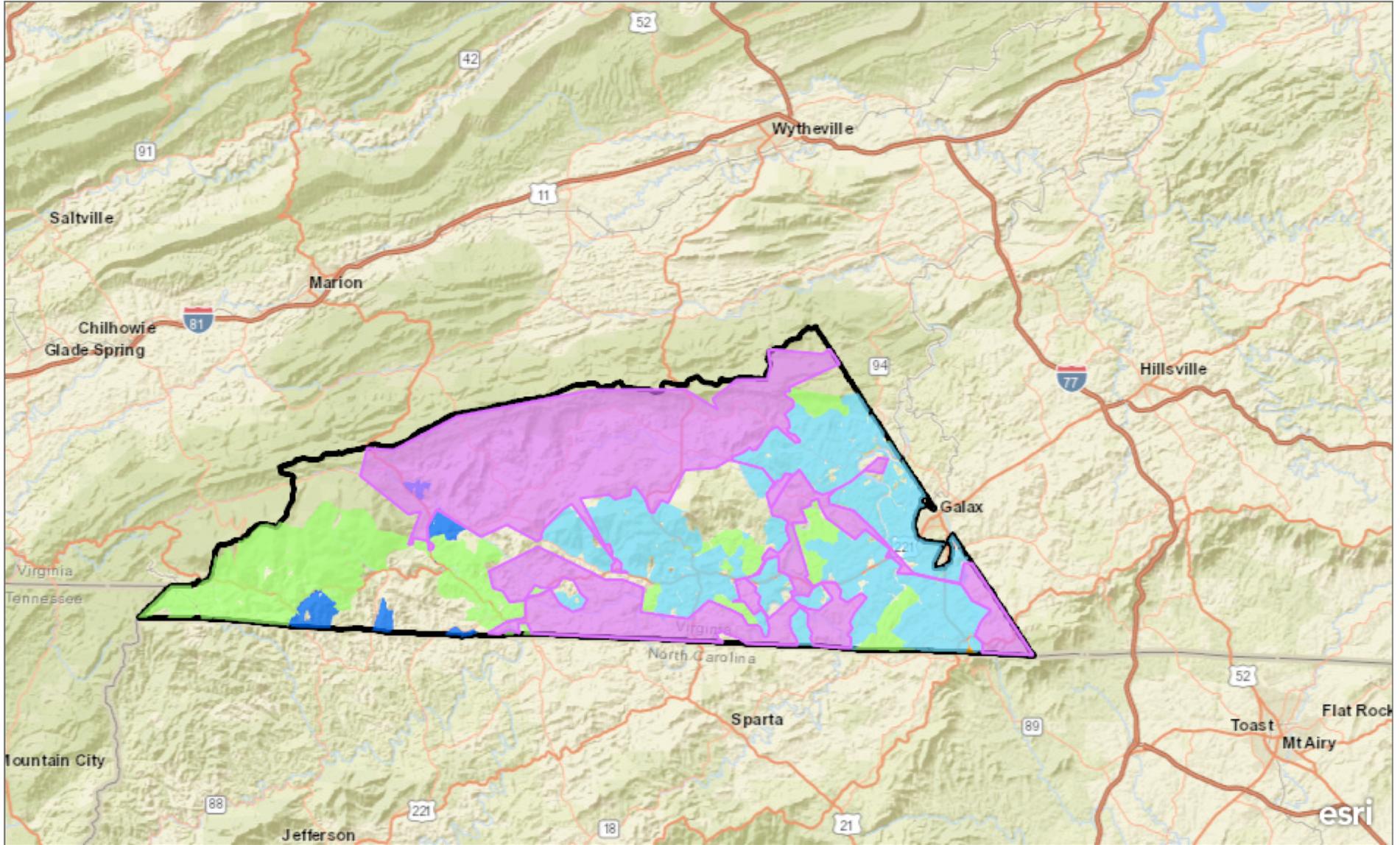
### Grayson County Broadband Project Area



Map by MRPDC  
August, 2019

# Grayson\_2019\_Broadband

# VATI 2020 - Attachment 2 - Existing Providers



Grayson County VA Broadband planning for APCO pilot including grant management.

- Proposed Project Area
- Cable - Comcast
- DSL - CenturyLink
- Fiber -- Skyline along southern border, Lingo between Rugby & Troutdale, Optinet (ERROR)

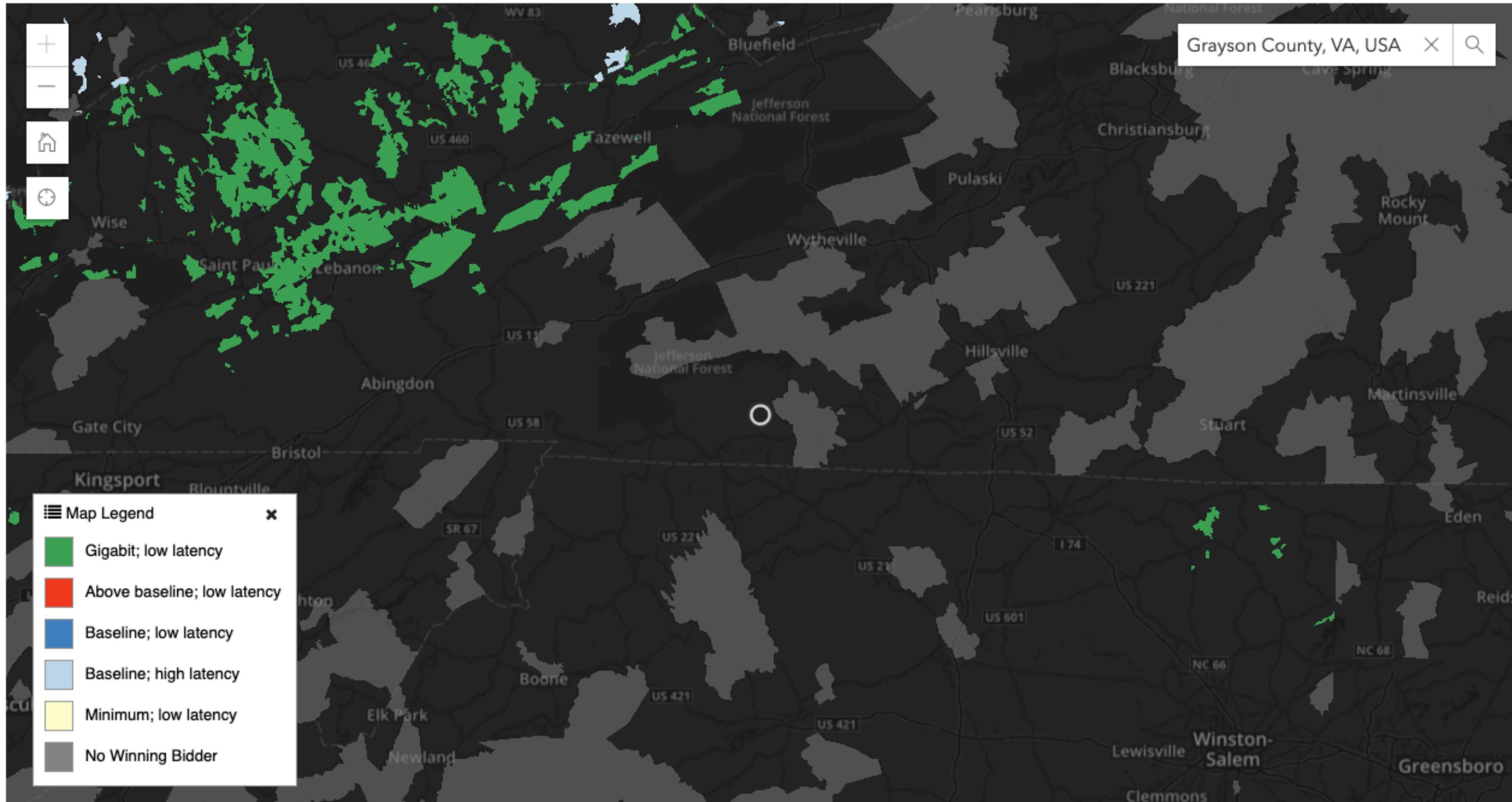
Esri, HERE, Garmin, NGA, USGS, NPS  
 NOTE: Optinet erroneously reports fiber service in area near Troutdale



# Connect America Fund Phase II: Auction 903 Results

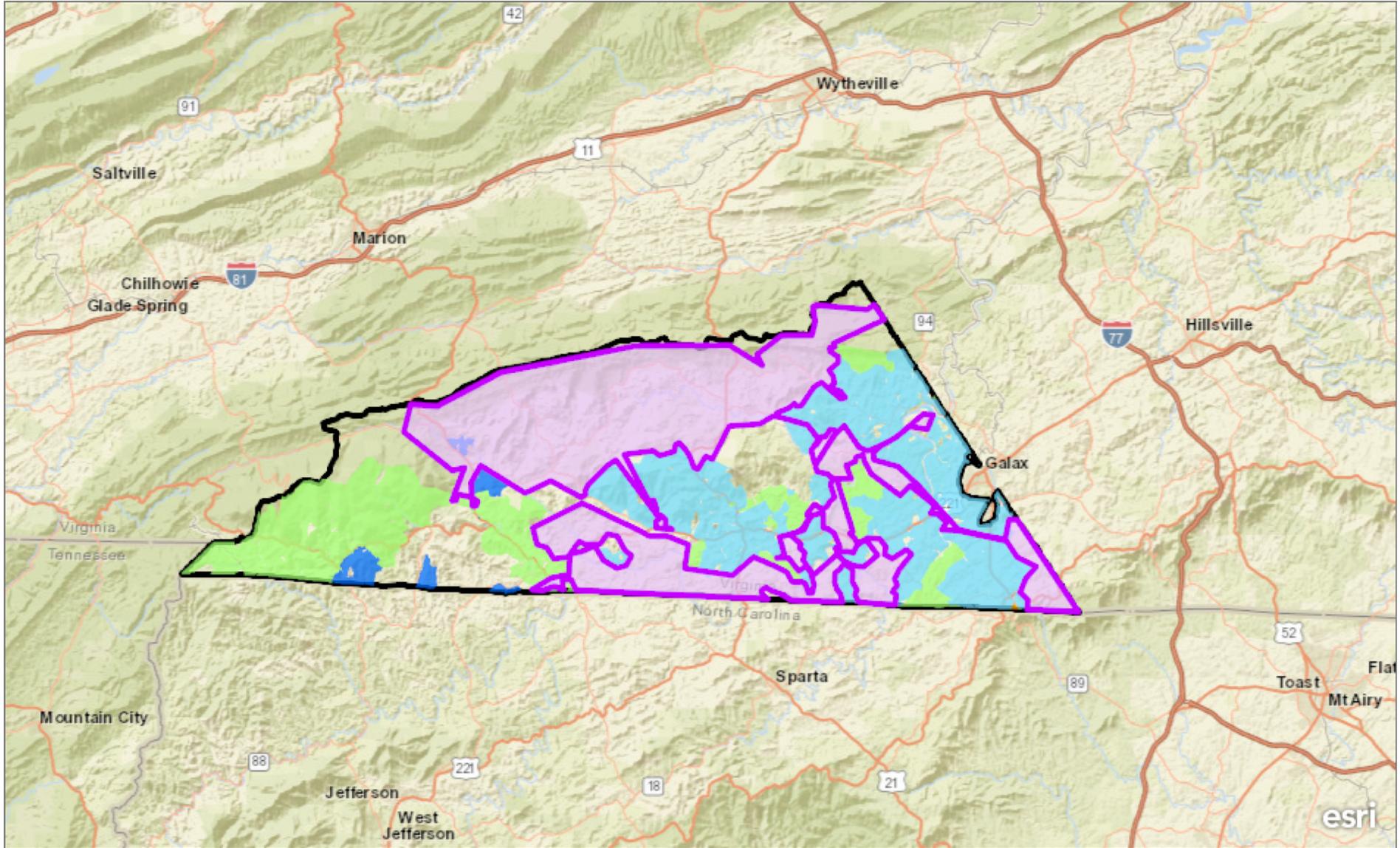
Data as of 8/28/18

## Grayson County - No CAF II Auction Awards

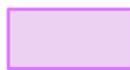


# Grayson\_2019\_Broadband

# VATI 2020 - Attachment 4 - Unserved Area



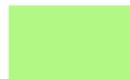
Grayson County VA Broadband planning for APCO pilot including grant management.



Project Area



Cable - Comcast



DSL - CenturyLink  
*reported 25M/40M/80M*



Fiber - Lingo, Skyline/Skybest, Optinet (IN ERROR)

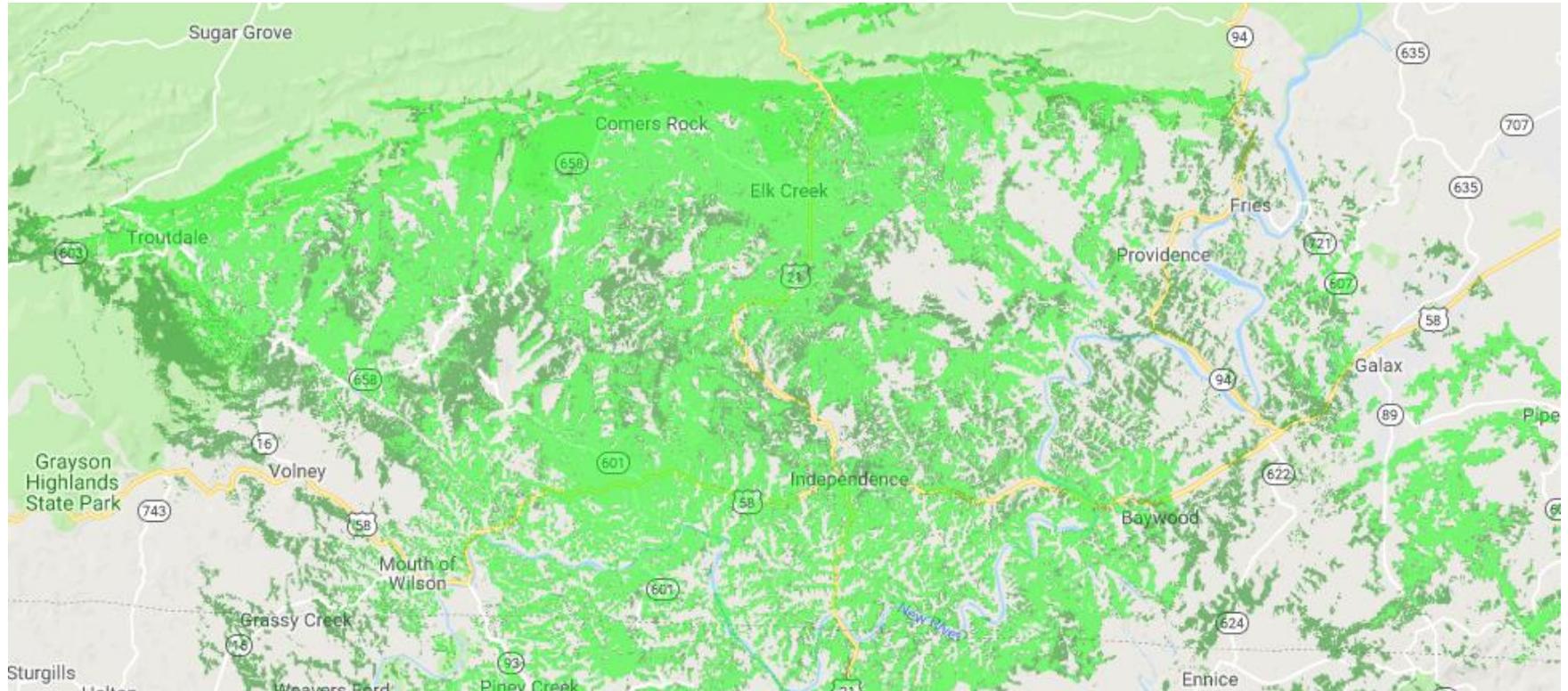
*NOTE: Optinet erroneously reporting fiber service south of Troutdale -- the only reported service within the project area*

Esri, HERE, Garmin, NGA, USGS, NPS

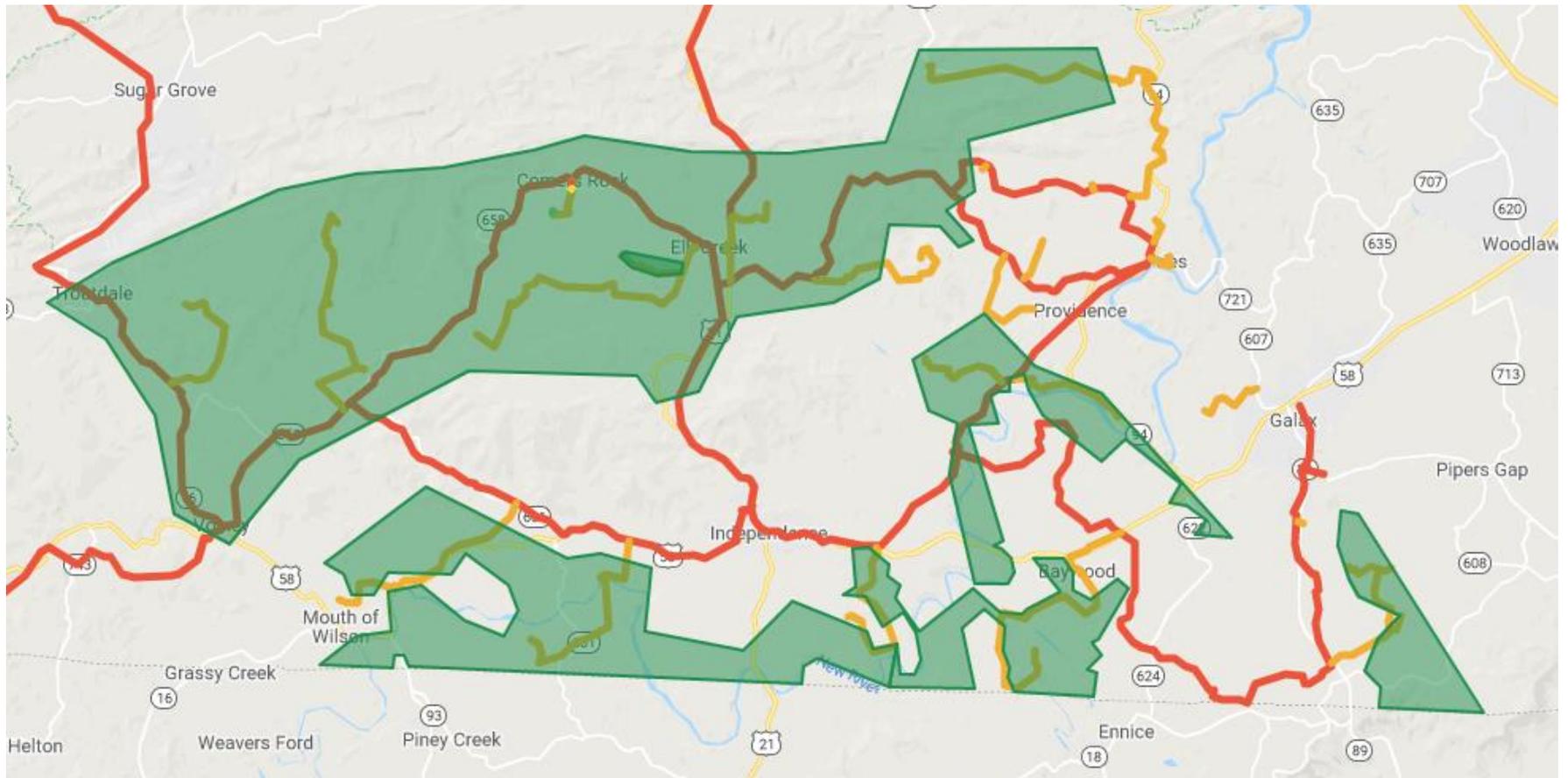


Attachment 5 – Propagation Map Wireless Coverage

Wireless Coverage



Project area with proposed fiber routes that support the wireless coverage





**CONTRACT FOR INTERNET SERVICES AND BROADBAND UTILITY SERVICE**

THIS AGREEMENT (“Agreement”) is made as of the 13th day of June, 2019, by and between GRAYSON COUNTY, VIRGINIA, a political subdivision of the Commonwealth of Virginia (the “County”), and GIGABEAM NETWORKS, LLC, a Virginia limited liability company (“Gigabeam”; each a “Party” and collectively the “Parties”). For their Agreement, the Parties state:

**Recitals**

WHEREAS, the County undertook a study of the availability of broadband service within the County, completed in March 2018, and determined that there were few, if any, areas with service at either the definition of broadband used by the Virginia Department of Housing and Community Development (DHCD), of greater than 10 mbps download speed and 1 mbps upload speed, and fewer with the Federal Communications Commission (FCC) defined as greater than 25 mbps download speed and 3 mbps upload speed; and

WHEREAS, the County has determined that in order to be economically competitive, to ensure quality education to its students, to enhance the tax base, and to ensure the public health, safety, and general welfare, it is necessary to extend broadband service throughout as large a proportion of the County as possible, as expeditiously as practicable within the bounds of available public and private resources; and

WHEREAS, the County issued a request for proposals (RFP), the due date for which was December 1, 2018, to solicit proposals for such expansion of broadband service in the County; and

WHEREAS, the County received three proposals, and, following evaluation as provided in the Public Procurement Act, determined that the “best value” proposal was that submitted by Gigabeam, and awarded the contract to Gigabeam on or about 04-24-19, and Gigabeam proposes to deploy a mixed fiber-optic and fixed wireless broadband network throughout the County; and

WHEREAS, in 2019, the General Assembly adopted 2019 Virginia Acts ch. 619, to be codified at Section 56-585.1:8 of the Code of Virginia, 1950, as amended (“Chapter 619”), which permits regulated investor-owned electrical utilities to petition the Virginia State Corporation Commission (SCC) to provide “middle-mile” fiber-optic broadband service to last-mile providers following issuance of a certificate therefor as part of such utilities’ grid modernization projects; and

**FINAL**

WHEREAS, the County, Gigabeam, and Appalachian Power Company, a Phase I electrical utility under the Virginia Electric Utility Regulation Act (“ApCo”), have entered a certain memorandum of understanding (MOU) dated 06-13-19, under which they have agreed that ApCo will petition the SCC for a certificate to operate a pilot program under Chapter 619 to provide middle-mile service in the County, Gigabeam will contract with ApCo to provide last-mile service, and the County will enter an agreement with Gigabeam, pursuant to the RFP and Gigabeam’s proposal, to facilitate and provide support for such service on various bases; and

WHEREAS, the County and Gigabeam wish to memorialize their agreement in this respect.

**Witnesseth**

NOW THEREFORE, in consideration of the premises hereof, which are expressly incorporated herein, the mutual promises hereinafter set forth, and other good and valuable consideration, the sufficiency of which is hereby acknowledged by both the County and Gigabeam, the Parties agree as follows.

- I. Definitions.** All terms used herein should be understood to have their usual or ordinary signification and meaning. However, the following terms are defined for the purposes of this Agreement, and should be understood in this sense unless the context or manifest intent of this Agreement demands otherwise:

*Anchor Facilities* means government facilities such as fire/EMS stations and libraries.

*Certificate* means an authorization from the Virginia State Corporation Commission, of whatever type or character, to carry out an act under law which may only be carried out with its authorization.

*Change Order* means a written directive issued after the effective date of this Agreement that is agreed to by Gigabeam and the County, and which authorizes an addition, deletion, revision, or clarification of a term in this Agreement, including an adjustment in price, consideration, or any milestone date or other date set forth herein. A change order, once executed by both Parties, is incorporated into and becomes a part of this Agreement.

*Equipment* means all items of personal property or fixtures to real property that are subject to deterioration over time and will require regular maintenance or replacement.

*Project* means the buildout of the System.

*FINAL*

*System* means all facilities and infrastructure of whatever type necessary for Gigabeam to provide broadband internet service in Grayson County owned, operated, or leased to or by Gigabeam.

**II. Term.** The term of this Agreement is 20 years, with two five-year renewals at the option of the County, unless earlier terminated in accordance with this Agreement.

**III. Gigabeam Commitments.**

**a. Design.** Gigabeam shall, not later than 30 days after the issuance of the State Corporation Commission's issuance of a certificate and tariff authorizing the provision of middle-mile service to the County under Chapter 619, provide Change Order Proposal in the form of a 30% design showing the proposed phasing and deployment dates of its facilities. Such Change Order Proposal shall include:

- i.** Final deployment dates for geographical service areas, provided in substantially the form of the maps and geographic area designations set forth on pages 9-16 of the RFP.
- ii.** A "line schedule" showing critical deployment dates.
- iii.** A statement of substantial known contingencies, including from ApCo, that might delay or hasten deployment.
- iv.** Timelines and rate proposals for connection of Anchor Facilities under subsection IV.d.
- v.** A statement of proposed timelines for County contributions or items as set forth in Section IV that are known as of the date of the Change Order Proposal that would assist in deployment, including but not limited to known grant opportunities and programs to assist in successful completion of the Project.

The Change Order Proposal shall be subject to negotiation and shall form a part of this Agreement upon execution as with any other Change Order.

**b. Operation.** Gigabeam has full and complete responsibility for the choice of technologies used to achieve the goals of this Agreement in a timely manner and as otherwise agreed. Gigabeam will:

- i. To the best of its ability, operate and maintain a broadband internet system in the County at all times, including nights, weekends, and holidays; and
  - ii. In the operation of its system, shall exercise an appropriate standard of care, and shall perform all work in good faith, while operating and maintaining the broadband internet system in inclement weather and hazardous conditions.
- c. *Revenue Sharing.* For the first five years of the term of this Agreement, Gigabeam shall pay quarterly 2% of its gross revenues from the System to the County, not later than the end of the month after the end of each quarter.
- d. *Replacement.* Choice of equipment and replacement schedule is the responsibility of Gigabeam. Gigabeam has the responsibility for developing an asset management plan and depreciation schedule for Equipment used in the System, which shall be reasonable and based upon Internal Revenue Service or utility-type depreciation schedules for like Equipment, and replacing Equipment that is superannuated, technologically obsolescent, or which has become unreliable due to passage of time or wear and tear.

**IV. County Commitments.** The County commits to the following obligations:

- a. *County Assets.* The County will provide or facilitate the provision of the assets of the County or County-affiliated entities (such as the Economic Development Authority of Grayson County, Virginia, The Wired Road Authority, the Blue Ridge Crossroads Economic Development Authority, the Virginia-Carolina Water Authority, or the Grayson County School Division) to Gigabeam at the lowest rates consistent with good stewardship of public assets. Such rates shall be memorialized in Change Orders hereto.
- b. *Outreach, Advertising.* The County will hold multiple town-hall meetings and use County avenues of publicity to ensure the broadest possible awareness of the availability of the System.
- c. *Loan Programs.* Without binding or intending to bind the legislative discretion of the Board of Supervisors of Grayson County, the County agrees to consider, in good faith, capitalizing a loan program designed to provide loans to individuals or groups who are unable to connect to the System due to such difficulties as: (1) distance from public rights-of-way that makes connection uneconomical; (2) topographical difficulties that make micro-cell facilities and repeaters necessary that are not economical for Gigabeam to provide; (3) distance from existing or usable facilities that make provision to the area

uneconomical; or (4) similar difficulties. Such loan program shall be subject to such terms and conditions as may be set by the County or the lending entity, including information from Gigabeam demonstrating economic necessity for such loans. This program may be paired with, or in addition to, the service district program set forth in subsection V.e.

- d. *Anchor Facilities.* The County shall connect Anchor Facilities to the System. Rates charged by Gigabeam to the County for such connections and monthly charges shall be not more than the best rates charged by Gigabeam to any other customer in similar class, less 10%, but shall be subject to negotiation.
- e. *Incentive Conduit.* The County agrees that it will not unreasonably refuse to act as a conduit for any additional incentives or funds identified by the County or Gigabeam that might benefit the Project, including those that must be procured by a not-for-profit entity or political subdivision.
- f. *Permitting Fee Waiver.* The cost for any and all permitting fees under the control of the County shall be granted back to Gigabeam for the first 48 months of the term of this Agreement. Gigabeam acknowledges that the County has no authority to waive a fee from another agency, but the County agrees to act in certain cases as an agent of Gigabeam in seeking incentives from other agencies that might benefit the Project.

**V. Change Order Procedure; Future Considerations.**

- a. *Change Orders.* Either Party may submit proposals for change orders to the other, propose timeline impacts of such changes, and provide other information necessary to make a decision on the proposal. If such change order proposal is accepted by the other Party, the Parties shall prepare a change order document to be executed by all Parties. Once such change order is executed, it shall be a part of this Agreement as if fully set forth herein.
- b. *State Corporation Commission & Appalachian Power.* The timeline for deployment set by ApCo and the State Corporation Commission shall be taken into account in the Project Schedule submitted and agreed to under Section III.a herein. Delays caused, in good faith, by operational delays of ApCo in implementing its portion of the Project not reasonably foreseen in its agreement with Gigabeam or its certificate from the SCC shall be treated as excusable delays under Section VIII.a.i herein. In the event that the SCC's

certificate prohibits, frustrates, or materially inhibits deployment of the Project as a whole such that one or more purposes of this Agreement becomes impracticable, the Parties shall, in good faith, negotiate in order to replace any such purpose or provision with a provision that would allow achievement of substantially similar purposes in a manner consistent with the certificate.

- c. *Changes in Law.* In the event of a change in law, regulation, or other governmental policy which prohibits, frustrates, or materially inhibits the actions and activities foreseen in this Agreement occurs, the Parties shall, in good faith, negotiate in order to replace any provision herein which has been prohibited, frustrated, or materially inhibited with a provision that would allow achievement of substantially similar purposes in accordance with such changes in law.
- d. *Site & Acquisition Assistance.* The County will make available County-owned property, including property owned in fee simple by the County or easements and rights-of-way owned by the County, for use by Gigabeam in the Project and the operation of the System, at the lowest possible cost consistent with ensuring that actual, direct costs of Gigabeam's occupation is permitted; provided, however, that this commitment is subject to the provisions of Sections 15.2-1800 and 15.2-2015 of the Code of Virginia, 1950, as amended, in the case that they apply. The County further commits to assisting Gigabeam with acquisition of other necessary proprietary rights with County-affiliated entities (e.g., the Economic Development Authority of Grayson County, Virginia, The Wired Road Authority, the Blue Ridge Crossroads Economic Development Authority, the Virginia-Carolina Water Authority, or the Grayson County School Division) or other governmental entities (e.g., the Virginia Department of Transportation, the Town of Independence, or the City of Galax).
- e. *Service Districts.* Under 2019 Virginia Acts ch. 828 ("Chapter 828"), the County may, in appropriate circumstances, create service districts to extend service to remote areas upon petition of Gigabeam or citizens in those areas. In the event of such a petition, Gigabeam shall be given right of first refusal to be the private partner in such service district.

**VI. Customer Service.** The goal of the Parties is to provide service to all persons desiring it at fair, reasonable, and uniform pricing.

- a. *Non-Discrimination.* Gigabeam shall provide service on a non-discriminatory basis to any business or resident in the County that requests it without regard to race, sex, religion,

alienage, disability status, age, or other reason prohibited by law. Service shall only be denied for a valid capacity- or business-related reason.

- b. *Quarterly Reports.*** Gigabeam shall provide the County a quarterly report describing its customer base in the County and demonstrating that broadband availability is being expanded in the County. Coverage areas, available services, new buildout activity, and customer success stories demonstrating the impact of the project are encouraged. If a substantial number of requests for service are made by a residents or businesses in one or more areas for which service is not available, Gigabeam shall notify the County in the quarterly report, indicate what would be needed to provide service to the customer, and work with the County to find a solution to expand coverage in the requested area.
- c. *Complaints.*** Customers service complaints should be resolved as soon as practicable, but in no event later than seven calendar days from a customer reporting them, without reasonable cause. Excessive legitimate complaints from customers regarding Gigabeam's service received by the County will be considered a failure to meet performance criteria. The County will take the following steps to work with Gigabeam to resolve complaints before determining that complaints are excessive. After the County works with Gigabeam by following the steps below, the County may declare this Agreement to be in default:

  - i.** The County will forward all complaints it receives to Gigabeam, and provide Gigabeam's customer service contact information to any person from whom it receives a complaint.
  - ii.** If the County determines that complaints are becoming excessive, as defined as exceeding 120% of industry standard complaints for three consecutive months, both Parties shall meet at the County Administration Office or other mutually agreed location.
  - iii.**At the meeting, Gigabeam will report on the root cause of the complaints and present a plan to resolve the issues responsible for the complaints.
  - iv.** Gigabeam shall have 30 days to resolve the issues and report to the County on the resolution. Failure adequately to resolve the dispute will be an event of default.

**VII. Public Procurement Act Required Provisions.** Gigabeam agrees to comply with the following mandatory Public Procurement Act provisions:

- a. *Required Terms & Conditions.*** The provisions of this section apply at any site where performance of work in connection with this specific Agreement is done.
  - i. *Non-Discrimination.*** Gigabeam agrees that it will (Va. Code § 2.2-4311):
    - 1. Not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability status, or other basis prohibited by local, state, or federal law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of Gigabeam's business;
    - 2. Post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause;
    - 3. State that it is an equal opportunity employer in all solicitations or advertisements for employees placed by or on behalf of Gigabeam to perform services under this Agreement. All notices, advertisements, and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this subsection; and
    - 4. Will include the provisions of the foregoing subsections in every subcontract or purchase order exceeding \$10,000 issued by Gigabeam in order to fulfill its obligations under this Agreement, so that the provisions will be binding on each subcontractor or subvendor.
  - ii. *Drug-Free Workplace.*** Gigabeam agrees that it will (Va. Code § 2.2-4312):
    - 1. Provide a drug-free workplace for its employees;
    - 2. Post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in its workplace and specify the actions which will be taken against any employee for a violation;

3. State in all its solicitations or advertisements for employees to perform services under this Agreement that Gigabeam maintains a drug-free workplace; and
4. Include the provisions of the foregoing subsections in every subcontract or purchase order exceed \$10,000, so that said provisions shall be binding upon each subcontractor or subvendor.

**iii. *Illegal Alien Workers.*** Gigabeam agrees not to employ illegal alien workers or otherwise to violate the provisions of the Immigration Reform and Control Act of 1986 (Va. Code § 2.2-4311.1).

**b. *Registration to Transact Business*** (Va. Code § 2.2-4311.2). Gigabeam warrants and certifies that it is authorized to transact business in the Commonwealth of Virginia as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the Code of Virginia, 1950, as amended, or otherwise required by law. Gigabeam will not allow its corporate existence to lapse or its certificate of authority or registration to do business in the Commonwealth to be revoked or cancelled at any time during the term of this Agreement. The County may void this Agreement if Gigabeam fails to remain in compliance with the provisions of this subsection.

**c. *Non-Collusion.***

**i. *Governmental Frauds Act.*** Neither Gigabeam's proposal nor this Agreement is the result of, or affected by, any unlawful act of collusion with another person or company engaged in the same line of business or commerce, or any act of fraud punishable under the Virginia Governmental Frauds Act, Sections 18.2-498.1 et seq. of the Code of Virginia, 1950, as amended. Further, Gigabeam understands that fraud and unlawful collusion are crimes and can result in fines, prison sentences, and civil damage awards.

**ii. *Conflict of Interests Act.*** All aspects of Gigabeam's proposal are in compliance with the applicable provisions of the State and Local Government Conflict of Interests Act, Sections 2.2-3100 et seq. of the Code of Virginia, 1950, as amended. Specifically, without limitation, no employee of the County or member of an employee's immediate family shall have any proscribed personal interest in this Agreement.

**iii. *Ethics in Public Contracting.*** Gigabeam's proposal and this Agreement are in accordance with the applicable provisions of the Virginia Public Procurement Act,

Art. 6, Ethics in Public Contracting, Sections 2.2-4367 et seq. of the Code of Virginia, 1950, as amended, and any other applicable law set forth therein.

d. *Insurance.* Gigabeam shall maintain the following insurance to protect it from claims that could arise from performance of this Agreement, including claims (i) under the Worker's Compensation Act; (ii) for personal injury, including death; and (iii) for damage to property, regardless of whether such claims arise out of Gigabeam's actions or inactions, or those of Gigabeam's subcontractors or other persons directly or indirectly employed by them. The following limits shall apply:

i. *Worker's Compensation:*

Coverage A: Statutory

Coverage B: \$100,000

ii. *General Liability:*

Per Occurrence: \$1,000,000

Personal/Advertising Injury: \$1,000,000

General Aggregate: \$2,000,000

Products/Completed Operations: \$2,000,000 Aggregate

Fire Damage Legal Liability: \$100,000

iii. *Automobile Liability:*

Combined Single Limit: \$1,000,000

iv. *Professional Liability:*

Per Occurrence: \$1,000,000

General Aggregate: \$1,000,000

v. *Insurance on Equipment:* Gigabeam shall maintain insurance on its equipment and personal property in an amount not less than its present depreciated value. It is preferred that for essential equipment, Gigabeam shall insure such equipment and personal property at its full replacement cost.

**VIII. Remedies.**

- a. *Damages for Delay.* The Parties agree that if the targeted deployment dates set forth in section III. are not met, following the County's giving 21 days' demand for performance, the County's damages shall be deemed liquidated in the amount of \$200 per day. The Parties agree that the damages are not susceptible of definite measure, and that this is a good faith pre-estimate of probable damages and not a penalty. This sum shall be due and payable and shall extend until Gigabeam either cures the default or the County declares Gigabeam in default and exercises its remedies under this section.
  - i. *Excusable Delay.* If and to the extent Gigabeam is delayed at any time in the progress of the project by strikes, fires, unusual delays in transportation or unavoidable casualties, or other causes outside the control of Gigabeam, then Gigabeam shall give the County written notice within 14 days after the inception of the delay. Gigabeam shall also give the County written notice of the termination of the delay within 14 days after such termination. If the County agrees with the existence and impact of the delay, the County shall extend the delivery date for the length of time that the delivery date was actually delayed thereby, and the Gigabeam shall not be charged with liquidated damages for delay during the period of such extension, and shall, if appropriate, execute a change order therefor.
- b. *Right of County to Terminate upon Bankruptcy or Insolvency.* In the event Gigabeam becomes bankrupt, either voluntarily or involuntarily, or if a receiver is appointed for it, or if it executed any bill of sale, deed of trust, or general assignment for the benefit of creditors in lieu of foreclosure, or becomes critically insolvent, the County may terminate this Agreement.
- c. *Right of County to Make Payments.* In the event Gigabeam intends to default on any payment to any creditor who has or may have a lien on any Equipment essential to its operation of the System, it shall give notice to the County at the same time it gives notice to the creditor. The County may, but need not, advance such sums as may be necessary to make payments on behalf of Gigabeam under any lien, credit, subordination, or other agreement relating to such essential equipment, including any taxes, insurance proceeds, replacements, or repairs to the equipment, or to ensure the performance of any covenants included in such credit agreement or lien, which sums shall become a lien on the

essential equipment in favor of the County. All such advances may be evidenced by the County by a memorandum of lien, and shall bear interest from the date of payment thereof at the lawful judgment interest rate in the Commonwealth of Virginia.

- d. *Termination for Cause.* The following events shall be events of default under this Agreement:
- i. If Gigabeam should refuse or should repeatedly fail, except in cases for which the County is notified and gives permission, to supply enough properly skilled workmen or proper materials and equipment to perform its obligations under this Agreement, or if it should fail to perform its obligations in a diligent, efficient, workmanlike, skillful, and careful manner, or if it should fail or refuse to perform its obligations, or if it should fail to make prompt payment to any creditor or lienor, or if it should disregard laws or ordinances, or otherwise be in substantial violation of any provision of this Agreement, then Gigabeam shall be in default of this Agreement.
  - ii. The County will give Gigabeam prompt written notice of any default reasonably identifying the default and allow 21 days during which Gigabeam may rectify the basis for the notice of default. If the default is rectified to the reasonable satisfaction of the County within said 21 days, the County shall rescind its notice of default. If not, the County may terminate this Agreement for cause by providing written notice of termination to Gigabeam. In the alternative, the County may, in writing, postpone the effective date of the termination for cause, at its sole discretion, if it should receive reassurances from Gigabeam that the default will be remedied in a time and manner which the County finds acceptable. If at any time after such postponement, the County determines that Gigabeam has not or is not likely to rectify the default in an acceptable manner within the time allowed, then the County may immediately terminate this Agreement for cause, without the necessity of providing a further notice of default, by notifying Gigabeam in writing of the termination. If the County postpones the effective date of the termination, and Gigabeam subsequently rectifies the default to the reasonable satisfaction of the County, the County shall rescind its notice of default. Without limiting any other remedy available to the County or to a customer of Gigabeam, Gigabeam shall not charge customers, or shall abate all charges to customers, if any such default prevents it from providing service to such customers for more than 24 consecutive hours for the period of actual failure of service.

- iii.** Termination of this Agreement under this Section is in addition to and without prejudice to any other right or remedy of the County. Any actions by the County permitted herein shall not be deemed a waiver of any other right or remedy of the County under this Agreement or under the law. The provisions of this Section shall survive termination of this Agreement.
- e.** *Anti Go-Dark.* The Parties agree that the services contemplated in this Agreement are essential public services for the benefit of the public health, safety, and general welfare and are in the nature of utility services. For this reason, the Parties agree that in no circumstance may the System be permitted to go dark and cease operations in whole or in substantial part, whether pursuant to a dispute under this Agreement, due to bankruptcy or insolvency, or other reason except force majeure, and then only for the duration of any such force majeure event. Therefore:

  - i.** The Parties agree that continuous operation of the System is a service which is unique, not susceptible of substitution, and failure of which is not susceptible of compensation through monetary damages. Equitable relief shall be available to the County in order to keep the System operating in the event of any dispute under this Agreement, bankruptcy, insolvency, or other similar event.
  - ii.** In the event of a dispute under this Agreement, Gigabeam shall continue to operate the System during the pendency of such dispute.
  - iii.** In the event that Gigabeam is unable or anticipates being unable to continue operation of the System due to financial or adverse economic conditions, or in the event of termination of this Agreement by the County for cause, the County shall have the option to purchase the System for its fair market value, as agreed between the Parties or as determined by taking the mean between appraisals of the System obtained by Gigabeam and the County, but in no case less than the outstanding debt of the System or as otherwise may be agreed by a receiver, creditor, or bankruptcy court. If Gigabeam is unable or anticipates being unable to operate the System, it shall give the County written notice. The County shall have 12 months from the receipt of such written notice or the date of its sending the notice of termination of this

Agreement for cause to effect such purchase, and such purchase option shall be assignable.

- f. *Cooling Off Period.* In no event shall either Party file suit against the other for the enforcement of this Agreement without first giving notice of all grievances, and waiting 90 days before filing. In the event such waiting period would cause the aggrieved Party to miss a statute of limitations or other time bar, then suit may be filed to toll such statute, but may not be served during the 90-day period; nor shall this subsection be construed to be a pledge not to plead the statute of limitations.
- g. *Attorney's Fees.* In any suit between the Parties relating to this Agreement, the American Rule shall apply and no fee-shifting shall occur.

**IX. Miscellaneous.**

- a. *Force Majeure.* In the event that any Party to this Agreement is delayed or prevented from performing any of its respective obligations (the "Delayed Party") under this Agreement by reason of strikes, lockouts, labor actions, inability to procure materials, contractors, professionals, inability to obtain utilities or failure of utilities, laws or other government requirements, riots, war, or other cause not brought about nor reasonably foreseeable by the Delayed Party, the time for performance of the obligation shall be extended by a period of time equal to the period of such delay or prevention.
- b. *Integration & Amendment.* This Agreement, including exhibits hereto, constitutes the full and complete agreement of the Parties respecting its subject matter, except with respect to those obligations undertaken in the memorandum of understanding between themselves and ApCo, which is incorporated herein by reference. This Agreement may only be amended or supplemented by a subsequent writing of equal dignity except where expressly set forth herein.
- c. *Notices.* Notices under this Agreement may be given to:

**To County:**

Grayson County Administration  
Grayson County Courthouse  
129 Davis Street, Suite 204  
P.O. Box 217

Independence, Virginia 24348  
Attn: County Administrator

**To Gigabeam:**

Gigabeam Networks, LLC  
405 Old Virginia Venue  
Rich Creek, Virginia 24147

Attn: Michael Clemons Either Party may amend the addresses it has set forth in this subsection by sending notice to the other Party as set forth in this subsection.

- d. *Relationship of Parties.* The relationship of Gigabeam and the County is one of independent contracting parties, and neither is the agent, partner, joint venturer, or employee of the other, and neither shall have the right of control of the means, methods, or materials of the other in the performance of its obligations under this Agreement except as specifically set forth herein.
- e. *Litigation Cooperation.* In the event either the County or Gigabeam is made a party to any judicial, administrative, or regulatory proceeding arising out of this Agreement or any of the actions contemplated herein, each Party agrees to provide, at no cost to the other, any necessary documentation, lay witnesses, consultation, and other non-monetary assistance as may be necessary or desirable to successfully conclude such proceeding and continue development of the Project or operation of the System.
- f. *Third-Party Beneficiaries.* Nothing contained in this Agreement is intended or shall be construed to create or confer any rights, benefits, or remedies upon, or create any obligation of the Parties toward, any person or entity not a party to this Agreement.
- g. *No Covenants of Officials.* No covenant, agreement, or obligation contained in this Agreement shall be deemed to be a covenant, agreement, or obligation of any present or future director, officer, employee, supervisor, or agent, of the County or Gigabeam in his or her individual capacity, and neither any such official nor the official executing this Agreement or any related instrument shall be liable personally on this Agreement or such instrument or be subject to any personal liability or accountability by reason of his or her execution and delivery thereof. No director, officer, employee, supervisor, or agent of the Authority or Gigabeam shall incur any personal liability with respect to any other action

taken by him or her pursuant to this Agreement or any of the transactions contemplated hereby, provided he or she acts in good faith.

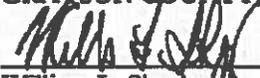
- h. *Rule of Construction as to Dates.*** If any action is required to be performed, or if any notice, consent, or other communication is given, on a day that is a Saturday or Sunday or a legal holiday in the Commonwealth of Virginia, such performance shall be deemed to be required, and such notice, consent, or other communication shall be deemed to have been given, on the first business day following such Saturday, Sunday, or legal holiday. Unless otherwise specified herein, all references in this Agreement to a “day” or “days” refer to calendar days and not business days.
- i. *Choice of Law.*** This Agreement shall be construed according to the laws of the Commonwealth of Virginia without regard to its principles of conflicts of laws. The Parties covenant to the exclusive venue and jurisdiction in the General District Court and Circuit Court for Grayson County, Virginia, as appropriate.
- j. *Drafter & Severability.*** This Agreement has been jointly drafted by the Parties, and is to be construed as jointly drafted and not to be construed against either of the Parties as the drafter. This Agreement is severable, and if any provision is found to be invalid by any court of competent jurisdiction, the remainder shall survive. The section and paragraph headings in this Agreement are for convenience of reference, and do not modify or restrict the provisions hereof; however, they may be used to construe the intent of the drafts in the event of an ambiguity.
- k. *Covenant of Authority.*** All Parties warrant that the signatories below have full authority, and have undertaken all legal actions that may be necessary to ensure such authority, to bind the entities of which they are representatives to the full extent permitted by law. This Agreement may be executed by facsimile, electronic, or original signature and in counterparts which, assuming no modification or alteration, shall constitute an original and when taken together, shall constitute one and the same instrument.
- l. *Time of the Essence.*** Time is of the essence of all obligations set forth herein for which a time is stated.
- m. *Waiver.*** The failure of either Party to this Agreement to insist upon strict compliance with any term herein shall not be construed to be a waiver of that requirement.

**FINAL**

- n. *Successors & Assigns.* The rights and obligations of the Parties under this Agreement bind and insure to the benefit of their successors, heirs, and assigns. Neither Party may assign its rights and obligations under this Agreement without the consent of the other. However, in the event that Gigabeam assigns its right and obligations under this Agreement in full and not in part to another person or legal entity that has the financial and technical ability and business integrity to carry out the project, the County shall not unreasonably condition, withhold, or delay its consent to such assignment.

IN WITNESS WHEREOF, see the following signs and seals, of even date herewith:

GRAYSON COUNTY, VIRGINIA:

  
\_\_\_\_\_  
William L. Shepley  
County Administrator

Approved as to legal form:

\_\_\_\_\_

GIGABEAM NETWORKS, LLC:

  
\_\_\_\_\_  
Michael Clemons  
Chief Executive Officer

COMMONWEALTH OF VIRGINIA

HOUSE OF DELEGATES  
RICHMOND



**ISRAEL O'QUINN**  
POST OFFICE BOX 16325  
BRISTOL, VIRGINIA 24209

COMMITTEE ASSIGNMENTS:  
PRIVILEGES AND ELECTIONS  
COMMERCE AND LABOR  
MILITIA, POLICE AND PUBLIC SAFETY

August 26, 2019

County Manager William Shepley  
Grayson County  
PO Box 217  
Independence, Virginia 24348

Dear Mr. Shepley,

I write to you today in support of Grayson County's grant request from the Virginia Telecommunications Initiative (VATI) through the Virginia Department of Housing and Community Development. This additional funding will greatly enhance the county's work on broadband connectivity and provide this utility to even more citizens in the Elk Creek Area.

With the already established partnership with GigaBeam Networks, and the pilot program through Appalachian Power Company to provide middle mile fiber authorized through my HB 2691 this year, the additional boost from this grant from VATI will ensure that Grayson County has the broadband connectivity to be ready for the needs of tomorrow. The request from VATI will be added to the funds already allocated from Grayson County and from GigaBeam Networks. For such a small, rural county, this is a gigantic, and very forward-thinking project.

In today's society, broadband is no longer a luxury; it has become a necessary utility. I appreciate you and the Grayson County Board of Supervisors for recognizing this, and for working to connect your county. The natural beauty of Grayson County provides many costly impediments to providing adequate broadband, but that has not stymied your determination to see this through to completion.

I hope that your request from the Virginia Telecommunications Initiative is approved so that Grayson County can take this giant step forward in broadband connectivity. If I can be of assistance in any way, do not hesitate to contact me.

Kind regards,

A handwritten signature in blue ink, appearing to read "Israel O'Quinn", with a horizontal line extending to the right.

Delegate Israel O'Quinn  
Deputy Majority Whip  
Virginia House of Delegates



## Grayson County Board of Supervisors

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129 Davis Street  
P.O. Box 217  
Independence, Virginia 24348  
(276) 773-2471  
(276) 236-8149  
FAX: (276) 773-3673

August 27, 2019

Dr. Tamarah Holmes  
Associate Director Virginia DHCD  
Main Street Center  
600 East Main Street, Suite 300  
Richmond VA 23219

Grayson County's strategic challenge is population retention and recruitment. If we are to develop opportunities for the next generation of Graysonites, we must provide services which our citizens expect and our growth demands. Broadband internet access is as critical to our future development as electricity and telephone was to our past.

Grayson County's number one priority is providing broadband to our citizens. The pilot program Appalachian Power announced in May will bring fiber to areas of the county no one ever imagined would be possible. Our VATI application will help us provide fiber to the home or fiber-enabled fixed wireless for many, if not all, of our citizens in the most needed area of the county. Frankly, it is a game changer. The VATI grant will assist making the dream of broadband in rural Grayson County a reality.

Sincerely,



John S. Fant  
Colonel, US Army (Retired)  
Supervisor At Large

August 6, 2019

Mr. William Shepley, Administrator  
Grayson County Government  
129 Davis Street, Suite 201  
Independence, VA 24348

Dear Mr. Shepley:

My support for, and the reasons why, the broadband project undertaken by the County, Gigabeam, and Appalachian Power are presented from two different perspectives.

First as a small businessperson living in the Whitetop Community (the most western part of the County) I do not have access to high speed internet services, even though my provider CenturyLink states that I do have access to 10 megabytes upload and 3 download. When I moved to the area six years ago my plan was to work from home as a healthcare consultant. I quickly realized that my internet service would not allow me to download spreadsheets and other visual materials and to reliably perform other communication tasks.

When I called CenturyLink for support, they suggested that I use a software program to test my capacity speeds which I did. The analysis indicated that I was getting .8 megs upload and .4 megs download speeds. I provided this evidence to CenturyLink and they said that either a technical problem existed with my home system or there was a problem with their side of the system. After multiple attempts and checks by CenturyLink both of their side of the system and mine, they acknowledged that the speeds recorded could not be improved due to lack of capacity. As a result, I had to rent a one room office in West Jefferson NC in order to access high speed internet services for my business.

As I talked to people in the community, I began to realize that my experience with the CenturyLink system common in the community. People shared with me stories about being disqualified from home-based employment opportunities because when the potential employer ran speed checks on their home service it failed the capacity requirements. Even our fire and rescue volunteer members told me that they customarily stayed at neighboring county ERs for hours after transporting a patient because the internet service at the firehall was not fast enough to update their Electronic Medical Records.

The second perspective that I have is based on my role as an elected County Supervisor. When I campaigned two year ago there were two dominate issues raised by the majority of citizens that I canvased. One was lack of health care services in the region, and the lack of reliable and adequate internet services. As I spoke to individuals, I learned some shocking things:

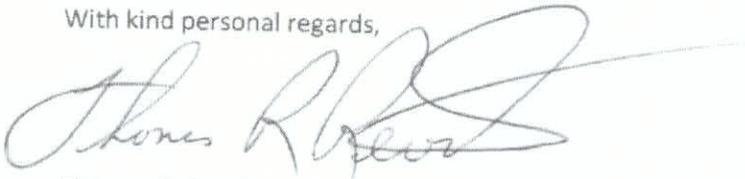
1. Children living in my district (the Wilson District is 54% of the County's western landmass) could not complete homework assignments unless their parents would drive them to neighboring counties to access the internet.

2. Older adults (over 60% of the population in my district is over the age of 60, and over 50% live at or below the federal poverty definition) could not use home-based health care monitoring services, yes, due to a lack of internet services. They are a group that could benefit most from the convenience of home-based purchasing could not do this either. These same people can not take advantage of communicating with their grandchildren and children via the internet.
3. Healthcare services are not available in the west end of the county. Local providers from neighboring counties have offered to assist with this need, but when they investigate the community, they learn that eHealth solutions are not possible, and a staffed clinic can not be tied into their electronic record and communication portals to support their practices.
4. And lastly, I initially asked leaders of county departments, Sheriffs Office, Social Service, Public Health and others why they did not have branch offices in the western end of the county ( it takes up to 55 minutes in good weather conditions for citizens in the area to travel to the eastern side of the county to access these services. One of the main reasons for the lack of service distribution was lack of internet services. Sharing records and communicating with their counterparts was not reliable and, in most cases, impossible.

As a Supervisor I committed to serve the people of my district and to address issues considered important to them. For this reason, I am writing this letter to make you aware of the need for the completion of the broadband project that is underway. When completed this new service will elevate the lives of every citizen my district. It will enable them to access new employment opportunities, receive health care service, conveniently access human services provided by the County (sponsored by their tax dollars), and will increase the level of safety (both health and law enforcement) available to them.

I implore you to move with diligence and focused purpose to successfully orchestrate the completion of this project.

With kind personal regards,

A handwritten signature in cursive script, appearing to read "Thomas R. Revels". The signature is written in dark ink and is positioned above the printed name.

Thomas R. Revels

Citizen of Grayson County

Supervisor of the Wilson District, Grayson County

July 31, 2019

Dr. Tamarah Holmes, Associate Director  
Virginia DHCD  
Main Street Center  
600 East Main Street, Suite 300  
Richmond, Virginia 23219

RE: Support for high-speed broadband internet services for Grayson County, Virginia

Dear Dr Holmes

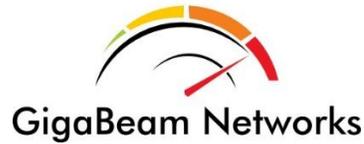
I have been a life-long citizen of Grayson County, Virginia, and consider myself fortunate to live amongst the beauty this area offers. My family and I live in the Baywood area of Grayson County. Unfortunately, where I live has also caused problems for myself and my family in regards to internet services available to us due to the remoteness of our home. I have one teenage daughter at home who is an upcoming ninth grader at Grayson County High School, and she has had problems completing homework assignments because we currently do not have internet service at our residence. My husband and I both work in Independence, Virginia, as professionals in established businesses, and we have experienced the frustrations of not having internet service at our home. It's impossible to work from home due to a lack of internet service, and especially difficult when weather prevents you from getting to work in the first place. I have hard-deadlines to meet at work and have risked it all going into work in bad weather because I couldn't just fire up my laptop and work from home that day to meet a deadline, it's not an option where I live. To add to the frustrations, we have issues with reliable cell phone service at our home and even that's not a good source for calls and/or text, much less trying to use your cell phone as a hot-spot for internet service. Needless to say, my family and I would benefit from having a high-speed broadband internet service where we live as we do not wish to have to leave the home we love.

I request that you support the efforts being made to obtain necessary funding to bring these services to all of Grayson County. I fully believe that these services would benefit the current citizens and future expansion efforts in the area.

Sincerely,



Lori Cox-Vaught  
Baywood District  
Grayson County, VA



387 Old Virginia Avenue  
Rich Creek, VA 24147  
540-726-2317

601 Virginia Avenue  
Bluefield, VA 24605  
866-988-2638

August 27, 2019

Erik Johnston, Director  
Department of Housing and Community Development  
600 E. Main Street, Suite 300  
Richmond, VA 23219

RE: VATI Telecommunication Initiative Grant Letter of Support

Dear Mr. Johnston:

We are pleased to pledge our support to this project to deploy broadband service for the Grayson County's citizens. As the internet provider constructing the project, delivering the service when the network goes live, and continuing the operations and maintenance of that network, we commit to providing a match for this grant. We will provide in-kind match in the amount of \$237,500.

As broadband becomes more widely understood as a service as necessary as electricity and running water, those without access to it will face considerable challenges in maintaining and building economic resiliency. Without widely available internet access, our community will not simply stagnate, it will fall behind in pursuing economic opportunity.

The proposed broadband deployment project to expand internet access in Grayson County addresses these issues by reaching into communities without broadband speed internet service. Our citizens will be able to ready themselves to participate in the workforce, create their own business endeavors, access community services, and even conduct basic banking, shopping and communication activities online.

We look forward to working with DHCD and the other project partners to facilitate the deployment of broadband. Please contact me if you need any further information about our support for this regional effort.

Sincerely,

A handwritten signature in blue ink, appearing to read "Michael Clemons".

Michael Clemons  
President  
GigaBeam Networks, LLC



## MOUNT ROGERS PLANNING DISTRICT COMMISSION

TIM REEVES, Chairman  
WILLIE GREENE, Vice-Chairman

BRENDA THOMPSON, Treasurer  
AARON SIZEMORE, Executive Director

**1021 Terrace Drive    Marion, Virginia 24354    Phone 276-783-5103    Fax 276-783-6949**

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

RE: Grayson County VATI application

Dear Erik,

The Mount Rogers Planning District Commission has worked along side of Grayson County for over two years planning and pursuing extended broadband services. Grayson County contains the largest unserved area in our district and because of that suffers economically when compared with its neighbors. I am writing to express my support of the current VATI application and would be happy to provide any additional information on our efforts is necessary. Please feel free to contact me at [asizemore@mrpdc.org](mailto:asizemore@mrpdc.org) with any questions.

Thank you,

Aaron Sizemore  
Executive Director  
Mount Rogers Planning District Commission

*SERVING LOCAL GOVERNMENTS IN  
BLAND - CARROLL - GRAYSON - SMYTH - WASHINGTON - WYTHE  
BRISTOL - GALAX*

*MRPDC is an equal opportunity provider and employer.*



August 23, 2019

Mr. William Shepley  
129 Davis St.  
Independence, VA 24348

Mr. Shepley,

As you know, we are in the final stages of building our Wedding/Event Barn on Wagon Wheel Road, here in Grayson County. We are excited for the opportunity to bring this to the residence of the county and hope that it will serve as a first class venue for years to come. One of the bigger concerns we have, as we get into the stages of showing off the space, is that of fast, reliable internet. Like it or not, we are now in a time where everyone wants to share everything they are doing, with everyone on-line instantly. Just a quick glance at Instagram or Facebook or Snap Chat and you will see that people want to "check in" or just update people where they are at any given instance. Most people, especially those under 30, do not want to wait until they get home to post pictures or update their friends on their evening. Currently, the only option our venue has is to use satellite internet. While this is a decent option, it is far from the fast, reliable source that a business like ours is hoping for. With bandwidth restrictions, or caps, and weather outages, we feel that satellite internet will greatly hurt our ability to instantly market our business by patrons on site posting about it on-line. We are hoping that somewhere around 40% of our business will come from outside of Grayson County and since US CELLULAR is the only cell carrier with coverage in the county, high speed, reliable internet is going to be the only way many of our customers can stay connected.

We look forward to having further discussions with you in the near future and if there is anything that we can do to help support high speed broadband coming to Grayson County, please do not hesitate to give us a call.

Sincerely,

*Joy C. Butler*

Joy C. Butler  
Owner  
Eagleview Event Center  
276-768-9492



August 21, 2019

Mr. William Shepley  
129 Davis St.  
Independence, VA 24348

Mr. Shepley,

I write you today with a concern as I try to grow my current business from its office in Charlotte, into the Grayson County area of SW Virginia. East Coast Acquisition (ECA) is a cellular project management and construction management company and has 12 employees with our main office in Charlotte, NC. Now that my family has moved to Grayson County we would like to expand the business into SW Virginia and work to add employees here, as well as add customers from all over Virginia and West Virginia. The biggest issue I have with growth into this area is that I do not have access to fast, reliable internet. I cannot be on webex call, or have employees on a webex call, with a customer and lose all connectivity on a satellite internet due to bad weather or slow connection speeds. In order to grow this business in Grayson County, something must be done to bring reliable broadband access to the area. I have spoken with John Fant about this several times and I applaud the efforts of the county this point; however, now for the sake of business growth, it has to come to fruition.

I am happy to help in any way I can to move efforts along in Grayson County and I know that this is a priority for the county so I want to thank you, and the county, for realizing a need and working to fix it. Please let me know if there is anything I can do.

Best Regards,

*Christopher J. Butler*

Chris Butler  
Owner  
East Coast Acquisition, INC  
276-768-9269

# Grayson Citizen Comments

## **1583 Razor Ridge Rd, Troutdale**

Satellite Service

Basic home use

I am very disappointed with our internet options here. It is extremely slow, at least once a week it doesn't work for a few hours. Loading school websites is nearly impossible.

## **912 Rocky Hollow Rd, Troutdale**

No service

Home Based Business

It's amazing that in the 21st century we are unable to access a basic necessity such as internet access. It's vital to everyday life.

## **439 Hemlock Ln, Troutdale**

Satellite

Basic home use

Internet access is hard to get . It's slow and goes out every time it rains. Internet access is very important because we do business, online education, and basic home use. Satellite internet does not work well in this area because of the mountains blocking the signal. The citizens of Grayson County are in desperate need of cable internet to resolve this problem.

## **2554 Low Gap Rd, Mouth of Wilson**

Satellite

Home based business

Very important all we've ever had is satellite internet it was very expensive and slow

## **6333 Troutdale Hwy, Troutdale**

No Service

Basic Home Use

Extremely important to have availability.

## **5046 Fox Creek Rd, Mouth of Wilson**

DSL

Basic home use

Internet is very important to us. Retired military moved here 8 years ago. Had phone and 3-4 Mgb of internet speed with Century Link for \$65/month. Could actually stream YouTubeTV with that speed--for \$35/month. It was great, no problems until about 8 months ago Century Link declared that we were only capable of getting .5 MGb and cut us back without even asking how it was doing. Refused to re-up it. And then they raised our monthly rate!! Had to go to Dish at \$72/month to get TV reception. We get cell only through the broadband. I think this area would be "discovered" if broadband was good and widespread. Not sure if that is a good or bad thing but definitely good for those living here.

# Grayson Citizen Comments

## **4873 Flat Ridge Rd, Mouth of Wilson**

No Service

Basic Home Use

This home currently does not have internet because I do not feel the cost from the local service provider is acceptable for the level of service/speed I would receive. This address is my second home. At my primary residence I have xfinity high speed internet/cable/home phone. It's used for gaming, streaming, surfing and has 6 or more devices operating off of it at any given time. I would want the Internet at the home on Flat Ridge to be comparable to what I have in Maryland.

## **4749 Flat Ridge Rd, Mouth of Wilson**

Satellite

Basic Home use

High speed internet is very important to us. Somewhat unsatisfied with it. Issues are: Limited amount, not always high speed, poor connection during storms, not reliable enough to stream shows or use Skype or Facetime

## **4425 Flat Ridge Rd, Mouth of Wilson**

Satellite

Basic home use

Our satellite internet is just ok. It is slow and will not load video's from Facebook or YouTube without waiting for several minutes. We have tried through our local telephone but they do not offer it in our area. This is almost 2020 and everyone that wants high speed internet should be able to get it whether its homework, business, or just surfing the internet. Please help us be able to get this new high speed internet in our area. Thank you so much.

## **43 Moss Lane, Troutdale**

Satellite

Basic home use

Internet is very important at our home. Since we have no cellular service either, I rely on WiFi to be able to keep in contact with my truck driver husband through imessage. We also can't do what most people do and watch Netflix or Hulu because our satellite internet is so slow, also it cuts out when it storms or is too windy.

## **2542 Pine Branch Rd, Mouth of Wilson**

Satellite

Basic home use

Don't like the fact that we have no other choice at our location. CenturyLink stops before it reaches us. Don't like the fact heavy rain & snow knocks out our Internet (Satellite).

# Grayson Citizen Comments

## **3759 Flatridge Rd, Troutdale**

Satellite

Education K-12

We have had Century Link dsl and satellite. Both are slow, especially during peak hours from 5 - 11 pm when its needed.

## **323 Wood Duck Ln, Troutdale**

Satellite

Education Higher Ed

I have had a horrible experience with internet while trying to pursue a higher education. It is required now to have internet if taking college courses and being forced to use satellite due to lack of other options has made it difficult to complete assignments. The data cap that comes with satellite internet also means that for most of the month internet use is so slow that it becomes even more difficult to complete required tasks.

## **3135 Flatridge Rd, Troutdale**

Satellite

Home-based business

I need higher speed for work emails.

## **5257 Flatridge Rd, Troutdale**

Satellite

Home based business

The only Internet access I have is by satellite (\$80/mo.) + Dish TV (\$120/mo.) No DSL, no Cable. I also have NO cell phone reception in my area. Help.....!

## **5619 Flatridge Rd, Troutdale**

Satellite

Basic home use

WE HAVE NO LOCAL PROVIDER AVAILABLE, WE HAVE TO HAVE SATELLITE INTERNET, WHICH EXCEEDS QUICKLY AND COST A LOT TO HAVE

## **6100 Flatridge Rd, Troutdale**

Satellite

Business

Internet speed is a huge part of our need - and connectivity issues are important. Staying connected without getting 'booted' and having to restart are a problem. Need high-speed Internet due to some of the things we need to do online for our jobs.

# Grayson Citizen Comments

## **7573 Flatridge Rd, Troutdale**

Satellite

Education K-12

Internet is horrible and way overpriced for the service we receive. Internet is extremely important because everything is internet based from education to paying the bills to watching television to placing orders for items that are not available in our small community, etc...etc...etc. I am not at all satisfied with my service. Even though I pay for download speeds of 25 mbps, we are lucky to get speeds if 2 to 3 mbps per second. When our xbox needs an update we have to take it to a friend's house that has broadband because our internet isn't capable of providing consistent service long enough to complete an update. It takes us 20 minutes to watch a 4 minute video due to buffering. I have had late college assignments due to our internet. I have struggled to pay bills, watch required videos for college, and utilize the many web based services that are becoming crucial to every day life. Additionally, I have spent countless DAYS on the phone with Hughes Net trying to resolve problems and communication obstacles due to the heavy accents of foreign customer service representatives.

## **7874 Flatridge Rd, Troutdale**

No Service

Basic home use

I would love to have access so I can stay connected with family, shop online, pay bills on line, and have service for my family when they visit. Cell service is hit or miss.

## **8256 Flatridge Rd, Troutdale**

Satellite

Basic home use

We have to have internet being that I am a school teacher. While satellite is the fastest option for us at this point it is not always the best especially in weather. Also we cannot live stream many of the things we would like because our internet is just not fast enough. Having broadband would help with so many things. I have talked to MANY people within my area who do not get high speed and they all say the same thing. Having it in my area would help many people tremendously.

## **10882 Flatridge Rd, Troutdale**

Cellular

Basic home use

The only service we are offered is satellite or US Cellular. Satellite service was at max capacity so they told us to check with our cell phone provider. We have 4G internet but no cell service. We need cell service in our area!

# Grayson Citizen Comments

## **5511 Ripshin Rd, Troutdale**

Satellite

Business

Very slow. Exede advertised up to 25 mbps. Rarely break past 1 mbps

## **990 Wilburns Mill Rd, Troutdale**

No Service

Education Higher Ed

I am currently staying in Roanoke area because of the need of high speed inet for college. Dish wouldn't do what I needed for school. It was to slow and only limited in amount. I could do no exams or live video with school. I had to go where it was accessible. Grayson needs help!

## **1372 Panther Creek Rd, Troutdale**

Satellite

Home based business

not satisfied with satellite service it is slow and slows our business down. We live on the far end of grayson county and are the last if ever to get anything the rest of the county already has and sometimes we never get these things , they will upgrade the rest of the county and forget about us it has always been that way. I will believe that we will receive a high speed internet only when I see it. Thanks for listening and truly hope the people on my end can receive this. Thanks again at least you ask for our input.

## **1054 Lost Lake Rd, Troutdale**

Satellite

Basic Home Use

Satellite service is poor, yet very expensive. There are no other options for service, though. I teach in Grayson County public schools and need access to perform my job. I am so excited for this upgrade!

## **1081 Lost Lake Rd, Troutdale**

Satellite

Education K-12

I'm very dissatisfied with our internet opportunities. We have Huges net. If it's bad weather we have no internet access. It can be worse then dial up at times. With kids trying to do school work tomorrow this is a disaster. We desperately need better more reliable internet in our rural mountain area. Where other providers claim their service works. But it's all lies to sale a product.

# Grayson Citizen Comments

## **5688 Big Ridge Rd, Elk Creek**

No Service

Home based business

Farm owner and need for both business and personal use. We have no internet at this time

## **373 Littlewood Ln, Elk Creek**

Satellite

Basic home use

We use the internet personally and for business. It is very, very important to us. Our service is slow mainly because there is a download allowance each month and once that is used up, which happens quickly, it goes to a super slow speed(like dial up) which is not good particularly if it is for business. We would like faster internet and no download allowance if possible. (fast enough to livestream) Thank you so much.

## **10033 Comers Rock Rd, Elk Creek**

Satellite

Business

I work for a company based in Charlotte and work out Of my house at the above address. I've had Hughes Net for many years. I pay almost \$150 a month and it is not worth it. It is very slow and my "high speed" allotment runs out very fast due to my work. Satellite internet is HORRIBLE! I am in desperate needs of good quality high speed Internet for my work so I can continue living in Grayson County.

## **7642 Comers Rock Rd, Elk Creek**

No Service

Need internet access at Elk Creek VFD Comers Rock Station #2

## **641 Rock Quarry Lane, Elk Creek**

Satellite

Education K-12

What we have has been a blessing, but it also has been a pain. It goes out when it rains or when it takes a notion to. It works good then it slows to a crawl daily. We are disabled and it is a lifeline. Our grandchildren use it for school, knowledge of this old world and friends. It would sure be a good to have stable internet for sure. It is used daily.

## **985 Powder Mill Rd, Elk Creek**

DSL

Basic home use

Current ISP is very slow and charges a premium. Unable to have multiple streams and/or have more than 3 devices connected.

# Grayson Citizen Comments

## **410 Whispering Wind Ln, Independence**

Cellular

Basic home use

I only access to cellular data, no internet available except for satellite which is way too expensive for me. Even though I have unlimited cellular data it can be very slow at times, sometimes non existent. I would like to work from home but am unable to due to no reliable internet.

## **6766 Elk Creek Pkwy, Elk Creek**

DSL

Basic home use

Century Link DSL, which I pay for, is inadequate, often delivering far less than the 4-meg service advertised. At times, it has been as low as less than 1 meg. Satellite service is far too expensive. No cable services are available here. So my experience has been inadequate and disappointing.

## **7880 Elk Creek Pkwy, Independence**

DSL

Basic home use

Internet use is very important. I'm not satisfied with the current provider but it is the only option I have. Internet is slow and goes out very often. Getting someone to fix it takes a long time there are known issues in my area that CenturyLink just doesn't want to fix because of cost. That came straight from the guy that works for them

## **599 Comers Rock Rd, Elk Creek**

Cellular

Need internet access at Elk Creek VFD Main Station #1

## **1023 Comers Rock Rd, Elk Creek**

DSL

Basic home use

Very important I have 2 kids in school that use it plus I am a teacher that uses it often Ours only let's some many devices hooked up to it but we have 3 phones and ipad and 3 smart TVs and a laptop

## **451 Possum Run Rd, Elk Creek**

None

Home-based Business

Trying to purchase property in Grayson county is difficult due to the lack of any internet service. It's essential to daily life and home based businesses. Currently I work from home out of state for Google and Apple and need high speed internet.

# Grayson Citizen Comments

## **5650 Elk Creek Pkwy, Elk Creek**

Cellular

Basic Home Use

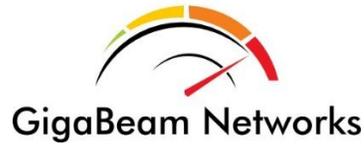
Slow and unreliable at times due to cell signal. Expensive thru cell. Would love to have more and less expensive internet. Hope we can get thru Appalachian power

## **4868 Comers Rock Rd, Elk Creek**

DSL

Home Based Business

Business Use. My kids use for research on school projects. And use for recreational. Slow. If it rains it either will not work or works real slow. And if more than one or two is using internet at same time. Good luck.



387 Old Virginia Avenue  
Rich Creek, VA 24147  
540-726-2317

601 Virginia Avenue  
Bluefield, VA 24605  
866-988-2638

August 27, 2019

Erik Johnston, Director  
Department of Housing and Community Development  
600 E. Main Street, Suite 300  
Richmond, VA 23219

RE: VATI Telecommunication Initiative Grant Letter of Support

Dear Mr. Johnston:

We are pleased to pledge our support to this project to deploy broadband service for the Grayson County's citizens. As the internet provider constructing the project, delivering the service when the network goes live, and continuing the operations and maintenance of that network, we commit to providing a match for this grant. We will provide in-kind match in the amount of \$237,500.

As broadband becomes more widely understood as a service as necessary as electricity and running water, those without access to it will face considerable challenges in maintaining and building economic resiliency. Without widely available internet access, our community will not simply stagnate, it will fall behind in pursuing economic opportunity.

The proposed broadband deployment project to expand internet access in Grayson County addresses these issues by reaching into communities without broadband speed internet service. Our citizens will be able to ready themselves to participate in the workforce, create their own business endeavors, access community services, and even conduct basic banking, shopping and communication activities online.

We look forward to working with DHCD and the other project partners to facilitate the deployment of broadband. Please contact me if you need any further information about our support for this regional effort.

Sincerely,

A handwritten signature in blue ink, appearing to read "Michael Clemons".

Michael Clemons  
President  
GigaBeam Networks, LLC

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	\$ 2,087,015	26%	Pending
Local – Grayson Co	\$ 200,000	3%	Secured
Private ISP - Gigabeam	\$ 237,500	3%	Secured
APCO Pilot	\$ 5,355,198	68%	Secured
	\$		
	\$		
	\$		
<b>TOTAL</b>	<b>\$ 7,879,713</b>	<b>100 %</b>	

## Attachment 11: Derivation of Cost

Product	Total	VATI	Non-VATI	Source of Estimate	Date
<b>Wireless Construction</b>					
Utility poles / Towers	\$82,000	\$82,000		GigaBeam	8/28/2019
Power	\$140,000	\$140,000		GigaBeam	8/28/2019
Backhauls	\$133,200	\$133,200		GigaBeam	8/28/2019
Access Points	\$127,500	\$127,500		GigaBeam	8/28/2019
Labor and equipment use	\$159,000		\$159,000	GigaBeam	8/28/2019
<b>Wireless Client Installation</b>					
Client Premise Equipment	\$221,260	\$221,260		GigaBeam	8/28/2019
Customer Installation Labor/supplies	\$127,650		\$127,650	GigaBeam	8/28/2019
<b>Fiber Construction</b>					
Backhaul Fiber Network	\$5,355,198		\$5,355,198	GigaBeam/Apco	8/28/2019
Fiber Network Electronics	\$147,000	\$147,000			8/28/2019
<b>Fiber Client Installation</b>					
Client Premise Equipment/drop cable	\$544,655	\$544,655		GigaBeam	8/28/2019
Client Installation Labor/supplies	\$842,250	\$691,400	\$150,850	GigaBeam	8/28/2019

**Total** \$7,879,713 \$2,087,015 \$5,792,698

Attachment 12 - Documentation of Supporting Costs

**Budget Breakdown**

**VATI Grant Contribution**

Wireless Sites (structures, power, equipment)	\$482,700	
Wireless Client Premise Equipment	\$221,260	
Fiber Network Electronics	\$147,000	
Fiber Client Premise Equipment / Drop cable	\$544,655	
Fiber Client Installation	\$691,400	
<b>Total</b>	<b>\$2,087,015</b>	

**Grayson County / GigaBeam Contribution**

Wireless Site Construction	\$159,000	
Wireless Client Installation	\$127,650	
Fiber Client Installation	\$150,850	
<b>Total</b>	<b>\$437,500</b>	

**Appalachian Power / GigaBeam / Grayson Pilot Project**

"middle mile" fiber deployment	\$5,355,198	
<b>Total</b>	<b>\$5,355,198</b>	

<b>Project Total</b>	<b>\$7,879,713</b>	
VATI Portion	\$2,087,015	26%
Local Portion	\$5,792,698	74%

**Cost estimates breakdown**

GigaBeam purchases equipment significantly under MSRP and pricing reflects this discounted cost. For example, customer wireless equipment model is Baicells Atom OD04-14 Gen2 MSRP is \$199.99 and being purchased for \$150.00

Attachment 12 - Documentation of Supporting Costs

**Budget per Site**

	MT1	MT2	MT3	MT4	MT5	MT6	MT7	MS1	MS2	MS3	MS4
Utility Pole/Tower	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$400	\$400	\$400	\$400
Power	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$3,500	\$3,500	\$3,500	\$3,500
Backhauls	\$3,600	\$3,600	\$3,600	\$3,600	\$3,600	\$3,600	\$3,600	\$3,600	\$3,600	\$3,600	\$3,600
AP1	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$1,000	\$1,000	\$1,000	\$1,000
AP2	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$1,000	\$1,000	\$1,000	\$1,000
AP3	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$1,000	\$1,000		\$1,000
Site Prep	\$12,000	\$12,000	\$12,000	\$12,000	\$12,000	\$12,000	\$12,000	\$2,500	\$2,500	\$2,500	\$2,500
<b>Total</b>	<b>\$38,100</b>	<b>\$13,000</b>	<b>\$13,000</b>	<b>\$12,000</b>	<b>\$13,000</b>						

	MS5	MS6	MS7	MS8	MS9	MS10	MS11	MS12	MS13	MS14	MS15
Utility Pole/Tower	\$400	\$400	\$400	\$400	\$400	\$400	\$400	\$400	\$400	\$400	\$400
Power	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500
Backhauls	\$3,600	\$3,600	\$3,600	\$3,600	\$3,600	\$3,600	\$3,600	\$3,600	\$3,600	\$3,600	\$3,600
AP1	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000
AP2	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000
AP3		\$1,000	\$1,000	\$1,000			\$1,000	\$1,000			
Site Prep	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500
<b>Total</b>	<b>\$12,000</b>	<b>\$13,000</b>	<b>\$13,000</b>	<b>\$13,000</b>	<b>\$12,000</b>	<b>\$12,000</b>	<b>\$13,000</b>	<b>\$13,000</b>	<b>\$12,000</b>	<b>\$12,000</b>	<b>\$12,000</b>

	MS16	MS17	MS18	MS19	MS20	MS21	MS22	MS23	MS24	MS25	MS26
Utility Pole/Tower	\$400	\$400	\$400	\$400	\$400	\$400	\$400	\$400	\$400	\$400	\$400
Power	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500
Backhauls	\$3,600	\$3,600	\$3,600	\$3,600	\$3,600	\$3,600	\$3,600	\$3,600	\$3,600	\$3,600	\$3,600
AP1	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000
AP2	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000
AP3		\$1,000	\$1,000	\$1,000	\$1,000				\$1,000		
Site Prep	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500
<b>Total</b>	<b>\$12,000</b>	<b>\$13,000</b>	<b>\$13,000</b>	<b>\$13,000</b>	<b>\$13,000</b>	<b>\$12,000</b>	<b>\$12,000</b>	<b>\$12,000</b>	<b>\$13,000</b>	<b>\$12,000</b>	<b>\$12,000</b>

## Attachment 12 - Documentation of Supporting Costs

	MS27	MS28	MS29	MS30
Utility Pole/Tower	\$400	\$400	\$400	\$400
Power	\$3,500	\$3,500	\$3,500	\$3,500
Backhauls	\$3,600	\$3,600	\$3,600	\$3,600
AP1	\$1,000	\$1,000	\$1,000	\$1,000
AP2	\$1,000	\$1,000	\$1,000	\$1,000
AP3		\$1,000		\$1,000
Site Prep	\$2,500	\$2,500	\$2,500	\$2,500
<b>Total</b>	<b>\$12,000</b>	<b>\$13,000</b>	<b>\$12,000</b>	<b>\$13,000</b>

Note: MT = Small grade tower MS = Microsite (utility pole)

### Wireless Client Installation

CPE	\$150
Surge	\$15
Router	\$85
Cabling	\$10
Installation	\$150
<b>Total</b>	<b>\$410</b>

### Fiber Client Installation

CPE	\$150
Fiber Cable	\$250
Router	\$85
Installation	\$750
<b>Total</b>	<b>\$1,235</b>

### Fiber Network

OLT's	\$90,000
Routing	\$30,000
Optics, Misc supplies	\$27,000
Pilot Project Fiber Build	\$5,355,198

Attachment 12 - Documentation of Supporting Costs

**Budget Breakdown**

**VATI Grant Contribution**

Wireless Sites (structures, power, equipment)	\$482,700	
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Fiber Client Installation	\$691,400	
<b>Total</b>	<b>\$2,087,015</b>	

**Grayson County / GigaBeam Contribution**

Wireless Site Construction	\$159,000	
Wireless Client Installation	\$127,650	
Fiber Client Installation	\$150,850	
<b>Total</b>	<b>\$437,500</b>	

**Appalachian Power / GigaBeam / Grayson Pilot Project**

"middle mile" fiber deployment	\$5,355,198	
<b>Total</b>	<b>\$5,355,198</b>	

<b>Project Total</b>	<b>\$7,879,713</b>	
VATI Portion	\$2,087,015	26%
Local Portion	\$5,792,698	74%

**Cost estimates breakdown**

GigaBeam purchases equipment significantly under MSRP and pricing reflects this discounted cost. For example, customer wireless equipment model is Baicells Atom OD04-14 Gen2 MSRP is \$199.99 and being purchased for \$150.00

Attachment 12 - Documentation of Supporting Costs

**Budget per Site**

	MT1	MT2	MT3	MT4	MT5	MT6	MT7	MS1	MS2	MS3	MS4
Utility Pole/Tower	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$400	\$400	\$400	\$400
Power	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$3,500	\$3,500	\$3,500	\$3,500
Backhauls	\$3,600	\$3,600	\$3,600	\$3,600	\$3,600	\$3,600	\$3,600	\$3,600	\$3,600	\$3,600	\$3,600
AP1	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$1,000	\$1,000	\$1,000	\$1,000
AP2	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$1,000	\$1,000	\$1,000	\$1,000
AP3	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$1,000	\$1,000		\$1,000
Site Prep	\$12,000	\$12,000	\$12,000	\$12,000	\$12,000	\$12,000	\$12,000	\$2,500	\$2,500	\$2,500	\$2,500
<b>Total</b>	<b>\$38,100</b>	<b>\$13,000</b>	<b>\$13,000</b>	<b>\$12,000</b>	<b>\$13,000</b>						

	MS5	MS6	MS7	MS8	MS9	MS10	MS11	MS12	MS13	MS14	MS15
Utility Pole/Tower	\$400	\$400	\$400	\$400	\$400	\$400	\$400	\$400	\$400	\$400	\$400
Power	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500
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Utility Pole/Tower	\$400	\$400	\$400	\$400	\$400	\$400	\$400	\$400	\$400	\$400	\$400
Power	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500
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AP3		\$1,000	\$1,000	\$1,000	\$1,000				\$1,000		
Site Prep	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500
<b>Total</b>	<b>\$12,000</b>	<b>\$13,000</b>	<b>\$13,000</b>	<b>\$13,000</b>	<b>\$13,000</b>	<b>\$12,000</b>	<b>\$12,000</b>	<b>\$12,000</b>	<b>\$13,000</b>	<b>\$12,000</b>	<b>\$12,000</b>

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Backhauls	\$3,600	\$3,600	\$3,600	\$3,600
AP1	\$1,000	\$1,000	\$1,000	\$1,000
AP2	\$1,000	\$1,000	\$1,000	\$1,000
AP3		\$1,000		\$1,000
Site Prep	\$2,500	\$2,500	\$2,500	\$2,500
<b>Total</b>	<b>\$12,000</b>	<b>\$13,000</b>	<b>\$12,000</b>	<b>\$13,000</b>

Note: MT = Small grade tower MS = Microsite (utility pole)

### Wireless Client Installation

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Router	\$85
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Installation	\$150
<b>Total</b>	<b>\$410</b>

### Fiber Client Installation

CPE	\$150
Fiber Cable	\$250
Router	\$85
Installation	\$750
<b>Total</b>	<b>\$1,235</b>

### Fiber Network

OLT's	\$90,000
Routing	\$30,000
Optics, Misc supplies	\$27,000
Pilot Project Fiber Build	\$5,355,198

(RETAIN FOR YOUR RECORDS)  
Form 477 Filing Summary

FRN: 0018473223 | Data as of: Dec 31, 2018 | Operations: Non-ILEC | Submission Status: Original - Submitted | Last Updated: Mar 23, 2019 10:14:13

**Filer Identification**

Section	Question	Response
<b>Filer Information</b>	Company Name	GigaBeam Networks LLC
	Holding Company Name	WVVA.net Inc.
	SAC ID	
	499 ID	
<b>Data Contact Information</b>	Data Contact Name	Michael Clemons
	Data Contact Phone Number	(540) 726-2317
	Data Contact E-mail	mclemons@gigabeam.net
<b>Emergency Operations Contact Information</b>	Emergency Operations Name	Michael Clemons
	Emergency Operations Phone Number	(540) 726-2317
	Emergency Operations E-mail	mclemons@gigabeam.net
<b>Certifying Official Contact Information</b>	Certifying Official Name	Michael Clemons
	Certifying Official Phone Number	(540) 726-2317
	Certifying Official E-mail	mclemons@gigabeam.net

**Data Submitted**

Form Section	File Name	Date & Time	Number of Rows
Fixed Broadband Deployment	CENSUS_BLOCKS_ALL_Dec_2018.csv	Mar 23, 2019 10:08:20	7624
Fixed Broadband Subscription	form_477_customers_Dec_2018.csv	Mar 23, 2019 10:13:21	77

**Fixed Broadband Deployment**

**Census Block Counts by State, DBA Name and Technology**

State	DBA Name	Technology	Blocks
Kentucky	GigaBeam Networks LLC	Terrestrial Fixed Wireless	526
Virginia	GigaBeam Networks LLC	Terrestrial Fixed Wireless	4360
West Virginia	GigaBeam Networks LLC	Terrestrial Fixed Wireless	2738
<b>Total</b>			<b>7624</b>

**Fixed Broadband Subscriptions by State, Technology and End-user Type**

State	Technology	Census Tracts	Subscriptions
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**Fixed  
Broadband  
Subscription**

State	Technology	Census Tracts	Subscriptions		Total
			Consumer	Business / Govt	
Kentucky	Terrestrial Fixed Wireless	6	53	12	65
Virginia	Terrestrial Fixed Wireless	42	516	112	628
West Virginia	Terrestrial Fixed Wireless	29	486	56	542
<b>Total</b>		<b>77</b>	<b>1055</b>	<b>180</b>	<b>1235</b>

**Fixed Broadband Subscriptions by Bandwidths and End-user Type**

Downstream Bandwidth (in Mbps)	Upstream Bandwidth (in Mbps)	Consumer	Business / Govt	Total
10.000	1.000	781	89	870
25.000	2.000	226	70	296
50.000	3.000	48	19	67
50.000	50.000	0	1	1
100.000	100.000	0	1	1
<b>Total</b>		<b>1055</b>	<b>180</b>	<b>1235</b>

**Fixed Broadband Subscriptions by Technology, Bandwidths and End-user Type**

Technology	Downstream Bandwidth (in Mbps)	Upstream Bandwidth (in Mbps)	Consumer	Business / Govt	Total
Terrestrial Fixed Wireless	10.000	1.000	781	89	870
	25.000	2.000	226	70	296
	50.000	3.000	48	19	67
	50.000	50.000	0	1	1
	100.000	100.000	0	1	1
<b>Total</b>			<b>1055</b>	<b>180</b>	<b>1235</b>



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Form 477 Filing Summary

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**Filer Identification**

Section	Question	Response
<b>Filer Information</b>	Company Name	GigaBeam Networks LLC
	Holding Company Name	WVVA.net Inc.
	SAC ID	
	499 ID	
<b>Data Contact Information</b>	Data Contact Name	Michael Clemons
	Data Contact Phone Number	(540) 726-2317
	Data Contact E-mail	mclemons@gigabeam.net
<b>Emergency Operations Contact Information</b>	Emergency Operations Name	Michael Clemons
	Emergency Operations Phone Number	(540) 726-2317
	Emergency Operations E-mail	mclemons@gigabeam.net
<b>Certifying Official Contact Information</b>	Certifying Official Name	Michael Clemons
	Certifying Official Phone Number	(540) 726-2317
	Certifying Official E-mail	mclemons@gigabeam.net

**Data Submitted**

Form Section	File Name	Date & Time	Number of Rows
Fixed Broadband Deployment	Census_Blocks_All_June_2019.csv	Aug 29, 2019 11:05:24	7959
Fixed Broadband Subscription	Customer_All_June_2019.csv	Aug 29, 2019 11:29:38	101

**Fixed Broadband Deployment**

**Census Block Counts by State, DBA Name and Technology**

State	DBA Name	Technology	Blocks
Kentucky	GigaBeam Networks LLC	Terrestrial Fixed Wireless	501
Virginia	GigaBeam Networks LLC	Terrestrial Fixed Wireless	4598
West Virginia	GigaBeam Networks LLC	Terrestrial Fixed Wireless	2860
<b>Total</b>			<b>7959</b>

**Fixed Broadband Subscriptions by State, Technology and End-user Type**

State	Technology	Census Tracts	Subscriptions
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## Fixed Broadband Subscription

State	Technology	Census Tracts	Subscriptions		Total
			Consumer	Business / Govt	
Kentucky	Terrestrial Fixed Wireless	7	51	12	63
Virginia	Terrestrial Fixed Wireless	50	562	132	694
West Virginia	Terrestrial Fixed Wireless	44	513	57	570
<b>Total</b>		<b>101</b>	<b>1126</b>	<b>201</b>	<b>1327</b>

### Fixed Broadband Subscriptions by Bandwidths and End-user Type

Downstream Bandwidth (in Mbps)	Upstream Bandwidth (in Mbps)	Consumer	Business / Govt	Total
5.000	1.000	0	1	1
10.000	1.000	805	76	881
10.000	2.000	1	3	4
25.000	2.000	264	89	353
50.000	3.000	56	28	84
50.000	50.000	0	1	1
100.000	100.000	0	3	3
<b>Total</b>		<b>1126</b>	<b>201</b>	<b>1327</b>

### Fixed Broadband Subscriptions by Technology, Bandwidths and End-user Type

Technology	Downstream Bandwidth (in Mbps)	Upstream Bandwidth (in Mbps)	Consumer	Business / Govt	Total
Terrestrial Fixed Wireless	5.000	1.000	0	1	1
	10.000	1.000	805	76	881
	10.000	2.000	1	3	4
	25.000	2.000	264	89	353
	50.000	3.000	56	28	84
	50.000	50.000	0	1	1
	100.000	100.000	0	3	3
<b>Total</b>			<b>1126</b>	<b>201</b>	<b>1327</b>

## GRAYSON COUNTY VATI GRANT APPLICATION PUBLIC NOTICE

Grayson County, located in the New River Valley of Southwest Virginia, has adopted a vision to bring 21st century broadband connectivity to all stakeholders in the County, including its approximately 15,600 residents, over 9,000 housing units, over 150 businesses, public schools, County public safety and first responders, and County administration.

The County desires expansion of broadband access in unserved areas and improved capacity in underserved areas using a Public/Private Partnership providing broadband service to its citizens. The County understands the economics of expanding broadband in rural areas and is prepared to take action to improve those economics as much as possible to entice the private sector investment. Work has been done to identify these areas leading to this grant application.

The County solicited proposals through a Request for Proposals process. Through this process Gigabeam was selected to build the network to serve customers at speeds of at least 10MBps upload and better, contingent upon award of a grant. Pricing plans are expected to range from \$39 to \$119, speed dependent.

Comments are invited and will be received on this project until close of business on September 5, 2019 at 5:00 p.m. They can be submitted in person or by mail to Carl Caudill at; PO Box 217 Independence VA, 24348 by phone at (276) 773-2471 during usual business hours and by email to [ccaudill@graysoncountyva.gov](mailto:ccaudill@graysoncountyva.gov). All comments will be considered and submitted with the application.

Street Address	City/Town	ZIP/Postal	Response	Other (please specify)	Internet Access Needed		Response2	Open-Ended Response
					Yes	No		
5896 Comers Rock Rd	Elk Creek	24326	Satellite			X	Basic home use	We do not have cell service and satellite internet is expensive and very limited to speed and use time. We are unable to enjoy many of the benefits afforded by high speed service. We have tried to get service from the telephone company but this is not been a very pleasant situation. WE feel the world is passing us by because of 1 mile difference in where we live. I have access at the Grant Goodwill grange.
2903 Low Gap Rd	Troutdale	24378	None			X	I do not have Internet access	
15 Discovery Ln	Independence	24348	Cellular Only			X	Basic home use	Dropping calls at my location. Needed to buy a booster box to be able to get a signal inside my house. I get 3G in the yard but with the booster I get 4G inside house. We use internet about 8 hours total a day and satellite TV about the same, 8 hours.
1238 Elliott Place	Independence	24348	CenturyLink DSL			X	Business	
1085 Grassy Creek Rd	Mouth of Wilson	24363	Other (please specify)	Wired Road		X	Education K-12	We have had Wired Road for the last 2 or 3 years. We recently had our radio go out after an electrical storm, and it took 3 months to finally resolve, after 3 routers and 2 new radios.
655 Rio Vista Ln	Independence	24348	Cellular Only			X	Basic home use	It is an inconvenience to have to connect through cell phone whenever I want to or need to connect to the computer.
2915 Liberty Hill Rd	Fries	24330	Cellular Only			X	Basic home use	Not satisfied with CenturyLink. US cellular is fair, we had to buy a hotspot and booster to get satisfactory service, which was expensive and monthly cost is high.
3034 longview ln	galax	24333	CenturyLink DSL			X	Basic home use	Extremely slow, can't run two computers at once or run one computer and stream music
3127 Penn Ford Ln	Independence	24348	Cellular Only			X	Education Higher Ed	
417 Dell School Lane	Fries	24330	Satellite			X	Home-based business	Satellite internet is the only available internet at our location and it is expensive.
888 Providence Rd	Fries	24330	Other (please specify)	Suppost to be high	X		Basic home use	It is very slow, can use only one wireless device at a time. It won't let any off the just lay on devices charge a phone, most of the time can't read kindle and computer at same time.
248 Mountain View Road	Mountain View	24348	Other (please specify)	Wired Road	X		Basic home use	Slow connection ... dropped connection ... stability
873 Wilson Highway	Independence	24348	CenturyLink DSL			X	Basic home use	
178 Lee Dr	Fries	24330	CenturyLink DSL			X	Education Higher Ed	Internet here is so. It is in and out
2154 Grassy Creek Rd	Mouth of Wilson	24363	None			X	I do not have Internet access	Need internet for grandchildren.
2171 Grassy Creek Rd	Mouth of Wilson	24363	Satellite			X	Basic home use	Not happy with the service. Children cannot do what they need online.
2532 Grayson Parkway	Independence	24348	CenturyLink DSL			X	Basic home use	
294 Ridge Line Trail	Independence	24348	Cellular Only			X	Basic home use	Not consistent. A few years ago we didn't have any trouble with Verizon using a hotspot but now we are unable to connect and use it at all.
1119 Klondike Road	Independence	24348	Other (please specify)	Verizon with hotspo	X		Education K-12	
3418 Glendale Road	Galax	24333	Comcast Cable			X	Basic home use	Comcast internet service is outstanding. It is very expensive though!!!
225 Ridge Line Trl	Independence	24348	CenturyLink DSL			X	Basic home use	Frequently slow with frequent buffering.
155 Bear Tree Lane	Troutdale	24378	Satellite			X	Basic home use	I use my internet daily to receive information, to transact personal business and correspondence, for community activities and organizations that I'm involved with, to purchase items not available locally, to report problems. The signal drops out frequently for short periods of time, but is generally reliable. We are unable to stream video; watching even short videos without pauses is rare. Using FaceTime or Skype is difficult.
1083 Comers Rock Rd	Elk Creek	24326	Other (please specify)	Wired Road/1 Point	X		Basic home use	I think internet access is one of the most important issues when considering where to live. I am usually happy with my internet access but have occasional problems with slow service. Over the years, the provider has been good to work with, responsive to my complaints, and understanding of my concerns. After a couple of years I had to increase my download capacity (?) to the max but it has helped and I rarely have connectivity issues now.
250 SUMMERSET DRIVE	INDEPENDENCE	24348	None			X	Basic home use	The only access we have at is thru the cell phone and it is only available maybe 10-20% of the time and drops out before one can really find it useful. Therefore, we virtually have no internet access.
225 Riverwood ln	Fries	24330	CenturyLink DSL			X	Home-based business	Internet here is very slow and quits occasionally. Not at all satisfied but it's the most reliable internet for price. Really need better internet here.
644 Golden Eagle Lane	Independence	24348	None			X	Home-based business	Currently relying on my cell phone service for internet service. DSL it cable not available. Would very much like it though.
2062 elliott place	Independence	24348	Cellular Only			X	I do not have Internet access	Told no internet available here except satellite providers and they are unreliable. Currently using a Verizon mifi hotspot and roku
125 pond view lane	Independence	24348	CenturyLink DSL			X	Basic home use	No almost every day it's not working for a while and some days I can't get it for hours
1469 Stevens creek rd	2062 Fries Va	24348	Cellular Only			X	I do not have Internet access	We have tried to get internet for 11 years we were told the line was full
		24330	CenturyLink DSL			X	Basic home use	Can't really afford it but this the way it is now days it's hard to be without it
1847 Taylors Chapel Rd	Fries	24330	CenturyLink DSL			X	Basic home use	We aren't satisfied with our service. Very slow and not able to perform certain functions due to the speed. Tried using for work and it took forever to do anything. Was better off working over at work a couple of hours as it was staying up half the night to get anything done. Just because homes may be few in number doesn't mean those living there don't need good internet service. Your help would be greatly appreciated in any upgrade that we could get.
312 Hillcrest Avenue	Independence	24348	CenturyLink DSL			X	Basic home use	Very slow and spotty.
1253 Fox Ridge Rd.	MOW	24363	CenturyLink DSL			X	Home-based business	Service west of MOW is SPORADIC. We run a couple of businesses out of our home and require accessibility for clients and customers, in order to make a living. There are times when there is no service for long stretches of time, service is dropped altogether and often very slow. That can make things extremely difficult when living in the 21st century and depending on Internet access for a living.

146 fairlane ln	galax	24333	Comcast Cable	X	Home-based business		
319 circle drive	independence	24348	CenturyLink DSL	X	Basic home use	somewhat still slow	
2831 Bear Branch Rd	Mouth Of Wilson	24363	CenturyLink DSL	X	Education Higher Ed	We moved from Wilkes County where we had fiber optic cable connections, which was great. CenturyLink is too slow to be useful for anything but basic access and has been unacceptably unreliable and unstable. If fails after most heavy rainstorms and usually is restored only very slowly.	
4449 Highlands Parkway	Mouth of Wilson	24363	Other (please specify)	Hughes Net	X	Basic home use	I have access to it but it is slow
78 Stones Chapel Road	Elk Creek	24326	CenturyLink DSL	X	Basic home use	Overall, weâ€™ve had good luck with Centurylink DSL. Itâ€™s just expensive.	
595 Laurel Hill Road	Mouth of Wilson	24363	Satellite	X	Basic home use	We recently had internet service through CenturyLink which was unacceptable and we finally discontinued it and went with HughesNet. So far, HughesNet has been okay, much better than CenturyLink and their runaround.	
663 Turkey Knob rd	Fries	24330	CenturyLink DSL	X	Basic home use	Satisfied	
1898 Rock Creek Road	Independence	24348	CenturyLink DSL	X	Basic home use	Very important. Service is sometimes spotty and thatâ€™s paying \$80+ a month for just internet service	
5056 Peach Bottom Rd	Independence	24348	Satellite	X	Basic home use	Our satellite service is very slow. We have a smart t.v. and can't use all the extras. Also I have continuing education each year and the slow service can be a problem.	
8223 Carsonville Road	Ind. Va	24348	CenturyLink DSL	X	Basic home use	It is very slow and if 3 of us is on it we have to wait and wait for things to download. Would love to work from home but cant because of the internet being so slow.	
208 grayson ave	Independence	24348	Comcast Cable	X	Basic home use	To high	
1026 Ivanhoe Road	Fries	24330	Comcast Cable	X	Education Higher Ed		
80 Charity Ln Lot #19	Galax	24333	Cellular Only	X	Basic home use		
451 Possum Run	Elk Creek	24326	None	X	Home-based business	Trying to purchase property in Grayson county is difficult due to the lack of any internet service. It's essential to daily life and home based businesses. Currently I work from home out of state for Google and Apple and need high speed internet.	
2817 powerhouse rd	Independence	24348	CenturyLink DSL	X	Basic home use	Slow. Doesnâ€™t always work. Especially if itâ€™s rainy. Speed isnâ€™t great for several devices at a time	
701 Marion Heights	Galax	24333	CenturyLink DSL	X	Home-based business	Our service is HORRIBLE, absolutely horrible! More than one person in the house cannot use the internet at the same time. Some times internet is not even available for one person. When doing work on our computer, it will shut down automatically causing work to be totally lost. Downloads take a lengthy period of time. Sometimes you cannot download anything. We call for service from Century Link and are told that we are the end of the line and that's causing our issues. We are only 3 miles out of town and our furthest neighbor is only two acres away- all other neighbors are directly next door. Rain and other types of weather often make trying to use the internet impossible. We are totally not satisfied with our internet service and are in desperate need to have service updated and current with the rest of the world in order to do business, work, school, etc.	
535 Powerhouse Rd.	Independence Va.	24348	CenturyLink DSL	X	Basic home use	It is slow and yes it is important that we have the eneternet	
10797 Riverside Drive	Galax	24333	Other (please specify)	Hughsnets	X	Business	Slow
92diamond view loop	Baywood	24333	Other (please specify)	Xfinity	X	Basic home use	It's really important
5650 Elk Creek Pkwy	Independence	24348	Cellular Only	X	Basic home use	Slow and unreliable at times due to cell signal. Expensive thru cell. Would love to have more and less expensive internet.	
1031 Shady Hill Road	Independence	24348	CenturyLink DSL	X	Basic home use	Hope we can get thru Appalachian power	
298 Beagle Lane	Fries	24330	CenturyLink DSL	X	Education K-12	Century Link Internet is terrible	
1188 York Ridge Road	Mouth of Wilson	24363	Other (please specify)	Broad Band	X	Basic home use	This is the closest to nothing that there is. Repair could take weeks. Youngest child does have homework and no one else can do anything while heâ€™s doing it because itâ€™s so slow
673 Rock Chinney Rd	Galax	24333	CenturyLink DSL	X	Basic home use	Almost a necessity these days. Yes we are satisfied with our current provider	
1220 Maple Rd	Independence	24348	CenturyLink DSL	X	Basic home use	We have century link. If I want to have internet this is basically my only choice. Service is slow, high and low peaks. Weather conditions often hinder service providing lack of service. Splices in old lines slow speed down.	
671 Providence Rd	Fries	24330	CenturyLink DSL	X	Education K-12	Century link is poor quality and service is not reliable and very slow	
3895 Wilson Hwy	Independence	24348	CenturyLink DSL	X	Basic home use	Our internet is horrible 1 day it works then doesn't work for 2-3 days after VERY SLOW!!! We need good internet because my kids are in college and need good internet	
3895 Wilson Hwy	Independence	24348	CenturyLink DSL	X	Basic home use	Our internet is horrible 1 day it works then doesn't work for 2-3 days after VERY SLOW!!! We need good internet because my kids are in college and need good internet	
139 Morton Dr	Independence	24348	Comcast Cable	X	Basic home use	Itâ€™s still too slow for me to work from home	
161 W Main Street	FRIES	24330	None	X	Basic home use		
7679 Spring Valley Rd	Fries	24330	CenturyLink DSL	X	Basic home use	The connection and speed are terrible. I would be able to work from home if I had service	
504 Cloverdale Lane	Independence	24348	CenturyLink DSL	X	Basic home use	Service is fair. Could always be better.	
878 sheep grove road	Fries	24330	CenturyLink DSL	X	Education K-12	We pay for service, Full time service. We receive part time service! Sometimes it works, sometimes it doesn't! The bill is never adjusted to compensate for the lack of service that we pay for so one could reasonably conclude that we are being robbed!	
3168 Briar Patch Mtn Rd	Fries	24330	Satellite	X	Education Higher Ed	Internet is slow and goes out often. Really needed for college class, elementary home school, and home based business	
1845 Rugby Rd	Mouth of Wilson	24363	CenturyLink DSL	X	Education K-12	DSL from Centurylink is horrible the company has terrible customer service lines are completely grown over connection is very slow almost unusable please work on a replacement	
1690 Penn Ford lane	Independence	24348	Cellular Only	X	Basic home use	Not very good service	
3894 brush creek rd	Ivanhoe	24350	CenturyLink DSL	X	Education Higher Ed	Very dissatisfied with centurylink. Horrible customer service, we never get the speed we pay for. And they tell us they canâ€™t fix it	

2554 Low Gap Rd.	Mouth of Wilson	24363	Cellular Only	X	I do not have Internet access	We have had Hughesnet in the past and were not satisfied with the cost or service. Desperately need broadband internet for online courses and eventually working from home.	
1308 fulton rd	Independence	24348	CenturyLink DSL	X	Basic home use	If several people are here using cell phones on internet some can't get internet to come up	
23 broom lane	fries	24330	Comcast Cable	X	Basic home use		
9 Thornbrook Lane	Independence	24348	Cellular Only	X	Home-based business	We did have CenturyLink and it was so poorly and cost so much that we cancelled it and only have U.S. Cellular now was cheaper to get 4 cell phones than to just get internet with CenturyLink	
1823 Troutdale Hwy	Mouth of Wilson	24363	None	X	Basic home use	Do not have service but wish there was an affordable option.	
238 Penny Lane	Independence	24348	CenturyLink DSL	X	Home-based business		
287 Tabernacle Road	Fries	24330	Comcast Cable	X	Basic home use	It is very important to me. I don't have or use a TV, so the internet is where I stay up to date on news, weather, etc. I had some inconvenient problems during the initial set up of my account, but it has been good ever since.	
1827 Troutdale hwy	Mouth of Wilson	24363	CenturyLink DSL	X	Basic home use	I am not happy with it. It is slow and becomes almost unusable if we try and upload photos. Have tried to upgrade the speed several times and have been told we are too far from the closest node. We pay for 15mb but really get closer to 10. Would love to switch to something better but can't find any other viable options.	
233 Parkview Road	Fairview	24333	CenturyLink DSL	X	Basic home use	Century Link is so bad, we can only get a low band wave out Fairview and it's so slow! Wish we had another provider like comcast or something! We dont have cell service at our house so we have to depend on WIFI! It's bad when it's out or slow all the time!	
1050 Leafwood Road	Fries	24330	Satellite	X	Basic home use	Our internet is very slow and unreliable. Satellite internet is the only option where I live. Internet is very important for the children to complete school assignments and for my job.	
47 state shed lane	Galax	24333	CenturyLink DSL	X	Basic home use	It's always down really end up using my cell phone for internet. Mine at home is too slow.	
5167 Ivanhoe Rd	Fries	24330	Cellular Only	X	Basic home use	Very slow and sometimes no service at all	
320 Hawthorne Dr	Independence	24348	CenturyLink DSL	X	Basic home use	the cost of the internet service is too high	
314 West Main St	Independence	24348	Comcast Cable	X	Basic home use	We just switched to xfinity and so far we are satisfied. I one thing I wish was different was the cost. The higher the speed the more the cost. We use the internet as our main source of TV therefore we need a higher speed.	
2401 water wheel rd	Galax	24333	Cellular Only	X	Home-based business		
885 Savannah rd	Galax	24333	CenturyLink DSL	X	Basic home use		
42 Edmonds Rd	Galax	24333	Comcast Cable	X	Basic home use	Satisfied. However, I would like to see faster speeds, like with fiber optic cable.	
371 Deer Lovers Ln	Galax	24333	CenturyLink DSL	X	Basic home use	The internet I have at my house is important because I have college classes and have to type essays and make presentations. However, the connection we have from our provider is probably the worst connection we could get. It is very slow and stops working whenever I have to use our laptop for school work.	
1170 Pilgrim Fork Road	Elk Creek	24326	Satellite	X	Home-based business	My family owns three businesses and our internet is very slow making that difficult	
309 Vantage View Ln	Galax	24333	Cellular Only	X	Education K-12	Internet access is a necessity in every home. Due to the lack of internet providers that can serve the area that my house is in, we use cellular data only. It works, but working Wi-Fi would be nice	
3289 ivanhoe rd	fries	24330	CenturyLink DSL	X	Basic home use	Sometimes my internet is to slow and we wish we had xfinity instead of century link, but xfinity doesn't reach out to my house.	
1886 stevens creek rd	fries	24330	Cellular Only	X	I do not have Internet access	I do not have internet access the only internet access I have is cellular.Which I barley get signal where i live	
388 Old Kentucky Ln	Elk Creek	24326	Cellular Only	X	Basic home use		
4465 Spring Valley Road	Elk Creek	24326	Other (please specify)	I don't remember t	X	Basic home use	It's not the best. It goes off and on.
3759 Flatridge road	Troutdale, Va	24378	Satellite	X	Basic home use		
180 Mink Ridge Lane	Mouth of Wilson	24363	Cellular Only	X	Basic home use	We have internet through US Cellular and it works fine. I just wish we didn't have a limit on it.	
1081 old colonial road	Fries	24330	Satellite	X	Basic home use	I have very poor internet connection because of the location of my house.	
17 Heather Lane	Galax	24333	CenturyLink DSL	X	Basic home use	The wire outside breaks every time there is wind or hard rain and the internet goes out	
10491 Elk Creek Parkway	Elk Creek	24326	CenturyLink DSL	X	Basic home use		
3020 Briar Patch Mountain Roa	Fries	24330	Satellite	X	Basic home use		
200 Sugar Shack Rd	Independence	24348	CenturyLink DSL	X	Basic home use		
139 Dixie Road	Independence	24348	CenturyLink DSL	X	Basic home use	I wish it was faster. Usually it is pretty good though. Having internet is very important for me to be able to do my work and have my personal time.	
1098 Greenville Road	Galax	24333	Comcast Cable	X	Basic home use	Having internet access at my house is important for schoolwork and also just for home use. I never usually have any problems with it unless it storms and my power goes out.	
4740 Troutdale Hwy.	Mouth of wilson	24363	CenturyLink DSL	X	Basic home use	Internet is important to me because I need it to do school work. The internet is at my home is very bad and cannot support more that one device at a time. I am not satisfied with the internet I have.	
293 Dell School Ln	Fries	24330	Other (please specify)	Very slow centurylir	X	Home-based business	The DSL that we have is very slow - we can only have one person in the family online at a time to pay bills or anything.
1978 Liberty Hill rd	Fries	24330	CenturyLink DSL	X	Home-based business	Its terrible, spotty, and expensive for a slow "only option".	
2872 Jefferson Hwy	Mouth of Wilson	24363	Satellite	X	Basic home use		
65 Sunset Lane	Independence	24348	Comcast Cable	X	Basic home use	Century Link is a joke! Comcast is a little better! We need a reliable internet connection! This will benefit the citizens, the schools, the doctors, the sheriff's department, the first responders, the students, the adults, the seniors, the businesses, etc. This could be the opportunity Grayson County needs to build back up and bring in new businesses!	
2416 Grayson parkway	Independence	24348	CenturyLink DSL	X	Education Higher Ed	Slow, expensive, down a lot	
20 Dell School Ln	Fries	24330	Satellite	X	Basic home use	All the options available around here are slow or not available in my area. My current satellite provider is by far the worse that I've had. I'm starting back to school online and need better service.	

1918 Longview Ln	Galax	24333 Other (please specify)	Jet pack from Verizon	X	Home-based business	I've tried 3 dif options. Finally Verizon jet pack does well enough to work from home. No movies no Netflix, but it's better than us cellular router and better than Century Links quote of \$8,126.00 to put cable in from phone ped, just for internet. I can't get a landline due to this cost as well.
576 Ferry Valley Ln.	Mouth of Wilson	24363 CenturyLink DSL		X	Basic home use	Only basic internet almost dial up. Lots of disconnects due to storm and regular outages. Speeds slow enough that one family members uses at a time.
1373 penn Ford lane	Independence	24248 CenturyLink DSL		X	Basic home use	Very slow, goes out if it rains hard
3658 pattons mill lane	Galax	24333 None		X	Education K-12	No service available at my address
109 Lakeview dr	Independence	24348 CenturyLink DSL		X	Business	Service is decent.
357 Faith Dr	Galax	24333 None		X	Education K-12	We only have one option for internet. It's terrible. Century Link has bad connection and even worse customer service. It's time for options! If I have to buy internet I want the ability to choose my provider!!
11030 Comers Rock Road	Elk Creek	24326 None		X	Basic home use	Our house in Grayson County, is our 2nd home and don't have high speed internet. Think it is very important to provide this service to everyone in the county. To provide this to everyone in the county is important as we continue to share our beautiful area with new residents and visitors.
727 Rose Hill Road	Independence	24348 None		X	I do not have Internet access	Have never had service at my residence
975 Comers Rock Rd	Elk Creek	24326 CenturyLink DSL		X	Basic home use	Not satisfied. Too slow.
403 flat rock road	Independence	24348 CenturyLink DSL		X	Home-based business	Low strength while on video conferencing, different rooms have different strengths, low bar on cell service which is connected to home WIFI
76 John's creek lane	Independence	24348 CenturyLink DSL		X	Basic home use	Important. Adequate but slow loading. Too expensive.
2097 Middlefork Ln	Whitetop	24292 CenturyLink DSL		X	Basic home use	I need a faster version but we only have the one company. It is very slow most of the time.
1595 Low Gap Rd.	Mouth of Wilson	24363 Satellite		X	Basic home use	Satellite internet is too expensive. Also, having a school -age child it's necessary for them to complete their school work.
1585 Low Gap Rd.	Mouth of Wilson	24363 None		X	Basic home use	
224 providence rd	Fries	24330 CenturyLink DSL		X	Home-based business	It is very slow. Needs to be faster
734 Mooretown Lane	Fries	24330 None		X	I do not have Internet access	Internet access is very important to me . I am having to travel away from home for WiFi
132 Ashland Lane	Troutdale	24378 Other (please specify)	TWR Broadband	X	Education Higher Ed	Line of sight so trees issue. Any time it storms or power goes out we lose intwrnet until we contact Lingo to reset it.
8995 Spring Valley Rd	Fries	24330 CenturyLink DSL		X	Education Higher Ed	Too slow
464 Buck Mtn Rd	Troutdale	24378 Cellular Only		X	Basic home use	We purchased a Verizon cellular phone plan to have access at our mountain home. Most of the time there's no service, other times 1 to 2 bars.
3189 Peach Bottom Rd	Independence	24348 Satellite		X	Basic home use	Service is poor, and unfortunately also expensive, but I had only one supplier available....Hughesnet.
194 Dogwood Ln	Independence	24348 CenturyLink DSL		X	Education K-12	Internet is very important in this household. With two children in school, one in high school, is needed daily to do homework. Our current provider, Century Link is not reliable. Always going out and very slow. We also use the internet for gaming and entertainment.
115 Kings Row	Independence	24348 None		X	Basic home use	WiFi helps keep cell service data costs down
5606 Comers Rock Rd	Elk Creek	24326 Satellite		X	Basic home use	Not satisfied with satellite
1325 Shippys Branch Rd	Mouth of Wilson	24363 Satellite		X	Education Higher Ed	It is very important to me, I need to go back to college and most of the classes are on line. I have 8 kid 4 that are still in school, they need internet access for school. At a stand still because of no internet except satellite whis is high for me to try to afford.
2802 old bridle creek dr.	Independence, va.	24348 CenturyLink DSL		X	Basic home use	Not satisfied. To slow to do much of anything. Can't watch movies or anything that need a little speed.
146 pine Mtn Rd	Independence	24348 Satellite		X	Business	
1905 School House Road	Whitetop	24292 CenturyLink DSL		X	Basic home use	When it goes out I have no way to connect with others
254 Corkwood lane	Galax va	24333 CenturyLink DSL		X	Basic home use	Our internet service in baywood with century link is awful!!! Signal comes and goes and almost impossible for more than one person to use the wifi without buffering!! We pay lots of money for this service and half the time it just sucks
	10953 troutdale	243 Satellite		X	Basic home use	I have Gen 5... it is overpriced and slow.
704 bella hills lane	Hillsville	24343 None		X	Education K-12	There currently no company's offering lnrenet to my a address. I have call century link and they tell me no. I don't know any other company offering internet in my area
1258 Old Park Road	Whitetop	24292 CenturyLink DSL		X	Home-based business	Moved here in 2016, retired military dispatch. Set up internet and WIFI with Centurylink , promised 6G. Have barely ever had above 3.5, most of the times barely 2. First year called repeated to complain. They stated, "That is the best due to outdated lines we have to work with. They promised they would be laying new lines that year that would supply promised levels. Constantly, poor service. In this remote area, contact with the outlying areas is dependent on strong internet. Even our Fire Department suffers, missing critical calls.
435, beamer rd	mount airy	27030 Cellular Only		X	Basic home use	internet is a really important thing to have in a house hold if used for the correct reasons, like school or any kind of edu, and entertainment is'ent a issue as long as you limit yourself to it.
59 powder mill rd	Elk creek	24326 Other (please specify)	Lingo networks	X	Basic home use	My service is very good except when it gets stormy outside.
90 Big Oak Dr Apt D	Independence	24348 CenturyLink DSL		X	Basic home use	I don't have too many options to go with that give me unlimited data like Century Link at a good price. I have not had any problems with my service except when I transferred service to a different home it took them two months to do it. They kept messing up the dates and times and the order. They did give me several credits to make up for the lost time we endured, but I would rather have had my service as to that is how we watch our T.V., play online video games, and do my work from my job at home.
church hill road	Independence	24348 Cellular Only		X	I do not have Internet access	
4868 Comers Rock Rd	Elk Creek	24326 CenturyLink DSL		X	Home-based business	Business Use. My kids use for research on school projects. And use for recreational. Slow. If it rains it either will not work or works real slow. And if more than one or two is using internet at same time. Good luck.
800 hidden valley lane	Independence	24348 CenturyLink DSL		X	Basic home use	Service is ADEQUATE only. Repair times are terrible If there was another choice I'd change service.

6374 meadow creek road	Galax	24333	Satellite	X	Education K-12	We had century link for years but it was terrible. Fiber optics are 4 miles from our house and they won't hook on to them so we went with satellite. It's not very good but atleast my daughter can do her schoolwork. It's a sad thing when lowgap nc has fiber optics and their internet is amazing and all we gave is garbage!!
889 comers rock rd	elk creek	24326	CenturyLink DSL	X	Basic home use	Internet at my house is ok but some of my neighbors are not so lucky.
173 Windy Ridge Lane	Galax	24333	Comcast Cable	X	Basic home use	Being on a fixed income I would LOVE to have a cheaper choice for accessible internet service!!! I use the internet to help me understand the medical issues I have such as diabetes and thyroid condition. I use the internet for diet friendly recipes also. I use the internet to keep up with local news and activities in Grayson and Carroll counties. I also use a free book site for reading and research.
14339 comers rock rd	Troutdale,VA	24378	Satellite	X	Home-based business	Do not like satellite. Slow and not unlimited. Can not stream. Also very expensive.
2436 comers rock rd	Elk creek	24326	CenturyLink DSL	X	Basic home use	No problems at this current address. However, there have been issues with internet connectivity and availability of repair by CenturyLink at a prior residence (Elk Creek also) and business (Town of Independence). Internet access is vital for my work, part of which does occur past typical business hours.
1130 Penn Ford Lane	Independence	24348	CenturyLink DSL	X	Basic home use	Extremely slow!!!
6374 meadow creek road	Galax	24333	Satellite	X	Education K-12	We had century link for years but it was terrible. Fiber optics are 4 miles from our house and they won't hook on to them so we went with satellite. It's not very good but atleast my daughter can do her schoolwork. It's a sad thing when lowgap nc has fiber optics and their internet is amazing and all we gave is garbage!!
301 Coal Creek Road	Galax, VA	24333	Cellular Only	X	Basic home use	The only internet we have available is century link which runs at 1.5 mb at my house. We have called and they said they will not upgrade for just a few customers. It is extremely slow, about like the old dial up. My son has trouble completing online assignments, we cannot steam anything. If we have to have internet for something, I have to turn on my hotspot from my cellphone which is not unlimited!! We can do without some but it is getting very hard for us to complete school assignments as my children get older.
4425 Flatridge rd	Mouth Of Wilson	24363	Satellite	X	Basic home use	Slow
10957 Spring Valley Rd	Fries	24330	Comcast Cable	X	Basic home use	Price is to high.
110 Blue Devil Drive	Independence	24348	CenturyLink DSL	X	Education K-12	This information pertains to my job as I live outside of Grayson County. I use the internet every day that I am at work. The connection is fast and reliable on most days.
103 grand oaks lane	Independence	24348	CenturyLink DSL	X	Basic home use	
2234 Little River Rd	Galax Va		Satellite	X	Basic home use	The internet service we have is through Hughes Net. It is extremely expensive and it is slow.
2001 Elk Creek Parkway	Independence	24348	CenturyLink DSL	X	Education Higher Ed	Internet connection super slow, unable to watch videos at times, disconnects, phone internet also slow and won't connect at times
5848 ripshin road	Troutdale	24378	Satellite	X	Education Higher Ed	Currently we have a satellite internet connect that only allows up to so many GB per month. While sometimes it's okay, I'm not able to stream the videos/lectures I need for my class work as well as enjoy basic things such as social media/Netflix/Hulu etc.
424 Hiley Branch In	Whitetop	24292	CenturyLink DSL	X	Basic home use	We enjoy having internet. We have our tv service by internet. Problems is slowness even though I pay for the higher package. Power outages are also an issue.
229 Black Rock Mountain Lane	Independence	24348	CenturyLink DSL	X	Home-based business	Too slow and too expensive.
1242 forest ridge rd	Independence	24348	None	X	Basic home use	Kids need it for school use
2492 peach bottom rd	Independence	24348	None	X	Home-based business	I help my husband book loads for his truck need access to internet at home
2085 peach bottom rd	Independence	24248	None	X	Basic home use	Would like to be able to look things up from time to time.
2086 peach bottom rd	Independence	24348	None	X	Basic home use	Need basic internet nothing available here
273 Tug Lane	Mouth of Wilson	24363	CenturyLink DSL	X	Basic home use	Internet is very important to me on several levels. In addition to basic usage, I use it for business in regard to my band, and for purposes related to my job as a music teacher. Century Link can be terribly slow a great deal of the time. Sometimes the speeds are as slow as or slower than dial up!
2087 peach bottom rd	Independence	24348	None	X	Home-based business	I sell online and need good reliable internet no internet available here
346 Armory Road	Galax	24333	Comcast Cable	X	Basic home use	
2387 peach bottom rd	Independence	24348	None	X	Basic home use	Cant get anything affordable out here cell phones dont work either
9837 spring valley rd	Fries	24330	Comcast Cable	X	Basic home use	Century Link sucks very poor in our area. We got xfinity internet threw Comcast which is awesome
924 pine Mountain rd	Independence	24348	None	X	I do not have Internet access	Need affordable internet
7450 Wilson hwy	Independence	24348	CenturyLink DSL	X	Home-based business	Extremely dissatisfied the connection is some timey and often slow. I pay for 35 yet only get 7 mbps at the most.
219 Holly Lane	Mouth of Wilson	24363	CenturyLink DSL	X	Basic home use	We are not very satisfied. We are always having problems with either our phone or internet. We have had a temporary line since last winter that a dumptruck took out they still have not fixed if the wind blows the wrong way its out. They just don't care about the service. In the last week I have been on the phone 3 times with century link 2 calls being over a hour. The phone go out for days at a time which is the worse because my grandmother close by has a lifeline or in any case of emergency she can not call out. Thankfully the serive guys that come and actually do their jobs are very nice. I know them all by name I've seen them so much.
98 Poplar In	Independence	24348	CenturyLink DSL	X	Basic home use	Century Link is available here I it it might as well be dial up. I homeschooled my kids and need to stream videos. Century Link is incapable of doing this
275 penny lane	Independence	24348	None	X	I do not have Internet access	Not available
1125 Kemps River Rd	Galax	24333	CenturyLink DSL	X	Home-based business	
2754 York ridge rd	Mouth of wilson	24363	Satellite	X	Home-based business	Very poor and expenses
126 hidden springs In	Galax	24333	CenturyLink DSL	X	Basic home use	Very important. But the connection is very slow or it doesn't work at all. One minute it's working the next it's not.

2472 Stones Chapel Rd	Elk Creek	24326	None	X	I do not have Internet access	I usually go to a commercial business to obtain wifi access to the internet
113 Hillcrest Avenue	Independence	24348	CenturyLink DSL	X	Basic home use	I like my internet
313 Hillcrest Ave	Independence	24348	Comcast Cable	X	Basic home use	My sons use the internet for gaming and online college classes. So far, we have been satisfied with the speed of the service. I use the internet mainly for work (education) and communication with others.
6319 Old Bridle Creek Drive	Troutdale	24378	Satellite	X	Basic home use	satellite internet is terrible, if the weather is bad it doesn't work , even if the weather is perfect it doesn't work. we always have to restart it, before we can get on the internet. at least restart it twice a day right now, paying all that money for service and have to restart your internet twice a day is very aggravating. We don't work using the internet, but sometimes, have to take classes on the internet for work, which can take days, sometimes weeks using the satellite . we are looking forward to something better.
3986 big ridge road	elk creek	24326	None	X	I do not have Internet access	I have no internet service or cellular service. This is my vacation home. I operate a home based business and would like to spend more time at my home in elk creek.
867 Wilburns Mill Rd	Troutdale	24378	Satellite	X	Education K-12	We currently have satellite internet which is expensive. My husband and I are both teachers and we have a 3rd grade daughter. We would greatly benefit from better internet access that doesn't have to be purchased by the GB. We need the internet for work, personal use, and our daughter needs it for school assignments and activities.
Pattons Mill Lane	Galax	24333	None	X	I do not have Internet access	
2017 Grassy Creek Rd	Mouth of Wilson	24363	Satellite	X	Education K-12	Not satisfied at all. We spend more time waiting on internet. Definitely interested in Century Link fiber.
3407 Riverside Dr	Independence	24348	Satellite	X	Basic home use	It is crappy and slow. If weather is bad, cloudy, etc, we have no internet or telephone service. Not satisfied at all with service
111 Ford Ave	Galax	34333	Comcast Cable	X	Basic home use	Satisfied up to this point.
115 King Arthur Ct.	Galax	24333	Comcast Cable	X	Basic home use	
636 roberts cove td	troutdale	24378	None	X	Basic home use	we have no internet access at our new home and need it desperately. We use the internet for paying bills, researching critical information, ordering products...on and on and on. It is very important that we have excellent high speed internet. I have it for basic home use, but I also teach a couple of online classes for Virginia Tech. As well, my son has several online college classes that he uses it for. Often our internet is very slow, and certain things requiring the movement of large files can take hours to download or upload. It works very well for general internet surfing, but when work is involved, it isn't very reliable.
3014 Comers Rock Rd	Elk Creek	24326	CenturyLink DSL	X	Education Higher Ed	Centurylink system is outdated. My road has constant problems and needs constant repairs in both internet and phone lines through centurylink
4855 meadow creek rd	galax	24333	CenturyLink DSL	X	Basic home use	i talk to my friends and family
145studyline	gaxly	24333	CenturyLink DSL	X	Basic home use	Not satisfied with Satellite Internet (slow/expensive/bad for training classes). I need internet to take training classes as a Red Cross Disaster Action Team Member. I would expand my volunteer activities with the Red Cross (benefits Grayson County) but due to bad internet service I am limited on what training I can take. I also have friends who would like to relocate to Grayson County, but due to lack on quality internet access needed to perform work-from-home jobs they are looking at other mountain areas that have invested in good internet infrastructure.
788 Jerusalem Road	Elk Creek	24326	Satellite	X	Basic home use	I've been begging for DSL for years. It's about a quarter mile from me now but no plans to come in my direction because not enough people are asking for it since many get cell phone signals and use that. I don't get cell signals so don't own one and have had to rely on crappy and expensive satellite service since 1996. I've offered my land to be a hub for dsl service but no one is interested for some reason.
214 Vista Rd	Independence	24348	Satellite	X	Basic home use	I had Century Link internet access for several years, and it became so slow and unreliable as to be useless. Century Link showed no interest in improving the service. I cancelled it and now rely solely on cellular data, which is quite expensive.
693 Duck Roost Lane	Mouth of Wilson	24363	Cellular Only	X	Basic home use	Don't have internet access. Too expensive, and don't pit it out where I am. But I need it for school.
617 Jerusalem Rd.	Elk Creek	24326	None	X	I do not have Internet access	
222 W Main St	Independence	24348	CenturyLink DSL	X	Basic home use	My internet works pretty well most of the time. When there is an issue my father calls and gets it fixed. The only thing problem I have had that hasn't been resolved is my computer from school won't work on my WiFi, but it will connect.
512 Turkey Knob Road	Fries	24330	CenturyLink DSL	X	Basic home use	
1691 Elliott Place	Independence	24348	None	X	Home-based business	We have relocated and are accustomed to high speed fiber optic internet service. We need reliable, high speed service for a home based business as well as basic home needs and entertainment. Thank you! It is time our location has reliable high speed affordable internet. We are being left behind when it comes to technology. Our children cannot fulfill even the most basic education requirements because they do not have access to internet or CANNOT afford internet.
161 Graystone Road	Independence	24348	CenturyLink DSL	X	Basic home use	CenturyLink has horrible service - it rains and the connection constantly cuts out. The connection speed also is so laggy you often cannot watch anything.
439 Louisville Lane	Galax	24333	CenturyLink DSL	X	Basic home use	
1934 Cornerstone Road	Independence	24348	None	X	Basic home use	
3823 Old Stage Road	Wytheville	24382	Satellite	X	Basic home use	Our service with Shentel is very good. A little pricy, but it works well.
1580 Serenity	Elkcreek VA	24326	None	X	Business	I like to run my business from home when I can
388 Old Kentucky Ln	Elk Creek	24326	Cellular Only	X	Education K-12	I would like to have internet access within the household so I can use my laptop to do school work
2295 Taylors Chapel Rd.	Fries	24330	CenturyLink DSL	X	Basic home use	It's awful. My speed is around .25/mbs and it normally only works around half the time.
9516 Spring Valley Rd	Fries	24330	Comcast Cable	X	Home-based business	
743 Powder Mill Road	Elk Creek	24326	CenturyLink DSL	X	Home-based business	We have very spotty internet, as well as telephone service. This has caused many problems for my husband when he works from home. We require a reliable source for our internet.

302 White Oak Lane	Independence	24348	CenturyLink DSL	X	Home-based business	With Centurylink everytime the wind blows more than 2 miles and hour our internet and wi-fi seems to get interrupted.	
1250 Fulton Road	Independence	24348	CenturyLink DSL	X	Basic home use	very slow - undependable	
145 Summerfield Road	Independence	VA 24348	None	X	I do not have Internet access	when trying to get on the internet from your phone it states no service	
2548 vista rd	Independence	24348	Satellite	X	Education Higher Ed	It is very slow and we can't do the things we need to do. We can't check our emails when we need to because of the slowness of the connection. It will also knock us out or not connect to our internet. There is no particular time it does it when ever it chooses.	
providence road	fries	24330	Other (please specify)	xfinity	X	Education K-12	important for work, fairly satisfied
475 Chestnut Ridge Rd.	Troutdale	24378	Satellite	X	Basic home use	Satellite internet is unreliable and expensive. I should be able to have access to the internet at a reasonable cost	
257 Penn Ford Lane	Independence	24348	CenturyLink DSL	X	Education Higher Ed	Most days our internet service is great. Sometimes it is very slow.	
151 Miles Street	Independence	24348	CenturyLink DSL	X	Basic home use	Internet is extremely important to my daily routine. I find that my connection is not always reliable and often disconnects during peak hours of usage.	
242 Fish Pond Dr	Galax	24333	CenturyLink DSL	X	Basic home use	Our grandkids come to our house to use the internet for school projects, homework, etc. They live 2 houses up but can't get Centurylink. They line has been so oversold that it doesn't work for us most of the time. We would definitely like a reliable, faster internet option that is affordable.	
1059 Pine Mountain Rd	Independence	24348	CenturyLink DSL	X	Education K-12		
1535 riverside driver	Independence	24348	None	X	I do not have Internet access	Everything in our home runs through the internet. Our tv service, our phones ( because we don't have cell service), my laptop. It is constantly used everyday.	
1758 Powder Mill Road	Elk Creek	24326	CenturyLink DSL	X	Basic home use		
123 Duck Roost Lane	Mouth of Wilson	24363	Cellular Only	X	Home-based business	I have access only because I have US Cellular phone service. My family who visit frequently from out if town have no service.	
51 Ray Ridge Lane	Independence	24348	CenturyLink DSL	X	Basic home use	Internet access is crucial. I feel current access is expensive and sometimes slow.	
27 Duck Roost Lane	Mouth of Wilson VA	24363	CenturyLink DSL	X	Basic home use	Poor service and so so slow. Off a lot. Like to stay in touch with all my family they live in AL. I am only one on road that can get from Century Link 14 others would like to get internet. Ours comes into Cox's Chapel across the NewRiver from Highway 58 at Bridle Creek. So far away. We need Broadband here. Thanks M	
2039 FOX RIDGE RD	MOUTH OF WILSON	24363	CenturyLink DSL	X	Education K-12	Very important. We are satisfied with our service.	
454 Hunters LN	Elk Creek	24326	CenturyLink DSL	X	Education Higher Ed	Where I live, there is only the pricey but spotty satellite internet available. I am a teacher for GCPS schools and my daughter is a senior there. We both need it for work/school purposes. We currently have it through US Cellular, but would love to have other options.	
180 Mink Ridge Lane	Mouth of Wilson	24363	Cellular Only	X	Education K-12	No I'm not satisfied, we are at the end of the line and it is extremely slow. Most of the time there is not enough service to operate two computers.	
3034 Longview Ln.	Galax	24333	CenturyLink DSL	X	Home-based business	I use the internet daily in my home. I currently have Hugh's net as a provider. The service is ok, but too slow to use for video. It is also very expensive.	
2857 razor ridge rd	Troutdale	24378	Satellite	X	Basic home use		
735 Mulberry Lane	Mouth of Wilson	24363	Other (please specify)	Wired Road/ One Pc X	Home-based business	Too sloooowwwwww	
2486 Battlefield Drive	Independence	VA	CenturyLink DSL	X	Business	High speed internet is critical to us. We are extremely frustrated with the current speed--it is unacceptable for business use. Dependable internet service is extremely important to us. We currently run 2 internet lines plus a home phone line. Speeds for download are about 3--upload is worse. We are desperate to have better service; my husband needs to upload large files for work. We have two businesses and would prefer to work more from home. We can't. This county cannot grow to it's potential without reliable, affordable internet service.	
2486 Battlefield Drive	Independence	24348	CenturyLink DSL	X	Business		
154 Commodore Lane	Galax	24333	CenturyLink DSL	X	Basic home use		
141 Sundance Lane	Independence	24348	Cellular Only	X	Home-based business	Internet is very important to our family for business and educational purposes. We use it for a wide variety of project research, networking, and business related searches. We are not currently satisfied with Lingo Networks, as the connection is very, very slow on one device and shuts down completely if you add any other devices to the network.	
891 Elk View Rd	ELK CREEK	24326	Cellular Only	X	Basic home use	Use for email, banking, shopping. service is OK, but not able to stream movies due to 14GB/month usage. Connection speeds sometimes are slow (strength is only 2 out of 4 bars).	
5630 Wilson Hwy	INDEPENDENCE	24348	CenturyLink DSL	X	Home-based business	When we first got DSL, it was very fast. As others have joined, it has slowed down tremendously. I also wish we had more of a choice of providers	
77 Magnolia Ln.	Independence	24348	CenturyLink DSL	X	Basic home use	Our internet service is poor. We have 3 living in my household that use it and if one has it on a device and someone else trys we lose it. Very disappointed and to get a different provider they want us to pay out of pocket for their materials to install.	
253 Little Big Horn Lane	Independence	24348	CenturyLink DSL	X	Home-based business	They say we could get 10Gb, but they can only make 4 work consistently. Service is slow to come when there is an outage.	
643 Valley Hill Drive	Galax	24333	Satellite	X	Basic home use	When it's working it's pretty good, but we'd like better.	
2522 Troutdale Hwy	Mouth of Wilson	VA 24363	CenturyLink DSL	X	Basic home use	We had DSL and it was very slow. Satalite is not much better.	
						Constant issues with being out, slow when only two people are using it, expensive for the quality of service. Fiber Optic internet runs through my property but we can use it.	

836 Hidden Valley Ln	Independence	24348	Satellite	X	Home-based business	Not pleased with current Internet service. SLOW! Wish to use internet more to start an online business and possibly to continue education online. Supposedly our speed is dialed back when we exceed our limit however seems to be no difference in speed either before or after we meet our limit. We noticed this when we had teenage guests that used up our monthly limit that made little to no difference in speed than before our limit was met. At this time our internet access is used for some business and basic home use. Service is important to us for future business expansion. Thank you	
9476 Elk Creek Parkway	ELK CREEK	24326	CenturyLink DSL	X	Basic home use	Sometimes it is very slow, we are luckier than many because of our location but still for the money it is slow.	
853 Rugby Rd.	Mouth of Wilson	24363	CenturyLink DSL	X	Basic home use	The internet service we have is very poor. Service is intermittent and almost non-existent at certain times of the day. We have had zero luck trying to get Century Link to address any problems.	
853 Rugby Rd.	Mouth of Wilson	24363	CenturyLink DSL	X	Basic home use	The internet service we have is very poor. Service is intermittent and almost non-existent at certain times of the day. We have had zero luck trying to get Century Link to address any problems.	
1244 Holly Ridge Road	Mouth of Wilson	24363	Cellular Only	X	Business	Comes and goes. Not consistent. Slow.	
1244 Holly Ridge Road	Mouth of Wilson	24363	Cellular Only	X	Business	Comes and goes. Not consistent. Slow.	
136 Yonder Lane	Mouth of Wilson	24363	None	X	Home-based business	My wife has a class with on line subscribers. She is the author of 9 books. She gives private sessions over the internet as well. I sell on E BAY. We had satellite for over 10 years. Was basically a joke most the of time. Very limited cellular with booster after cutting down trees and more need to be felled. We have to travel to the Grange in Grant VA to do anything that actually needs done. I would like to expand my sells and she needs to do you tube. I need a blog as well. Please can you help???	
969 Woodcrest Rd	Mouth of Wilson	24363	Cellular Only	X	Basic home use	We have tried the wired road and are currently using US cellular. We use the internet daily and it is very important to us!	
5450 Highlands Pkwy	Mouth of Wilson	24363	CenturyLink DSL	X	Basic home use	Service is not satisfactory with multiple outages lost connections especially etc	
126 Holly Ln	Mouth of Wilson	24363	None	X	I do not have Internet access		
66 Canyon Lane	Whitetop	24292	None	X	I do not have Internet access		
669 Middle Fork Ln	Whitetop	24292	CenturyLink DSL	X	Basic home use	Satisfied with service.	
414 Fees Branch Rd	Mouth of Wilson	24363	Other (please specify)	Skype	X	Basic home use	Satisfied with service.
1648 Mud Creek Rd	Whitetop	24292	CenturyLink DSL	X	I do not have Internet access	Not satisfied with service.	
13431 Highlands Pkwy	Whitetop	24292	None	X	I do not have Internet access		
1589 Helton Crk Ln	Whitetop	24292	None	X	I do not have Internet access	I use the library's internet.	
11686 Highlands Pkwy	Whitetop	24292	CenturyLink DSL	X	Home-based business	Not satisfied with service.	
1658 Pond Mt. Ln	Whitetop	24292	Satellite	X	Basic home use	Not satisfied with service.	
11796 Highlands Pkwy	Whitetop	24292	CenturyLink DSL	X	Education K-12	Not satisfied with service.	
11977 Highlands Parkway	Whitetop	24292	CenturyLink DSL	X	I do not have Internet access	Cancelled service, not reliable. I go to Ashe County NC to use Internet.	
480 Mud Creek Rd	Whitetop	24292	CenturyLink DSL	X	Basic home use	Not satisfied with service.	
194 School house Rd	Whitetop	24292	CenturyLink DSL	X	Home-based business	Not satisfied with service.	
550 Little Wilson Rd	Mouth of Wilson	24363	Satellite	X	Education Higher Ed	Weak during bad weather. Always slow. Not satisfied with service.	
2468 Troutdale Hwy	Mouth of Wilson	24363	None	X	I do not have Internet access		
849 Volney Rd	Mouth of Wilson	24363	None	X	I do not have Internet access		
1245 Shippys Branch	Mouth of Wilson	24363	None	X	I do not have Internet access		
3115 Bear Branch Rd	Mouth of Wilson	24363	None	X	I do not have Internet access		
1213 Razor Ridge Rd	Troutdale	24378	Other (please specify)	Lingo	X	Education Higher Ed	Not satisfied with service. Need faster.
6148 Troutdale Hwy	Troutdale	24378	None	X	I do not have Internet access		
936 Grange Hall Rd	Troutdale	24378	Other (please specify)	Wired Road	X	Home-based business	Not satisfied with service. Need better internet access. I do not have reliable access.
658 Rock Bridge Rd	Troutdale	24378	None	X	I do not have Internet access		
6964 Troutdale Hwy	Troutdale	24378	None	X	I do not have Internet access		
147 Mr casuals Ln	Troutdale	24378	CenturyLink DSL	X	Basic home use	Not satisfied with service.	
10543 Troutdale hwy	Troutdale	24378	CenturyLink DSL	X	Basic home use	Satisfied with service.	
913 Gambetta Rd	Galax	24333	CenturyLink DSL	X	Education Higher Ed	Satisfied with service.	
90 Teaberry Ln	Troutdale	24378	CenturyLink DSL	X	Home-based business	Not reliable. Not satisfied with service.	
1777 Highlands Pkwy	Mouth of Wilson	24363	None	X	I do not have Internet access		
550 Little Willow Rd	Volney	24363	Satellite	X	Home-based business	Not reliable and not satisfied with service.	
945 Razor Ridge Rd	Troutdale	24378	Satellite	X	Basic home use		
7012 Troutdale Hwy	Troutdale	24378	None	X	I do not have Internet access		
337 Nightingale Ln	Troutdale	24378	None	X	I do not have Internet access		
254 Razor Ridge Rd	Troutdale	24378	None	X	I do not have Internet access		
26 Old Orchard Ln	Mouth of Wilson	24363	CenturyLink DSL	X	Home-based business	Not satisfied with service.	
13 Woodland Meadows Ln.	Troutdale	24378	None	X	I do not have Internet access		
1581 Flatridge Rd	Troutdale	24378	None	X	I do not have Internet access		
94 Kindreck Rd	Mouth of Wilson	24363	CenturyLink DSL	X	Basic home use	Not satisfied with service.	
2061 Chestnut Grove Rd	Mouth of Wilson	24363	Cellular Only	X	Basic home use	Not satisfied with service. Do not have reliable service.	
331 Old Orchard Ln	Mouth of Wilson	24363	CenturyLink DSL	X	Basic home use	Not satisfied with service. Too slow.	
1056 Wallens Creek Rd	Troutdale	24378	None	X	I do not have Internet access		
914 Razor Ridge Rd	Troutdale	24378	None	X	I do not have Internet access	Not satisfied with service.	
2143 Razor Ridge Rd	Troutdale	24378	Cellular Only	X	Home-based business	I am satisfied with the service.	
16309 Highlands Pkwy	Whitetop	24292	CenturyLink DSL	X	Education Higher Ed	Not satisfied with service.	

16738 Highlands Pkwy	Whitetop	24292	CenturyLink DSL		X	Business	Not satisfied with service.
1654 Spencer Branch Rd	Mouth of Wilson	24363	None		X	Basic home use	Not satisfied with service.
1437 Spencer Branch Rd	Mouth of Wilson	24363	None		X	Education Higher Ed	Not satisfied with service.
2627 Spencer Branch Rd	Mouth of Wilson	24363	CenturyLink DSL		X	Education Higher Ed	Not satisfied with service.
314 Wolf Knob Rd	Mouth of Wilson	24363	None		X	I do not have Internet access	Not satisfied with service.
200 Rainwood Ln	Mouth of Wilson	24363	CenturyLink DSL		X	Education Higher Ed	Not satisfied with service.
854 Old Park Rd	Whitetop	24292	CenturyLink DSL		X	Basic home use	Not satisfied with service.
51 Fire House Rd	Whitetop	24292	CenturyLink DSL		X	Basic home use	Not satisfied with service.
146 Fire House Rd	Whitetop	24292	CenturyLink DSL		X	Basic home use	Not satisfied with service.
987 Whitetop Gap Rd	Whitetop	24292	CenturyLink DSL		X	Basic home use	Not satisfied with service.
11605 Highlands Pkwy	Whitetop	24292	CenturyLink DSL		X	Business	Satisfied most of the time.
1016 Whitetop Gap Rd	Whitetop	24292	CenturyLink DSL		X	Home-based business	Service is slow and need faster internet.
15429 Highlands Pkwy	Whitetop	24292	CenturyLink DSL		X	Basic home use	Not satisfied with service.
2242 Troutdale Hwy	Mouth of Wilson	24363	None		X	I do not have Internet access	Not satisfied with service.
198 Bluff Ln	Whitetop	24292	CenturyLink DSL		X	Education Higher Ed	Not satisfied with service.
16306 Highlands Pkwy	Whitetop	24292	None		X	Basic home use	Not satisfied with service.
16272 Highlands Pkwy	Whitetop	24292	CenturyLink DSL		X	Basic home use	Not satisfied with service.
10205 Highland Pkwy	Mouth of Wilson	24363	CenturyLink DSL		X	Basic home use	Not satisfied with service.
148 Fire House Rd	Whitetop	24292	CenturyLink DSL		X	Basic home use	Not satisfied with service.
362 Bluff Ln	Whitetop	24292	CenturyLink DSL		X	Basic home use	Not satisfied with service.
1225 Old Pk Rd	Whitetop	24292	CenturyLink DSL		X	Basic home use	Not satisfied with service.
2030 Laurel Hill Rd	Mouth of Wilson	24363	CenturyLink DSL		X	Education Higher Ed	Not satisfied with service.
204 Rainwood Ln	Mouth of Wilson	24363	None		X	Basic home use	Not satisfied with service.
340 Ranwood Ln	Mouth of Wilson	24363	None		X	Education Higher Ed	Not satisfied with service.
13624 Highlands Pkwy	Whitetop	24292	CenturyLink DSL		X	Basic home use	Not satisfied with service.
16802 Highlands Pkwy	Whitetop	24292	CenturyLink DSL		X	Basic home use	Not satisfied with service.
17124 Highlands Pkwy	Whitetop	24292	CenturyLink DSL		X	Basic home use	Not satisfied with service.
80 New View Lane	Independence	24348	Satellite		X	Business	We are not satisfied at all with our internet connection. It is very uncertain & slow. It is VERY important that we have good access for my husband's business.
154 Rain Wood	Mouth of Wilsonj	24363	None		X	I do not have Internet access	It is very important for me to have Internet access.
1512 forest ridge rd	independence	24348	None		X	Business	We have no options satellite isn't fast enough. Uscellular doesn't have good enough signal to work. CenturyLink doesn't reach to my house. Have tried desperately to get internet for years.
16306 Highlands Pkwy	Whitetop	24292	CenturyLink DSL		X	Basic home use	Not satisfied with service.
15427 Highlands Pkwy	Whitetop	24292	None		X	Education K-12	Not satisfied with service.
15771 Highlands Pkwy	Whitetop	24292	CenturyLink DSL		X	Basic home use	Not satisfied with service.
15793 Highlands Pkwy	Whitetop	24292	CenturyLink DSL		X	Education K-12	Not satisfied with service.
15825 Highlands Pkwy	Whitetop	24292	CenturyLink DSL		X	Business	Not satisfied with service.
15829 Highlands Pkwy	Whitetop	24292	CenturyLink DSL		X	Business	Not satisfied with service.
16272 Highlands Pkwy	Whitetop	24292	CenturyLink DSL		X	Basic home use	Not satisfied with service.
106 Tug Ln	Mouth of Wilson	24363	CenturyLink DSL		X	Basic home use	Need better internet at my location
89 Deep Hollow Ln	Mouth of Wilson	24363	CenturyLink DSL		X	Education K-12	Not satisfied with service and not reliable.
229 Old Bridle Creek	Independence	24348	CenturyLink DSL		X	Basic home use	Not reliable and doesn't stay connected.
373 Littlewood Ln	ELK CREEK	24326	Satellite		X	Basic home use	We use the internet personally and for business. It is very, very important to us. Our service is slow mainly because there is a download allowance each month and once that is used up, which happens quickly, it goes to a super slow speed(like dial up) which is not good particularly if it is for business. We would like faster internet and no download allowance if possible. (fast enough to livestream) Thank you so much.
4740 Troutdale Hwy	Mouth of Wilson	24363	CenturyLink DSL		X	Education K-12	It is very slow, especially when more than one device is connected. Would appreciate very much 21st century connectivity!! Please we at rugby rescue need help can not get the ce hours we need for training .nor any updates .please start here at rugby jb
997 shippys branch rd	Mouth of Wilson va	24363	CenturyLink DSL		X	Home-based business	Slow speed. Interruptions
374 Country Charm Ln	Galax	24333-4639	CenturyLink DSL		X	Education Higher Ed	SLOW--EXPENSIVE
417 LLAMA LANE	MOUTH OF WILSON	24363	Satellite		X	Home-based business	somewhat slow, but is ok for my use
6255 Troutdale Hwy	Troutdale	24378	Other (please specify)	LS Net	X	Basic home use	High speed internet is vitally important today with on-line banking, pill pay, shopping, starting an on-line business, educational opportunities, scheduling appointments. Our Centurylink DSL service in poor/slow at best, at times will not function at all and I have complained to them on many occasions, without any help/changes/fixes, from them. They have even gone so far as to suggest if another internet service provider is available, that I should sign up with them! As soon as another option for service, at a reasonable cost, is available, I'm cancelling Centurylink, and signing up asap! Hurry, Thanks, Mike
3365 Rugby Road	Mouth of Wilson	24363	CenturyLink DSL		X	Basic home use	Would prefer a faster and more dependable alternative to CenturyLink.
5727 Highlands Pkwy	Mouth Of Wilson	24363	None		X	Basic home use	
67 Camille Ln.	Mouth of Wilson	24363	CenturyLink DSL		X	Business	
930 Flat Ridge Rd	Troutdale	24378	Other (please specify)	Lingo	X	Basic home use	We have signal that is not always the same strength. Some days it is up all day and other times we can't get any signal. This usually happens in the evenings after we get home from work. We think it is because more people are on it after work.

829 Grayson Highland Ln.	Mouth of Wilson	24363	CenturyLink DSL	X	Business	CenturyLink's service is not providing us with the connection speeds that we need with the number of connections that we have. The business fees are extremely high compared to the service we receive. We are looking forward to have another option! (We don't count satellite as an option - tried that before & it was as bad as dialup most of the time!)	
161 Camille Ln.	Mouth of Wilson	24363	Cellular Only	X	Home-based business	CenturyLink's DSL service is horrible. I cancelled it earlier this year after only getting 0.3MB download speeds. I currently have US Cellular which, with a cell signal booster, provides usable speeds, but the amount of data I am allowed each month is limited.	
135 Black Rock Mountain Lane	Independence	24348	CenturyLink DSL	X	Basic home use	Too slow connection really slow	
1372 Panther Creek Rd.	Trout Dale	24378	Satellite	X	Home-based business	not satisfied with satellite service it is slow and slows our business down. We live on the far end of grayson county and are the last if ever to get anything the rest of the county already has and sometimes we never get these things, they will upgrade the rest of the county and forget about us it has always been that way. I will believe that we will receive a high speed internet only when I see it. Thanks for listening and truly hope the people on my end can receive this. Thanks again at least you ask for our input.	
255 N. Independence Avenue	Independence	VA 24348	CenturyLink DSL	X	Basic home use	Internet service is very important to me. I don't have cable, so I get news and TV programs over the Internet. I also use the Internet to search for information, shop, download movies, and communicate via email. I currently have 4K service which is adequate for my needs. I have had problems in the past with my Century Link service being much too slow, but it is fine at the moment.	
327 Running Bear Court	Independence	24348	Other (please specify)	Verizon MIFI Hotspc	X	Basic home use	We need internet for personal & business use. We have been trying for years to get it through Century Link but they cannot provide to us. Hopefully Appalachian Power can get it done!!!
46 Willowshade Ln	Elk Creek	24326	CenturyLink DSL	X	Basic home use	Given the poor Internet access conditions in the area, our service has been adequate. It is EXTREMELY important for us to have a good and reliable at home access.	
54 Park place Dr.	Independence	24348	Satellite	X	Basic home use	Speeds are slow and take valuable time out of our day. it's also expensive. 80 dollars for just 20 gigs at 25mbs max. this also poses a problem for doing bills and my sisters internet based homeschooling. in addition, satalite internet prevents us from getting a cell phone network extender. we rely on old school cell boosters and even then calls are not reliable. we are also incapable of streaming netflix and hulu which is part of modern culture and would save us on our tv bill as well.	
42 Driftwood Ln	Independence	24348	CenturyLink DSL	X	Education Higher Ed	Trying to go back to school through wcc but it's difficult without a reliable internet connection.	
1209 Klondike Rd	Independence	24348	CenturyLink DSL	X	Basic home use	Centurylink DSL works pretty well in this location. We are able to stream TV and do all the internet browsing we want at reasonable speed. We use it daily for business as well so internet access is extremely important to us. We have used satellite internet in the past which was so limited in data you couldn't do what you wanted plus it was expensive. Also not very reliable.	
304 Silver Hill Rd	Independence	24348	CenturyLink DSL	X	Basic home use		
26 Robin Ln	Whitetop	24292	None	X	Education K-12		
16303 Highlands Pkwy	Whitetop	24292	CenturyLink DSL	X	Business	Not reliable and not satisfied.	
16855 Highlands Pkwy	Whitetop	24292	CenturyLink DSL	X	Basic home use	Not reliable and not satisfied.	
16849 Highlands Pkwy	Whitetop	24292	CenturyLink DSL	X	Basic home use	Not reliable and not satisfied.	
226 Bluff In	Whitetop	24292	CenturyLink DSL	X	I do not have Internet access	Not important	
135 Miles St	Independence	24348	None	X	I do not have Internet access		
621 Low Gap Rd	Mouth of Wilson	24363	CenturyLink DSL	X	Basic home use	Not reliable and not satisfied.	
844 Dolinger Rd	Whitetop	24292	CenturyLink DSL	X	Home-based business	Not reliable and not satisfied.	
1748 Mud Creek Rd	Whitetop	24292	None	X	I do not have Internet access		
Mud Creek	Whitetop	24292	None	X	Home-based business		
295 Calvin Creek Ln	Mouth of Wilson	24363	CenturyLink DSL	X	Basic home use	Not reliable and not satisfied.	
203 Fire House Ln	Whitetop	24292	CenturyLink DSL	X	Basic home use	Not satisfied	
16164 Highlands Pkwy	Whitetop	24392	CenturyLink DSL	X	Home-based business	Not reliable.	
1275 Penn Ford Ln	Independence	24348-4428	Satellite	X	Basic home use	Not happy with satellite, data caps, expensive, slow and no service alot of the time.	
383 Waypoint Ln	Whitetop	24292	CenturyLink DSL	X	Basic home use	Satisfied with access	
293 Dell School Lane	Fries, Virginia	24330	CenturyLink DSL	X	Basic home use	We are not satisfied with our service. Our internet speed has never been what it should have been. It has often been unreliable. Even on the best times we are unable to have more than one device at a time able to receive a good signal. During the last 5+ years we have had several disruptions of service that took at least a week to resolve, and still had a signal weaker than it should have been. We don't make too big a deal about it because we have been told that we shouldn't have internet service because the company doesn't provide service in our area.	
55 Locust Lane	Independence	24348	Satellite	X	Basic home use	Very important. Not satisfied, but no alternative. It is expensive (especially on a fixed income), greatly limited by usage caps, affected by weather (heavy rain, snow, tree aspiration, etc.), faster would be better.	
754 Rimrock Ln	Independence	24348	CenturyLink DSL	X	Home-based business	The internet we have now is very slow I think it's barely above dial up even though we pay for faster speeds.	
23 Crosswind Road	Fries	24330	CenturyLink DSL	X	Basic home use		

1225 Teasterwood Road	MOUTH OF WILSON	243633721	CenturyLink DSL	X	Home-based business	We are currently using CenturyLink for internet. There is nothing else to choose from and I have called CenturyLink many times about the speed. The pretty much say nothing can be done and we are lucky to get anything at all. Also the phone service is really bad too. We pay around \$120 a month for VERY BAD service. It is very, very, slow and disappointing. We recently retired from Rocky Mount and moved to our log home in Mouth of Wilson permanently. Our biggest concern is internet use. We hope for broadband in our area for home and business to use on our farm. Thank you. 1225 Teasterwood Rd. Mouth of Wilson, VA. 24363 We hope that broadband will be available soon.	
1874 rock creek road	Independence	24348	CenturyLink DSL	X	Education K-12	It's very important to us here and it works slow and when you need it the most it doesn't work	
339 Turkey knob Rd	Fries	24330	Comcast Cable	X	Basic home use	Need high speed for work and tv	
698 Suagr Shack Rd	Independence	24348	Satellite	X	Business	I am a manager of a major human resource and capital management company. High speed internet is critical to me remaining in this county. The satellite internet is awful for data usage, video conferencing and speed. I pay over \$300 a month for this and it falls very short. We could attract a lot more business owners and higher income people to Grayson if we had high speed internet. I may need to move out of the county with my 120k income because of this slow speed. I don't want to move, I love this rural lifestyle.	
13465 Highlands Pkwy	Whitetop	24292	CenturyLink DSL	X	Basic home use	I enjoy being on it I am on it several times a day. Since I was upgraded last fall I've had no problems.	
1476 York Ridge Road	Mouth of Wilson	24363	Other (please specify)	Lingo	X	Basic home use	I am satisfied with my internet
2890 Brush creek rd.	Ivanhoe	24350	CenturyLink DSL	X	Home-based business	We use the internet for news, communication, business, entertainment, etc. daily. Our service has been extremely poor, with many outages, some times for days or weeks at a time. When we do have service, it is extremely slow (1.5 meg at the most). We have a rental cabin listed on AIRBNB and one of the first questions we are asked is about internet access, which sometimes loses a customer. Looking forward to the system being upgraded out of the dark age!!	
2892 Brush Creek Rd.	Ivanhoe	24350	CenturyLink DSL	X	Home-based business	Century Link dsl besides being extremely slow, goes out for days at a time. Very frustrating.	
5619 FLATRIDGE ROAD	TROUTDALE	24378	Satellite	X	Basic home use	WE HAVE NO LOCAL PROVIDER AVAILABLE, WE HAVE TO HAVE SATELLITE INTERNET, WHICH EXCEEDS QUICKLY AND COST A LOT TO HAVE	
371 Crestview Rd.	Galax	24333	CenturyLink DSL	X	Basic home use	Centurylink service is awful. If it works the speed is not what you pay for. It is out a lot and have no service at all. We have had them there 5 times this month alone!	
985 Powder Mill Road	Elk Creek	24326	CenturyLink DSL	X	Basic home use	Current ISP is very slow and charges a premium. Unable to have multiple streams and/or have more than 3 devices connected.	
394 Gem Stream Rd	Elk Creek	24326	Other (please specify)	I have access to Cen X	Basic home use	I have tried Century Link and Hughes. Both lousy, eventually cancelled. Now have hotspot with US Cellular. OK, but very expensive if you want to "stream" shows.	
7763 Spring Valley Rd	Fries	24330	CenturyLink DSL	X	Basic home use	service is not good/ no service for price I pay each month. My son needs internet for high school and collage in near future. Currently my home in Independence is a second home however if I could have better internet I would be able to permanently live here and keep my current job. MY example is that I live in Southern NJ but my office is in New York city, I do all my work on a home base computer never traveling to NY, In Independence this would be impossible because the speed that the DSL provides is extremely slow and my internet freezes constantly. I would love more than anything to be able to live in Independence but until I retire OR we get adequate internet access so that I can maintain my job I have no choice to not live in Independence.	
960 fulton rd	indepence	24348	CenturyLink DSL	X	Home-based business	We started out with Centurylink DSL it was reasonably priced and when working was okay. We found it to be extremely unreliable. Every time it rained the Internet would go out. We switched to Hughes net. It is fairly pricey but much more reliable.	
2872 Jefferson Hwy.	Mouth of Wilson	24363	Satellite	X	Basic home use	Internet is so slow. You can not do much. Everything cuts in and out.	
2903 Rugby Rd.	Mouth of Wilson	24363	CenturyLink DSL	X	Basic home use	Access is toooooo slow. Internet is VERY important to my business and also important for my home use. Satisfied with the CenturyLink technicians but you have to call an overseas person that sometimes is very hard to understand and with problems it usually takes several days for local service. Service is just toooooo slow.	
2453 Wilson Highway	Independence	24348	CenturyLink DSL	X	Home-based business	Service is fast but could be faster. Prices are too up and down. I would love a different provider	
90 grand oaks In	Independence	24348	CenturyLink DSL	X	Basic home use	I need higher speed for work emails.	
3135 Flat Ridge Rd	Troutdale	24378	Satellite	X	Home-based business	Not satisfied, very slow. Can not download videos or anything.	
Lost Lake Rd	Troutdale	24378	Satellite	X	Basic home use	Had Centurylink dsl but it was very slow - 1.5mps. Switched to HughesNet. Much faster at 20 MPs but also expensive at \$105 per month for 30 gig of data	
1088 liberty hill rd	Fries	24333	Satellite	X	Basic home use	What we have has been a blessing, but it also has been a pain. It goes out when it rains or when it takes a notion to. It works good then it slows to a crawl daily. We are disabled and it is a lifeline. Our grandchildren use it for school, knowledge of this old world and friends. It would sure be a good to have stable internet for sure. It is used daily.	
641 Rock Quarry Lane	Elk Creek	24326-2272	Satellite	X	Education K-12	We have very few options and most cost too much so right now we have to use out cell phones as hotspots which is not the best option.	
297 Grange hall road	Troutdale	24378	Cellular Only	X	Basic home use	I would sure like to be able to get 10-20Meg at a reasonable price. Some items are really slow down loading...	
96 Roundup Lane	Fries	24330	Cellular Only	X	Education Higher Ed	We use internet on daily. We use it for work purposes, for education use, and for personal use. We currently can only get up to 5mb with CenturyLink, which is the only provider we can get. It's not nearly enough for 3 people, its always lagging and even drops connection consistently.	
813 Summerfield Rd	Independence	24348	CenturyLink DSL	X	Basic home use	Need for communication with family and medical professionals. Also need for education.	
77 magnolia lane	Independence	24348	CenturyLink DSL	X	Basic home use	I am relocating to the area. I need high speed internet access for home, business and education purposes.	
3662 Liberty Hill Road	Fries	24330	None	X	Basic home use		
4080 Liberty Hill Road	Fries	24330	None	X	I do not have Internet access		

2006 Whitetop Gap Rd	Whitetop	24292	None	X	Home-based business	There is limited to no cellular service and the need for options other than satellite are a growing need in Whitetop	
826 Gold Hill rd	independence	24348	CenturyLink DSL	X	Basic home use		
239 Comers Rock Road	Elk Creek	24326	CenturyLink DSL	X	Home-based business	Very slow speed. Intermittent connection. Faster internet is very very important.	
10882 Flatridge Road	Troutdale	24378	Cellular Only	X	Basic home use	The only service we are offered is satellite or US Cellular. Satellite service was at max capacity so they told us to check with our cell phone provider. We have 4G internet but no cell service. We need cell service in our area! I can't write my family in Germany unless it is very early or when people are sleeping. I can't look at my e-mails without waiting forever. I can't play my games or download pictures because my internet is very very slow. I would love to be able to communicate with my family in Germany better.	
2307 vista rd	Independence	24348	CenturyLink DSL	X	Basic home use		
2548 vista rd	Independence	24348	Satellite	X	Education K-12	My husband and I use it to check our work messages when we can get it. We also would like to watch our Vudu without having it buffering all the time. We can't hardly get cell phone internet either. We pay for a internet service that most of the time we can't use or is very limited, so we have to be careful using it. It gets worse when the kids are home.	
1651 hardin road	Independence	24348	CenturyLink DSL	X	Basic home use	Not satisfied with century link. Very slow. Would pay alot more for better quality	
662 Link Rd	Galax (Baywood)	24333	CenturyLink DSL	X	Home-based business	We are NOT satisfied with our internet service! It is slow enough as it is, it is nearly impossible for both of us to be on it at the same time. When it is out (bad weather), it takes forever for them to get it back online. Very poor service; not dependable; very slow compared to what I had before moving here -- fiber optics through the phone company in a small NC town.	
428 Freedom Lane	Fries	24330	CenturyLink DSL	X	Basic home use	Good service for most part.	
2290 PINE MOUNTAIN rd	Independence	24348	CenturyLink DSL	X	Basic home use	Current internet does not stay on half the time. We own a small business and I do a lot of my paper work on the internet. Our service is the pits and very slow..	
1562 Davis Knob Rd	Galax	24333	CenturyLink DSL	X	Basic home use	It's acceptable, but could be better.	
268 Deer Ridge Drive	Independence	24348	Other (please specify)	Lingo	X	Basic home use	Very important!! Satisfied with our service. Wifi goes out if strong storms otherwise very good service
959 lost lake road	Troutdale	24378	Satellite	X	Basic home use	It is very slow. It goes out all the time. Hours will past before you get it back up Had dish for 2 years until contract ran out. The expense and small amount of data was the reason we had to cancel. A few neighbors have CenturyLink, but due to overselling on the line, we are not eligible for it. With 4 students in GCPS, it would be wonderful for them to have access.	
1215 Pine Mountain Rd	Independence	24348	Satellite	X	Education K-12		
676 Fairview Road	Galax	24333	CenturyLink DSL	X	Basic home use	Unreliable, often slow	
3996 Liberty Hill Rd.	Fries	24330	Satellite	X	Basic home use	Not fast enough. Always have trouble streaming. Need other options for phone service. CenturyLink is nothing but static.	
1795 Comers Rock Road	Elk Creek	24326	CenturyLink DSL	X	Education Higher Ed	Our service is slow. There are times it just goes off for no reason, causing everything to reset which takes up a lot of time. Our service seems slower if we have visitors because we use wi-Fi calling. Watching a movie in one room while someone else is trying to watch one in another room, sometimes causes the second tv to lose the internet connection where the movie is paused indefinitely. When on the computer, if going into more than one site at a time, it causes everything to slow down and there have been times when the internet signal is lost in the middle of sending an email or placing an order. We really need a better internet for our area.	
770 Laurel Hill Road	Mouth if Wilson	24363	Cellular Only	X	I do not have Internet access	Used to have internet, but they stopped servicing the area	
1111 Forest Trail	Independence	24348	CenturyLink DSL	X	Basic home use	Not satisfied at all, but they are a monopoly. Internet is up and down constantly during the course of the day. Speeds vary, but mostly slow. Very frustrating to try to spool NETFLIX shows. I have many conversations with CenturyLink tech support, with many lasting for hours. Even their own technician was placed on hold for over an hour. Ultimately, they blame "peak usage times", too many devices I am using, and, then finally, they can't help me. So sad! My bill shows up on time though! Our internet is great most of the time but we are very close to town. My inlaws have satellite internet and it's ridiculously high and limited	
55 Sunset Ln	Independence	24348	CenturyLink DSL	X	Basic home use		
1360 Link rd	Galax	24333	CenturyLink DSL	X	Basic home use	Speed of under 1.5 mb. Service doesn't work when it rains. Only one user can be online at a time for certain activities	
8094 comers Rock Rd	Elk Creek	24326	Satellite	X	Basic home use	Satellite is slow and very expensive.	
139 Shale Hollow Lane	Elk Creek	24326	Satellite	X	Basic home use	We are only able to get Hughes Net. It is not fast. We are unable to stream or download much. It also slows down when it storms. We have limited data. It would be nice to have faster and more reliable service.	
254 Vimy Ridge Lane	Fries	24330	CenturyLink DSL	X	Basic home use		
1023 Comers Rock Rd	Elk Creek	24326	CenturyLink DSL	X	Basic home use	Very important I have 2 kids in school that use it plus I am a teacher that uses it often Ours only let's some many devices hooked up to it but we have 3 phones and ipad and 3 smart TVs and a laptop	
50 Dormitory Lane, Apt. A	Mouth of Wilson	24363	CenturyLink DSL	X	Basic home use		
1583 Razor Ridge Rd	Troutdale	24378	Satellite	X	Basic home use	I am very disappointed with our internet options here. It is extremely slow, atleast once a week it doesn't work for a few hours. Loading school websites is nearly impossible.	
621 Sugar Shack Rd	Independence	24348	CenturyLink DSL	X	Home-based business	With 4 kids and running a business it is very important for us to have internet access. The service we have now is horrible only one device can be using it. So if I need to be online for work then the kids can't be online. It is slow and goes out a lot! I currently have Hughes net. It's terrible and slow. There's a data cap (price is outrages for 20 gbs) but once you exceed this you basically do not have any internet. It would be wonderful for century link or xfinity to be available here. There are school teachers, online college goers, like myself, high school students, and just the simple home use, pay bills, online shopping, information seeking, and ext.	
3135 Flat Ridge RD	Troutdale	24378	Satellite	X	Education Higher Ed		

						I am very dissatisfied with our internet opportunities. We have Hughes net. If it's bad weather we have no internet access. It can be worse than dial up at times. With kids trying to do school work tomorrow this is a disaster. We desperately need better more reliable internet in our rural mountain area. Where other providers claim their service works. But it lies to sale a product.
1081 Lost Lake Rd	Troutdale	24378	Satellite	X	Education K-12	
138 Wild Turkey Lane	Galax	24333	Comcast Cable	X	Basic home use	Would love faster and better pricing
3643 Pleasant Grove Road	Independence	24348	Satellite	X	Business	Slow, inconsistent, high priced.
						I do a lot of historical research on the Internet and while my HughesNet is OK, it is still rather slow. I often have problems fully opening pages. Plus, I can seldom watch any videos due to them not opening and/or videos stopping frequently. I also feel that the cost of HughesNet is excessive for the service I receive. It IS better than the dial-up that I had for several years. I have thought about trying to obtain my master's degree on line, but I won't attempt that until I have better internet.
4896 Spring Valley Road	Elk Creek	24326	Satellite	X	Basic home use	Satellite service is poor, yet very expensive. There are no other options for service, though. I teach in Grayson County public schools and need access to perform my job. I am so excited for this upgrade!
1054 Lost Lake Rd	Troutdale	24378	Satellite	X	Basic home use	
290 Black Rock Mountain Ln	Independence	24348-4560	Comcast Cable	X	Basic home use	
173 Martha's Knob Rd	GALAX	24333	CenturyLink DSL	X	Basic home use	Somewhat slow at times.
5650 Carsonville Rd	Fries	24330	CenturyLink DSL	X	Education K-12	I hate how slow the connection is and how the service is in and out. I would be willing to pay more for better service.
1866 Fishers Gap Road	Galax	24333	None	X	Home-based business	Need fast internet for home business. Centurylink provides poor service and poor speed.
1923 Fishers Gap Road	Galax	24333	None	X	Basic home use	New resident at this location. Need fast service.
1279 Fishers Gap Rd	Galax	24333	CenturyLink DSL	X	Business	Very important for small business. Century link is provides poor service and speed.
47 state shed lane	Galax	Va	CenturyLink DSL	X	Basic home use	I am able to keep up with news and help grandchildren with school. It is a part of our every day lifestyle. We need better and what we have now it's not as dependable. It needs to be affordable
390 summerset drive	Independence	24348	CenturyLink DSL	X	Home-based business	Unsatisfied with Century link they are the most unreliable company in the US
111 sandpiper lane	Galax	24333	Comcast Cable	X	Basic home use	I like comcast better than others we have tried. Such a better internet provider
216 River Bottom Lane	Galax	24333	CenturyLink DSL	X	Basic home use	Our DSL is super slow, expensive, and unreliable.
232 Echo Ridge Lane	Elk Creek	24326	None	X	I do not have Internet access	I would like to have an opportunity to see Netflix and communicate with my family
105 Curry Street	Independence	24348	Comcast Cable	X	Education Higher Ed	We have great internet service in Independence through Comcast - they are great!, but when we lived in the Baywood area we had terrible internet and know that many people in the county are without.
40 Pineyview Lane	Mouth of Wilson	24363	None	X	I do not have Internet access	I had dial up internet and cancelled because it was pretty much useless. I need good internet for buying and looking up products to use on my farm and also for my son who is in school.
912 Rocky Hollow Rd	Troutdale	24378	None	X	Home-based business	It's amazing that in the 21st century we are unable to access a basic necessity such as internet access. It's vital to everyday life.
293 corkwood lane	galax	24333	Other (please specify)	X	Basic home use	century link slow at times
404 W GRAYSON ST	GALAX	24333	CenturyLink DSL	X	Basic home use	
8933 Spring Valley Rd	Fries	24330	Comcast Cable	X	Home-based business	I work at home most of the time. I have to have reliable service .
						We tried Satellite (hughes net) 4 years ago when we moved here. It was terrible. Only option we currently have is our Verizon cell service which is limited to 15 GB highspeed per month. We really need another option because there are a lot of things we can't do because of the limitations. ie. any sort of streaming or downloading.
4506 Spring Valley Road	Elk Creek	24326	Cellular Only	X	Basic home use	Internet is very slow. It is important that we have faster, more reliable speeds to save money.
2192 GRASSY CREEK RD	Mouth Of Wilson	24363	Satellite	X	Basic home use	
1258 Old Park Road	Whitetop	24292	CenturyLink DSL	X	Home-based business	Very slow
2416 Grayson parkway	Independence	24348	CenturyLink DSL	X	Education Higher Ed	Expensive and slow
4831 Comers Rock Rd	Elk Creek	24326	None	X	Basic home use	
209 Bakers Branch Lane	Mouth of Wilson	24363	CenturyLink DSL	X	Basic home use	Do not have reliable access.
290 Bakers Branch	Mouth of Wilson	24363	CenturyLink DSL	X	Home-based business	Do not have reliable access.
503 Teaster Wood Road	Mouth of Wilson	24363	None	X	Basic home use	
2856 Troutdale Hwy	Mouth of Wilson	24363	CenturyLink DSL	X	Basic home use	Do not have reliable access.
105 Helton Creek Ln	Whitetop	24292	CenturyLink DSL	X	Home-based business	Not satisfied with service.
1798 Pond Mt Ln	Whitetop	24292	CenturyLink DSL	X	Basic home use	Do not have reliable access
780 Pond Mt. Ln	Whitetop	24292	CenturyLink DSL	X	Basic home use	I do not have reliable access.
1658 Pond Mountain Lane	Whitetop	24292-2474	CenturyLink DSL	X	Basic home use	THE SERVICE I HAVE IS INADEQUATE, SLOW AND INTERMITTENT. IF YOU EVER NEED REPAIR SERVICE IT TAKES SEVERAL DAY OR EVEN WEEKS. I USE HOME INTERNET FOR WORK AND PERSONAL USE.
						Very slow, constant buffering. ROKU plays 10 minutes at most then restarts. Searches on laptop / cellphone keep restarting. Often go to Walmart or McDonalds for internet. Spent 7 hours uploading an order and timed out. Finally tried the same order at Walmart and it took less than 3 minutes to upload. Hard to believe that Centurylink can claim it's high speed.
221 Honey Lane	Fries	24330	CenturyLink DSL	X	Basic home use	Streaming is too slow for some applications.
100 Driftwood Ln	Independence	24348	CenturyLink DSL	X	Basic home use	Slow internet and only being able to get the lowest speed due to location of my home
1090 Grouse Hollow Lane	Galax	24333	CenturyLink DSL	X	Basic home use	I have no other option for internet access.
1105 Mill Pond Dr	Galax	24333	CenturyLink DSL	X	Basic home use	
2029 Carsonville Rd	Elk Creek	24326	None	X	I do not have Internet access	Had Century Link but it was so expensive and unreliable that we dropped it
						We had CenturyLink which was basically about as good as dial-up. We switched to Hughes Net and was disappointed with what they told us and what we actually got. We need a good service and only live 10 miles out of town of Independence. We do not have a lot of options.
803 Rimrock Lane	Independence	24348	None	X	Basic home use	

6766 Elk Creek Parkway	independence	24348	Other (please specify)	I buy Century Link D X	Basic home use	Century Link DSL, which I pay for, is inadequate, often delivering far less than the 4-meg service advertised. At times, it has been as low as less than 1 meg. Satellite service is far too expensive. No cable services are available here. So my experience has been inadequate and disappointing.
4425 Flat Ridge Rd	Mouth of Wilson	24363-3150	Satellite		X Basic home use	Our satellite internet is just ok. It is slow and will not load video's from Facebook or YouTube without waiting for several minutes. We have tried through our local telephone but they do not offer it in our area. This is almost 2020 and everyone that wants high speed internet should be able to get it whether its homework, business, or just surfing the internet. Please help us be able to get this new high speed internet in our area. Thank you so much.
2290 pine mt. Rd.	Independence	24348	CenturyLink DSL		X Home-based business	Internet service is very important. I have to have it to conduct business. The service I have now is not very dependable. It goes out every time it rains. You are on the phone for a hour with someone who can't speak english just have them tell you it's a area outage. Would like to have a better choice.
1405 Forest Trl.	Independence, Va	24348	CenturyLink DSL		X Home-based business	We have dsl. We live right on the edge of distance from the telephone company CO for dsl to work. Therefore our bandwidth is limited right from the start. Our service is very slow at times. Contacts with customer service have not usually had satisfactory results. The internet is extremely important to us in most every aspect of our life including business, entertainment, education, and social. More reliability and faster, BUT AFFORDABLE, bandwidth is necessary to keep current in today's world.
9476 Elk Creek Parkway	Elk Creek	24326	CenturyLink DSL		X Basic home use	The price is high for the speed of the service
129 Summerset Lane	Independence	24348	Cellular Only		X Basic home use	We have no internet experience other than spotty cell phone internet. Would love to have a modem where we could stream digital media. Unfortunately we are at the end of road and do not expect anything to come of the proposed project for us due to location.
672 COLD SPRINGS LANE	GALAX	24333	None		X Education Higher Ed	I do not have internet access at my home because we do not have cell signal there and the land line internet is unreliable at best. Need for business and school work.
5447 Troutdale Highway	Troutdale	24378	CenturyLink DSL		X Education Higher Ed	I am a college student and all my classes are online and sometimes it takes a long time for me to be able to submit my work and load my assignments and when the weather is rainy or cloudy the internet is worse way worse
128 River Hill Ln	Independence	24348	Cellular Only		X Basic home use	All we have now is a hot spot but that is not enough power to do things like home work for high school
942 Edmunds Rd	Galax	24333	Comcast Cable		X Basic home use	Had CenturyLink DSL and had to switch to Comcast to continue online education classes. CenturyLink was too slow and kept buffering.
480low Low Gap Road	Mouth of Wilson	24363	Satellite		X Basic home use	I have hughes net legs very very slow.
292 Robincrest Lane	Fries	24330	None		X Basic home use	I have never had internet at my home, due to the cost. I would love to have it to have computer internet and access to streaming service on my tv.
149 Beagle Lane	Fries	24330	Cellular Only		X Education K-12	We had Centurylink but it didn't work half the time. Techs would come but said the main cable needed to be replaced and they were trying to sell and were not going to replace. My Mom lives next door and tried to get internet through Centurylink and there was no more space on the cable for her unless they replaced/upgraded. I currently am using USCellular and it comes and goes and is not consistent.
291 Green Valley Rd	Fries	24330	Comcast Cable		X Basic home use	
65 Sunset Lane	Independence	24348	Comcast Cable		X Basic home use	Had a lot of issues with Century Link. Now have Comcast. Still not as quick as we would like. We need a new service to become available for our schools, our children, and our small businesses! My opinion, if the internet service was better, we would grow more in Grayson with more job opportunities!
1934 Cornerstone Rd	Independence	24348-3540	Cellular Only		X Education K-12	We had Century Link for a while, but we were so far out that it slowed everything down. Videos would have to stop and load every few minutes. Satellite services were much too expensive. We use US Cellular on our cell phones, but you cannot talk on the phone and use internet at the same time. Our oldest daughter has to travel into town to use Food City internet or school internet to complete her work.
94 Birchwood lane	Galax	24333	CenturyLink DSL		X Education K-12	For no reason it stops working. It will say no ID address and have to be fixed before it starts working again.
2409 Falls Rd	Elk Creek	24326	Satellite		X Basic home use	I lose service when it rains or snows and it is really expensive.
205 WinterPlace Ln	Independence	24348	Other (please specify)	Wireless	X Basic home use	Service is good like to have little more speed. And when it rain I lose internet or when its foggy
110 Williams St	Galax	24333	Comcast Cable		X Basic home use	Internet is very important to me. Comcast has been quite reliable. However I do feel all internet services are overpriced. They should be a lot more competitive and should offer special deals for retired seniors on fixed incomes.
407 winding road	Fries	Va 24330	CenturyLink DSL		X Basic home use	Our internet is awful it messes up all the time. We are without service for weeks at a time because noone wants to fix it. It's so slow
210 Hunters Lane	Elk Creek, VA	24326	Other (please specify)	Fixed Wireless	X Home-based business	Up until a few months ago, the only service available for customers in the Elk Creek area was CenturyLink. Centurylink wasn't the best, by any means. Not only did it have slow connection (even if you paid for the best available version they offered), but it would go out almost every other week. Now we use Lingo Networks and have wonderful service at our area for a really affordable rate.
1120 big ridge rd	Independence	24348	CenturyLink DSL		X Basic home use	Current DSL service is ok, but inadequate for monitoring our home when we're away, or for doing significant smart home/automation upgrades we're interested in. We need more upload bandwidth mostly. CenturyLink has been responsive to line problems, but we've had several instances of lightning disabing the internet trunk line to our house.
245 Boomer Dr.	Independence	24348	Satellite		X Home-based business	We had a version of Century Link, but it was so slow it was nearly impossible to use as well as being deeply unreliable. We switched to satellite internet, and now pay an astronomical amount monthly for the service - but it works most of the time and allows us to run our business properly provided cloud cover isn't too heavy. Having internet access is foundational to running our two home-based businesses. If we could get cell service as well as internet, we'd be able to do an even better job.

5257 Flatridge Road	TROUTDALE	24378-2525 Satellite		X	Home-based business	The only Internet access I have is by satellite (\$80/mo.) + Dish TV (\$120/mo.) No DSL, no Cable. I also have NO cell phone reception in my area. Help...! !
2777 Beech Grove Lane	Galax	24333 Cellular Only		X	I do not have Internet access	Cost is to much and only have 1 option for Internet
701 Marion Heights	Galax	24333 CenturyLink DSL		X	Business	The internet is very slow and usually only runs one device at a time no Netflix or etc my wife and I both need better internet service for our jobs it is a needless hassle century link has told us that we are at the end of an outdated wet line and there is nothing they can do
560 Gold Hill Road	Independence	24348 CenturyLink DSL		X	Education Higher Ed	I know internet is very essential to my life and my education. For us to have better internet it means better opportunities for our area. The need for internet is growing extremely fast, to the point where you need it for everything in your day to day life. This would be greatly appreciated in our county, thank you.
323 Wood Duck Lane	Troutdale	24378 Satellite		X	Education Higher Ed	I have had a horrible experience with internet while trying to pursue a higher education. It is required now to have internet if taking college courses and being forced to use satellite due to lack of other options has made it difficult to complete assignments. The data cap that comes with satellite internet also means that for most of the month internet use is so slow that it becomes even more difficult to complete required tasks.
83 Sportsman Ln	Fries	24330 None		X	I do not have Internet access	I use internet all the time. Our granddaughter plays ball for a university. The only way we can watch her is live stream. I have to travel somewhere else to do so. No access at my address.
1739 rugby road	Mouth of wilson	24363 Cellular Only		X	Basic home use	I have US Cellular due to can't get century link until someone comes off which is what I was told by reps . Ours is expensive and limited . We are 2 miles from Ashe county line and they have really good internet Sky Best .they are in as rural area as we are so why can't we get decent internet . I am a nurse and need the internet frequently for documentation purposes . If my daughter is here the data runs out by end of month . Would cost twice as much to upgrade
645 Main St	Fries	24330 Comcast Cable		X	Basic home use	Sometimes a little sketchy
159 victory lane	Elk creek	24326 CenturyLink DSL		X	Home-based business	Century link is awful
3352 battlefield drive	Independence	24348 CenturyLink DSL		X	Business	Internet is slow and often down
3271 Pattons Mill Lane	Galax	24333 Satellite		X	Basic home use	We have to pay nearly \$90 a month for DSL that has a threshold on it so we are very limited when it comes to streaming services.
2141 Water Wheel Rd	Galax	24333 Other (please specify)	Lingo Networks	X	Basic home use	It is wireless Weather does effect it
1950 HiddenValley Lane	Independence	24348 CenturyLink DSL		X	Basic home use	We have century link and only get about 2 1/2 which barely streams anything and we stream everything if possible. That's our tv and music. PLEASE HELP!!!
4765 Delhart Rd	Galax	24333 CenturyLink DSL		X	Basic home use	Our Service is with Centurylink. They said our service was bad because we was located in a exhaust area.. CenturyLink has given us trouble sonce day 1.
100 Parkwood Drive	Galax	24333 Cellular Only		X	Basic home use	Too expensive
190 S. Edgewood Dr	Independence	24348 CenturyLink DSL		X	Basic home use	CenturyLink service is ok, but more/better internet options would be great
503 Logan's Lane	Elk Creek	24326 Satellite		X	Basic home use	Our internet service is a lot slower than most other internet services. It is hard to watch videos and movies because it keeps buffering. It would be nice to have other options besides dial-up and satellite.
28 Kingston lane	Independence	24348 CenturyLink DSL		X	Education K-12	I have opted to have none because of the unreliable service and how over priced it is because of being rural
3849 delhart road	Galax	24333 CenturyLink DSL		X	Home-based business	At&t speed test download 0.68mbps upload 0.34mbps. service drops off line constantly. Pay high price for very little service.
9391 Carsonville rd	Independence	24348 Cellular Only		X	Basic home use	
283 Wild Rose Lane	Independence	24348 Cellular Only		X	Basic home use	
360 Wild Rose Lane	Independence	24348 Cellular Only		X	Basic home use	
63 Wild Rose Lane	Independence	24348 Cellular Only		X	Basic home use	
235 Wild Rose Lane	Independence	24348 Cellular Only		X	Basic home use	
84 Wild Rose Lane	Independence	24348 Cellular Only		X	Basic home use	
95 Wild Rose Lane	Independence	24348 Satellite		X	Basic home use	
95 Wild Rose Lane	Independence	24348 Satellite		X	Basic home use	
84 Wild Rose Lane	Independence	24348 Cellular Only		X	Basic home use	
547 Fairview road	Galax	24333 CenturyLink DSL		X	Basic home use	Not having but 2gb and it half of the time dont work
7656 Troutdale Highway	Troutdale	24378 Satellite		X	Basic home use	Slow no service
2140 Grassy Creek Rd.	Mouth of Wilson	24363 Cellular Only		X	Education K-12	
25 Wagon Wheel Rd	Elk Creek	24326 CenturyLink DSL		X	Business	We have been grateful we have it for our business. It is slow, though and often stops, mostly in the last couple of years.
1134 Honey Grove Road	Troutdale	24378 Satellite		X	Basic home use	Problems with speed of internet
2073 Meadow Creek Rd	Galax	24333 Other (please specify)	WiFi century link	X	Basic home use	To slow sometimes.
633 Nuckolls curve rd	Galax VA	24333 Comcast Cable		X	Education Higher Ed	
2754 York Ridge Rd	Mouth Of Wilson	24363 Satellite		X	Basic home use	POOR Unusable at times(Rain & Snow, Heavy Clouds)
548 Gold Hill Road	Independence	24348 CenturyLink DSL		X	Home-based business	Internet is very important on a daily basis. Centurylink is a poor source and the speed in very slow. Please help us.
14339 Comers Rock Rd	Troutdale	24378 Satellite		X	Basic home use	Satellite does not cut it for us. Can't stream anything.
Fannies Ln	Fries	24330 CenturyLink DSL		X	Home-based business	
122 West Main Street	Independence	24348 None		X	Business	Held hostage by Century Link and unwilling to pay the exorbitant prices for the quality of service that they provide.

1536 Water Wheel rd.	Galax	24333	Cellular Only		X	Education Higher Ed	Having the internet only on my phone is terrible. Imagine trying to run your office on a 2x4 screen and a one inch keyboard. While living in tidewater I was always on line. I used to write to all types of people and organizations. I'd get fifty+ emails a day. Currently I'm 200K + emails behind. Being disabled the internet is my connection to the world. So yes it's very important.
79 Round Hill Loop	Fries	24330	Cellular Only		X	Basic home use	We had Century Link at the old house but lived beyond the limits of the closest junction for true high speed internet. The speed was limited and we frequently had no internet connection. We described it as half-time and half-speed internet. When we finished building the new house up the hill we decided to up our data plan for our cell phones. Sometimes we have 1g and 1 bar, and we occasionally go as high as 4g with 2 or 3 bars. We are anxiously waiting for the aep service to come through.
9036 Carsonville rd.	Independence	24348	Cellular Only		X	Basic home use	Currently can't get internet with any provider other than uscellular and that is limited
201 S MAIN ST #2	GALAX	243333911	Comcast Cable			X	Basic home use
3657 Big Ridge Rd	Elk Creek	24326	Satellite		X	Basic home use	Thankfully I have good internet access where I currently live; but I have experienced the lack of internet in other areas of the county living at my previous addresses. The western end of the county specifically is in terrible need of broadband and cellular access; and really anywhere that only Centurylink serves in this area.
283 Teasterwood Rd	Mouth of Wilson	24363	Satellite		X	Basic home use	Internet is very important to me. My satellite service is ok (Exede) but expensive. I am paying \$ 80.69 per month and have limited streaming abilities. Hopefully, with the County's new system, residents can do away with satellite internet, satellite tv, etc. All this is very, very expensive. thank you
283 Teasterwood Rd	Mouth of Wilson	24363	Satellite		X	Basic home use	Our internet is terrible we have tried all types available. We have never been able to use more than one device at a time. Even just using one device is difficult. Buffering is not the way I want to spend my time. I often stay late at work because I can't rely on my internet to get work done at home.
283 Teasterwood Rd	Mouth of Wilson	24363	Satellite		X	Basic home use	Our internet is terrible we have tried all types available. We have never been able to use more than one device at a time. Even just using one device is difficult. Buffering is not the way I want to spend my time. I often stay late at work because I can't rely on my internet to get work done at home.
283 Teasterwood Rd	Mouth of Wilson	24363	Satellite		X	Basic home use	Our internet is terrible we have tried all types available. We have never been able to use more than one device at a time. Even just using one device is difficult. Buffering is not the way I want to spend my time. I often stay late at work because I can't rely on my internet to get work done at home.
5584 meadow creek	Galax	24333	None		X	Education K-12	Service is a no go where i live. They say i have access but it is not capable of doing anything. I would live to be able to use it for my daughter's and her schooling and for security of my home. I also have appliances that use internet.
9741 Spring Valley Rd	Fries	24330	Other (please specify)	Xfinity		X	Basic home use
89 Auburn Lane	Troutdale	24378	CenturyLink DSL		X	Basic home use	We love xfinity, great service and pricing!
Private	Independence	24348	CenturyLink DSL		X	Basic home use	Most of the time pretty well satisfied ... could definitely be whole lot faster
1358 Comers Tock Rc	Elk Creek	24326	CenturyLink DSL		X	Basic home use	Slower than bigger places. I used to live in a rural area and the satellite internet service is abysmal.
185 Round Hill Loop	Fries	24330	None		X	I do not have Internet access	I need more bandwidth. When there are multiple user at our hose the service is too slow.
101 Auburn Lane	Troutdale	24378	None		X	I do not have Internet access	Don't have internet
1238 Elliott Place	Independence	24348	CenturyLink DSL		X	Basic home use	I had Isnet till they went out of business
236-E Nichols Drive	Independence	24348	Cellular Only		X	Basic home use	Although we are able to get internet living just outside of the town limits, I know it is not that easy for others in other part of the county. Being in graduate school, internet is a necessity for me when I visit home on the weekends because I have to stay caught up academically. It is also important in that I use that to reduce the amount of data I use from our cell phone plan.
1411 Cox Sisters Rd	Galax	24333	Satellite		X	Education Higher Ed	I have U.S. Cellular internet but it's \$46.00 /Monthly and if I could get less expensive internet, it would be a great help.
522 Powerhouse Rd	Independence	24348	CenturyLink DSL		X	Basic home use	We have our service through DishNetwork and it is TERRIBLE. I am going back to school to pick up my nursing degree and I have to go to the library to take my timed online tests, because our internet will not change through the questions fast enough.
181 Orchard Lane	Elk Creek	24326	Satellite		X	Home-based business	CenturyLink is up and down all the time. Takes forever to download files. At times you cannot get Internet access by DSL or cellular devices.
228 N. Independence Ave	Independence	2348	Comcast Cable		X	Business	
176 Rocky Road Lane,	Independence	24348	CenturyLink DSL		X	Basic home use	CenturyLink is our service. It goes off while you are on the internet trying to pay Bill's, and on weekends it just goes off and on so much we can't use it. I am on conference calls which uses computer and I will be dropped and have to go back into meeting several times, by then I am so flustered I don't get as much out of the conference as I should.
Bear Hollow Lane	Fries	24330-4226	CenturyLink DSL		X	Basic home use	Slow and goes down a lot
599 Comers Rock Rd	Elk Creek	24326	Cellular Only		X	I do not have Internet access	Need internet access at Elk Creek VFD Main Station #1
7642 Comers Rock Rd	Elk Creek	24326	None		X	I do not have Internet access	Need internet access at Elk Creek VFD Comers Rock Station #2
3276 rugby rd	Mouth of Wilson	24363	Cellular Only		X	Education Higher Ed	High speed internet access is vital for this western end of the county for education and business needs. There is no reliable connection currently on Rugby Road. It would be great to be on a level playing field with the Eastern end of the county, such as Independence, Baywood, etc. Thank you.
888 Blueridge View Lane	Fries	24330	CenturyLink DSL		X	Basic home use	Very slow and goes off and on
698 Sugar Shack Road	Independence	24348	Satellite		X	Business	We currently use Hughesnet and we have to pay an arm and a leg to have the strongest connection. We are a family of 6 and my husband works from home. We have to have 2 separate 'lines' otherwise it is super slow and my husband won't be able to do his work and my kids won't be able to do research for school. We pay almost \$350 to get a slightly ok connection. Please help us get better internet with a reasonable price!

931 Graystone Rd	Independence	24348	CenturyLink DSL	X	Home-based business	CenturyLink can only provide 1.5mbps to my location and I am only 1 mile from the town limits of Independence. People just past me are not even offered DSL. I have spoken with a couple of friends locally that work for CenturyLink and there are no plans to upgrade. We rarely get 1mbps. I have a part time photography business and have to upload large files and often go to another location to do it. We also have our house for sale and access to fast internet is a huge concern for potential home buyers especially for ones looking to buy that are away from here.
4124 Potato Creek Rd	Mouth of Wilson	24363	Cellular Only	X	Basic home use	Slow speeds, would like to be able to work from home
1244 Holly Ridge Rd	Mouth of Wilson	24363	Cellular Only	X	Home-based business	Need high speed internet without data caps. Currently unable to participate in any streaming services.
7874 Flat Ridge Rd	Triutdale	24378	None	X	Basic home use	I would love to have access so I can stay connected with family, shop online, pay bills on line, and have service for my family when they visit. Cell service is hit or miss.
283 Volney Rd	Mouth of Wilson	24363	CenturyLink DSL	X	Home-based business	Needed for business and personal. Internet in house is so slow we've been using our phones recently.
151 W Main St	Fries	24330	Comcast Cable	X	Basic home use	
53 rugby rd	Mouth of wilson	24363	CenturyLink DSL	X	Business	Internet is slow and it takes forever to get anything done. Download speeds are awful. Takes a day to download stuff that other places it takes only a couple minutes. Internet is very important for the operational of the Rugby Vol. Fire Rescue. Everything is done by internet. Unable to do training our our own station.
188 holly ridge rd	Mouth of wilson	24363	None	X	I do not have Internet access	Can not get internet.
274 Woodland Meadows Ln	Troutdale	24378	Satellite	X	Basic home use	Satellite internet is slow and very expensive. Would love to have more options.
8256 Flat Ridge Rd.	Troutdale	24378	Satellite	X	Basic home use	We have to have internet being that I am a school teacher. While satellite is the fastest option for us at this point it is not always the best especially in weather. Also we cannot live stream many of the things we would like because our internet is just not fast enough. Having broadband would help with so many things. I have talked to MANY people within my area who do not get high speed and they all say the same thing. Having it in my area would help many people tremendously.
7573 Flattridge Rd.	Troutdale	24377	Satellite	X	Education K-12	Internet is horrible and way overpriced for the service we receive. Internet is extremely important because everything is internet based from education to paying the bills to watching television to placing orders for items that are not available in our small community, etc...etc...etc. I am not at all satisfied with my service. Even though I pay for download speeds of 25 mbps, we are lucky to get speeds if 2 to 3 mbps per second. When our xbox needs an update we have to take it to a friend's house that has broadband because our internet isn't capable of providing consistent service long enough to complete an update. It takes us 20 minutes to watch a 4 minute video due to buffering. I have had late college assignments due to our internet. I have struggled to pay bills, watch required videos for college, and utilize the many web based services that are becoming crucial to every day life. Additionally, I have spent countless DAYS on the phone with Hughes Net trying to resolve problems and communication obstacles due to the heavy accents of foreign customer service representatives.
463 Riverview Lane	Fries	24330	CenturyLink DSL	X	Education Higher Ed	Current internet is very slow and at times is so slow that it practically useless. Internet is important for my family. We have a daughter in college that takes online classes and a daughter in high school that needs internet at home to access the school's Google classroom where all assignments are located. I also have a side job that requires internet service.
165 Eagle Ridge La	Galax	24333	CenturyLink DSL	X	Basic home use	Service is slow. Some TV programs like Netflix and DirecTV on Demand have buffering problems. Internet websites are slow. CenturyLink says we have the fastest speed possible at 2.5 -3.0 Mbps. Definitely would like a faster speed.
6333 Troutdale Hwy	Troutdale	24368	None	X	Basic home use	Extremely important to have availability.
92 Diamondview loop	Galax	24333	Other (please specify)	X	Basic home use	The internet goes down every once in a while but overall we are happy with our service
826 Gold Hill Road	INDEPENDENCE	24348-4251	CenturyLink DSL	X	Basic home use	Our service is actually pretty good, have never had complaints or the internet go out. At times when the TV is going and all on WIFI with an Alexa also, it can get glitchy.
89 Wolfsnare Lane	Fries	24330	Comcast Cable	X	Basic home use	It is important. The speed just isn't the best and freezes up sometime.
59 Hillandale Ln	Elk Creek	24326	Satellite	X	Basic home use	runs slow. for the price we pay
2017 Grassy Creek rd	Mouth of Wilson	24363	Satellite	X	Home-based business	I have Hughes Net and It is slow slow slow. I depend on the internet for training and other work related tasks. I need better service.
786 Mooretown Lane	Fries	24330	Satellite	X	Basic home use	Access in my area has always been limited to the most basic and archaic forms. CenturyLink service was atrocious and Satellite Internet is a lesser of two evils with its current pricing and intermittent signal. My address and those within the vicinity would benefit greatly from the broadband network and quite frankly, we deserve it.
1657 cross roads drive	Galax	24333	CenturyLink DSL	X	Home-based business	It works, that's about it. It's out alot of times and really dont help our businss. We need more reliable and faster internet
738 RIMROCK LN	INDEPENDENCE	24348	CenturyLink DSL	X	Basic home use	I AM NOT SATISFIED WITH MY INTERNET SPEED BUT IT IS ALL THAT IS AVAILABLE IN MY AREA.I NEED IT TO PAY MY BILLS AND COMMUNICATE WITH FAMILY
400 Freedom Ln	Fries	24330	Satellite	X	Basic home use	I had Centurylink for years. It was horrible. I have since changed to Hughesnet which is better but still not good enough to even watch videos or go to multiple sites. I am anxiously awaiting this service. I will use it as soon as it becomes available. I can hardly wait. My husband and myself use the internet for various needs every day.
1366 Peaks Mtn Rd.	Galax Va ( Grayson)	24333	None	X	I do not have Internet access	NA. Would be awesome if we had the luxury of Comcast type internet. Only 6 mi. to Galax from here.
1085 Crackers Neck Road	Galax	24333	CenturyLink DSL	X	Basic home use	Have had a great experience with Century Link.
104 Jackson Street	Fries	24330	Comcast Cable	X	Basic home use	I think the cost of Comcast service is excessive and the speeds are not consistent.

1042 twin pond lane	Fries	24330	CenturyLink DSL	X	Basic home use	It is slow and goes off all the time. I use the internet for home use and some for work. Our tv is all from the internet so when it goes out we have no electronic means to the outside world or so it feels that way. I would like better lines that are not failing all the time an faster speeds to be available
578 Rock Creek Rd	Independence	24348	CenturyLink DSL	X	Basic home use	I currently receive 15 meg which is the highest speed I can purchase from centurylink. This speed works fine for most applications.
2278 Fulton Rd	Independence	24348	Cellular Only	X	Basic home use	Often have weak signals; one bar on devices
82 whistling ridge lane	Mouth of Wilson	24363	None	X	I do not have Internet access	We have been wanting internet for years. We have grandkids that come over a lot. Me and my husband would love to have internet for ourselves also. It would just be something nice to have where we live!
1059 Pine Mountain Road	Independence	24348	CenturyLink DSL	X	Education K-12	CenturyLink DSL barely beats old time dial up in this area. My last internet speed test was upload speed at 0.15 mbs and download at 1.47 mbs. Since the federal standard for good broadband is 3 mbs upload and 25 mbs download, CenturyLink leaves a lot to be desired. When the grandkids are doing school homework projects, watching a video on a subject is about impossible. Normal program updates take hours. Updating the GPS or the grandkids X-Boxes can be a multi-day project. Service is often knocked out by thunderstorms, and sometimes for no reason at all. Then when you call them to report an internet outage, you get a recording that you can you can get faster service by contacting their tech support at CenturyLink.com. That shows how well they have planned their tech support. Then when you do get a human, they have a "script" they go through that takes a long time - even if you about have it memorized and have cycled the modem, etc. To summarize, its better than nothing, but not by much.
470 Valley View Rd	Elk Creek	24326	CenturyLink DSL	X	Basic home use	Sometimes not work on and off
1070 Churchview Lane	Fries	24330	CenturyLink DSL	X	Home-based business	Poor service and lots of interruptions. Not a dependable service.
2017 Grassy Creek Rd	Mouth of Wilson	24363	Satellite	X	Education K-12	Our service is really unpredictable. Very dissatisfied with our service. Would love to have high speed for my daughter and her educational needs.
412 Crackers Neck rd	Galax	24333	CenturyLink DSL	X	Basic home use	We use internet to stream tv as over the air reception is terrible. Internet is fairly reliable.
8729 Riverside Drive	Fries, Va	24330	CenturyLink DSL	X	Basic home use	Internet too slow
281 wolf hill lane	Independence	24348	None	X	Home-based business	We basically use a hotspot. Itâ€™s fine for Minimal family use and does ok for one individual using. But with multiple devices (todayâ€™s world) itâ€™s not adequate.
1223 link road	Galax	24333	None	X	Basic home use	Have none now when had before super slow
213 Apple Lane	Fries	24330	CenturyLink DSL	X	Education Higher Ed	We do not have good service.
9642 Highlands Pkwy	Mouth of Wilson	24363	CenturyLink DSL	X	Basic home use	
105 Eagle Ridge Lane	Galax	24333	CenturyLink DSL	X	Home-based business	We use internet daily for work related issues as well as for pleasure. Often we loose service.
2684 Grinders Mill Road	Galax	24333	CenturyLink DSL	X	Basic home use	Wish we had faster internet
513 forest ridge rd	Independence	24348	CenturyLink DSL	X	Basic home use	My internet connection is terrible. It's constantly going in and out. We pay for service but it seems like it just keeps getting worse and worse. The company we have doesn't seem to care about fixing the problems.
4982 Big Ridge Rd	Elk Creek, Va	24326	Satellite	X	Basic home use	Had dial up for yrs. it became unavailable because of phone company. Only choice was satellite. Has been ok except for weather. And sometimes very slow and very expensive. Lots of us are on social security and live check to check.
33 roping lane	Independence	24348	Cellular Only	X	Education Higher Ed	We are trapped in service limits. I have no idea how people stream anything with this, and then when i talk with people about it and they are confused as to why i have a 10 gb limit. When I was in school, i could not get my school work done at times due to the number of videos i had to watch and the interactive classrooms.
2542 Pine Branch Rd	Mouth Of Wilson	24363	Satellite	X	Basic home use	Don't like the fact that we have no other choice at our location. CenturyLink stops before it reaches us. Don't like the fact heavy rain & snow knocks out our Internet (Satellite).
2412 Summerfield Road	Independence	24348	CenturyLink DSL	X	Business	My wife and I run two businesses. She is a real estate broker but cannot work download important information due to poor speeds. I sell cattle and sheep. Some of the best marketing opportunities are in video sales yet I cannot participate due to slow speeds or poor connections.
369 Hideaway Ln	Galax	24333	CenturyLink DSL	X	Basic home use	I only have one option when it comes to internet. Centurylink only offers 1.5 mbps. We have no other options except satellite internet, which is very expensive. If we had better options when it comes to internet, you would see more people coming to live in the Grayson county area. Comcast internet stops about 1000ft from my location and will not extend to my house. I would love to see faster internet in my area. Centurylink service goes in and out and they always say that everything is working on their end. I hope this survey will do something about the poor internet service around Grayson county.
162 grayson View Lane	Galax	24333	CenturyLink DSL	X	Basic home use	We dont have good signal and half time you can get nothing to work
1245 poplar knob road	Galax Va		CenturyLink DSL	X	Basic home use	There are whole areas of the twin counties that are underserved. Pipers Gap road is without internet unless you live on the highway and can get cable . If you live in a subdivision off the main road, forget it
535 Forest Trl	Independence	24348	CenturyLink DSL	X	Basic home use	We use Century Link and it seems like there is always some kind of issue that you are having to call over and when you call you never can get anyone to help you that speaks English good. Then if you need anyone to come work on anything then it takes forever for someone to come. Itâ€™s very frustrating.
160 lee drive	Fries	24330	CenturyLink DSL	X	Basic home use	No trouble
8158 Flatridge rd	Troutdale	24378	None	X	Basic home use	Internet access is needed in my area. Very important.
3288 Fox Creek Rd	Mouth of Wilson	24363	CenturyLink DSL	X	Education Higher Ed	I have Century Link and at times itâ€™s so slow we canâ€™t even stream a movie. We have a daughter in college and she needs the internet in a major way and what we have at times is not up to standard as it should be. I at times sell items online also, itâ€™s rough when you canâ€™t even check messages and things of that nature. It would be nice to have something better at a decent price.

1167 Cold Springs Ln	Galax	24333	Satellite	X	Home-based business	Our options when we moved here were limited to HughesNet and that was it. No other providers reach this area. I run a small business and it's almost impossible with our internet speeds. I had planned on taking online classes but that would never work out here. On an everyday level it's not even possible to stream Netflix most days or load an email.	
135 Baywood Heights	Galax	24333	Comcast Cable	X	Business	Internet is essential in our home due to our business/work. At times with CenturyLink we had experienced slow internet and even had to go without service for days. We have currently switched to Comcast which is an improvement but we would love to have a better connection. Always room for improvement!	
West Stuart drive	Galax	24333	CenturyLink DSL	X	Basic home use	It's been good so far.	
830 Elk View Road	Elk Creek	24326	CenturyLink DSL	X	Business	Slow connection-	
2956 Time winder Way	Columbia, TN	38401	Other (please specify)	Spectrum cable	X	Basic home use	No problems, very satisfied.
407 Little Wilson Road	Mouth of Wilson	24363	Satellite	X	Home-based business	I have HughesNet which works fair, but has to be rebooted, sometimes more than 3-4 times in a day. I work with volunteer fire-rescue and serve as Fire Chief, I do lots of my Fire and Rescue business from home. All of our reports have to be sent via the internet, almost all purchasing, training, and other tasks require the internet. Many, many hours are spent attempting to access information that I am required to obtain and submit. The cost is way too high for the part-time service I get.	
37 doe hollow lane	Independence	24348	CenturyLink DSL	X	Business	The internet can be slow at times and has been very costly in this area. Tried different sources and for cost had to settle with CenturyLink. Not so happy.	
133 savannah rd	Galax	24333	CenturyLink DSL	X	Basic home use	To slow	
483 berryhill Lane	Troutdale	24378	Cellular Only	X	Education Higher Ed	Get kicked off internet everytime a call comes in.	
53 Old Sawmill Road	Fries	24330	CenturyLink DSL	X	Basic home use	Our internet service stinks...we are charged for high speed internet but do not have high speed. We lose service at least every 3 months. It takes forever to download pages.	
217 Carroll Drive	Fries	24330	CenturyLink DSL	X	Basic home use	It is very important to my husband and I. We are generally satisfied with the service we have.	
2190 Beech Grove lane	Galax	24333	CenturyLink DSL	X	Basic home use	We use internet, for viewing television, phone use, as well as paying bills and entertainment purposes. Our service is not very good and CenturyLink has no plans of upgrading wires or service in the area any time soon. We have no other option other than satellite in this area and that is too expensive. CenturyLink is also too high priced for the quality you get.	
1045 Fairview Road	Galax	24333	CenturyLink DSL	X	Home-based business	Need RELIABLE FAST INTERNET that doesn't shut down constantly with PROMPT SERVICE when it does.	
556 Powerhouse Rd	Independence	24348	Comcast Cable	X	Basic home use	Overpriced and still pretty slow. In larger metro areas, for the same price it'd be reliably faster. No rain/wind related outages.	
2004 MT ZION RD	ELK CREEK	24326	Satellite	X	Basic home use	to get unlimited access is very expensive and at times it doesn't work properly.	
4132 Little River Rd	Galax	24333	Cellular Only	X	Home-based business	I have to have a reliable, high speed internet connection for my job as well as running our personal businesses. Currently I have a cellular modem but fiber is much preferred.	
727 Rose Hill Road	Independence	24348	Cellular Only	X	Basic home use	No access at all except for using my data up.	
85 Dogwood Lane	Independence	24348	Comcast Cable	X	Basic home use	It is slow, works intermittently. At night when more people are using it, the service is the worst.	
3012 Scenic Rd	Fries	VA 24330	CenturyLink DSL	X	Basic home use	Slow	
195 York ridge road	Mouth of Wilson	24363	Cellular Only	X	I do not have Internet access	They only offer HughesNet in our area, and it's ridiculously expensive. The coverage isn't that great either.	
511 mustang loop	Galax	24333	Cellular Only	X	Basic home use	Only dial up is available so that's useless. Have to use cell phone to use internet.	
149 partner lane	Galax	24333	CenturyLink DSL	X	Basic home use		
4856 Spring Valley Rd	Elk Creek	24326	Satellite	X	Education K-12	It has been a struggle to get internet in our rural area. The only choices are dial-up or satellite. Just over the past year or so, satellite has improved but still isn't up to the same speed as the rest of the country. Also, you have to buy data and when it runs out, the internet service is super slow.	
222 Red River Lane	Galax	24333	CenturyLink DSL	X	Education K-12	We use our Internet for everything! Our son is home schooled and uses it daily for his school work. I work on graphics design from home. We also have streaming TV as our primary television service to save money. However, we struggle daily with buffering and dropped connections. We have what CenturyLink tells us is the fastest we can get, 8mb. Most days we barely have 3mb. We desperately need faster, more reliable Internet here! It would be a blessing for our family.	
1691 Elliott pl	Independence	24348	Cellular Only	X	Basic home use	We have owned a weekend home here for 10 years and plan to retire here but we really have very limited internet options.	
4867 delhart rd	Galax	24333	Satellite	X	Basic home use	I have tried several internet options and have not been successful. The current connection to internet is slow and expensive. I need internet to complete work from my job as teacher. I am not satisfied as there should be a better option in this area.	
8149 Fairway Dr	Rogers Ar	72756	Other (please specify)	Cox	X	Basic home use	
2574 Grinders Mill Rd	Galax	24333	CenturyLink DSL	X	Home-based business	Slow service	
204 Grayson Ave	Independence	24348	Comcast Cable	X	Home-based business	We need more price-effective options so that competition will bring prices down while improving service offerings. Fiber would be awesome.	
1419 Rockbridge Road	Troutdale	24378	Satellite	X	Education Higher Ed	I am taking online courses and we had to get satellite internet. We are not able to get it through the phone line. It works for us but it is very expensive. We do not plan to keep it after my courses are finished in December. We used the Grange computer center before we got internet.	
812 Bethel road	Elk creek va	24326	Satellite	X	Home-based business	The service we have now is limited and sub-par. Better internet would mean a more stable connection for my wife's growing business that depends on a good internet connection.	
9330 Carsonville road	Independence	24348	Satellite	X	Education Higher Ed	I don't like satellite. I think it buffers way too much.	
981 Powerhouse Rd.	Independence	24348	Cellular Only	X	Basic home use	Internet is awful! Property joins the town limits and only way to have decent internet is with cell phones! Something needs to be done!	
713 Powerhouse Rf	Independence	24348	Comcast Cable	X	Basic home use	Now having access to cable is great but costly. Before moving CenturyLink was a tangle to deal with.	

2903 rugby road	Mouth of Wilson	24363	CenturyLink DSL		X	Education Higher Ed	
270 Rabbit Ridge Ln	Galax	24333	Comcast Cable		X	Basic home use	I am very pleased with my current service For \$72/mo have very poor service. NO ability to watch even short videos let alone stream which I don't even know what that is. Am told service slows after first few days of a month because I send pictures to people and I have not watched videos or movies because I Can't and sending a few pictures uses up my allowed data? For what I Pay? There has to be better service and would really appreciate having it here as I am online several times a day and Do research a lot of subjects, medical etc.
197 Bethel Rd	Elk Creek	24326	Satellite		X	Basic home use	
802 Gold Hill Road	Independence	24348	CenturyLink DSL		X	Education K-12	Not satisfied at all. Paying for 8GB and only getting speeds up to 4gb. Evenings are TERRIBLE slow.
590 Chestnut Grove Rd	Lambsburg	24351	Other (please specify)	Fastlink	X	Basic home use	
							Internet is very important to our household. I work from home a great deal or should I say I try to work from home but our connection is so slow it makes it almost impossible. If one persons wants to watch Netflix every device in the house must be disconnected from the WiFi. More than 2 people can not be on their phones using WiFi at a time. Only one person can stream Facebook videos. We have been forced to purchase unlimited data for our Cell phone carrier
295 State Shed Lane	galax	24333	CenturyLink DSL		X	Home-based business	
1988 Vista Road	Independence	24348	Satellite		X	Basic home use	Would love to have CenturyLink or comcast, etc in the area. High speed satellite internet is expensive.
883 Austinville Rd	Max Meadows	24360	None		X	Education Higher Ed	
1970 meadow Creek Rd	Galax	24333	CenturyLink DSL		X	Basic home use	To slow don't work all the time
765 Kemp's river road	Galax	24333	CenturyLink DSL		X	Basic home use	Slow even with high speed internet. Not any other options for this rural area.
5981 Peach Bottom Rd	Independence	24348	Satellite		X	Basic home use	Even with satellite, it is just way to slow and unreliable. Takes forever to load videos, pictures, etc, and is always losing signal
5580 Spring Valley Rd	Fries	24330	Satellite		X	Basic home use	Rain and snow will block it a lot Unable to get any access except satellite. Have been told for 6 years that that there was no more "ROOM" and that another "switch " would be needed. The service ends at my neighbor's house.....maddening!!!!!!
761 Lonesome Oak Road	Fries	24330	None		X	Basic home use	Years and years ago had dial up through phone company but cancelled service because it was too slow. Haven't had access to internet since.
10233 Comers Rock Road	Elk Creek	24326	None		X	Basic home use	
155 West Main St.	INDEPENDENCE	24348	CenturyLink DSL		X	Home-based business	I sell real estate and internet speeds, availability and cost keep a lot of people from wanting to locate to this area.  The only options we have is hughesnet, I did have it at one time, but It is expensive and not very reliable. My children need internet access for some of their classes, right now we just hot spot off of our phones, but in order to do that I have to have unlimited data on our phones, and that is also very expensive. I feel like because we live at the end of the county that we have been forgotten. I live exactly 1.5 miles from the NC line and they have had broadband for the last 12 years.
1523 Grassy Creek Road	Mouth Of Wilson	24363	Cellular Only		X	Education K-12	
803 Longview lane	Galax	24333	CenturyLink DSL		X	Basic home use	Internet is down some and is too expensive
721 E Main St	Fries	24330	Comcast Cable		X	Basic home use	We depend on our Internet for home security equipment and other electronic devices. It's a must for our home.
451 Oak Hill Rd	Mouth of Wilson	24363	CenturyLink DSL		X	Basic home use	We are very slow and Century Link has advised we will never get any faster speed.
48 Parkwood Drive	Galax	24333	Comcast Cable		X	Basic home use	Internet is slow even tho I pay for high speed Frequently lose internet in the evening and at night Not satisfied for the amount of money being charged Not satisfied only works part of the time. Service from Centurylink is awful. It's slow as well. Someone needs to give Centurylink competition!
834 Comers Rock Rd	Elk Creek	24326	CenturyLink DSL		X	Basic home use	
1469 Stevens creek	Fries	24330	CenturyLink DSL		X	Basic home use	The internet is slow Reliable internet is crucial because we work from home. We are constantly having issues with our current provider and the service and are eager for another option!
3856 Meadow Creek Rd	Galax	24333	CenturyLink DSL		X	Home-based business	
878 sheep grove road	fries	24330	CenturyLink DSL		X	Basic home use	Not very satisfied with price and service
8995 spring valley rd	Fries	24330	CenturyLink DSL		X	Basic home use	Internet isn't very good, not satisfied.
							The internet we had was awful if my neighbors were on it kicked us off and we couldn't use it till 12am they tell us we live to far out. It's 2019 no one should live to far out it's just awful my kids miss out on so much because we don't have internet. For school work we have to go to the library or not do it at all. We really need to be updated century link is the worst I feel sorry for anyone that depends on them the only reason we had it was because cable doesn't even come where we live. It would be great to feel like we are in 2019 and not 1991!!
165 sportsman lane	Fries	24330	CenturyLink DSL		X	I do not have Internet access	
257 Brookgreen Road	Mouth of Wilson	24363	Satellite		X	Education K-12	Slow connection not reliable
152 rose hill rd.	independence	24348	CenturyLink DSL		X	Basic home use	
							At my address there is nothing available unless I want to try Satellite. I am afraid to do this because it requires a 2 year contract and there is no guarantee that it will work plus there are data caps. I have a smartphone with unlimited data through US Cellular but the signal is so weak that at times I cant use the data. I have tried to hotspot off my phone but it isnt enough.
125 Sportsman Ln	FRIES	VA	None		X	I do not have Internet access	
1790 Cornerstone Rd	Independence	24348	Satellite		X	Basic home use	Access in our location is limited to satellite. We have good service most of the time but pay a hefty price for it.
32 Casey Creek lane	Galax	24333	CenturyLink DSL		X	Basic home use	Century link is to slow. CenturyLink only has so many (contracts) to give out and do not have access to it. Hughes net was the only one left. It's ok but slow due to lag of the satellite.
Carsonville	Independence	24348	Other (please specify)	Hughes net	X	Education Higher Ed	
4465 Spring Valley Rd	Elk Creek	24326	Other (please specify)	Viasat	X	Education K-12	I HATE my service!!!

161 Graystone Road	Independence	24348	CenturyLink DSL		X	Basic home use	CenturyLink is the only affordable choice I have. Customer service is horrible. Sometimes my service is good and streaming is OK. We all deserve fast speeds and good customer service. I signed up for a plan to save money but you have to know how to get the "special" number to get it. Calling for service usually means speaking to someone in India.
125 Black Rock Mountain Lane	Independence	24348	CenturyLink DSL		X	Basic home use	Very very slow
1746 Petty Rd	Galax	24333	Cellular Only		X	Basic home use	Cellular signal is low, other internet services are limited. No viable options for service. Being mostly homebound, I use the internet alot. If we could have affordable, easy internet, it would make a huge difference
1827 Troutdale Highway	Mouth of Wilson	24363	CenturyLink DSL		X	Basic home use	VERY slow internet. Multiple users cannot simultaneously perform tasks. Streaming movies has to be done non-HD or gets laggy. People knocked off the system. Have to restart router. Completely insufficient speed. Would be glad to pay more for faster internet.
91 Trader's Lane	Galax	24333	CenturyLink DSL		X	Education K-12	In our household we use the internet for homeschooling my seven-year-old, college courses for myself to get a degree, keeping in touch with family and friends all over the world, working from home, and the majority of our entertainment. Internet is being used nearly 20 hours per day every day with my family. The connectivity is okay, CenturyLink does a fair job with keep it up and running. However the connection speed is horrible and not enough to sustain two school curriculums, videos, and VOIP. Getting better speeds would help us a lot.
219 Cherrywood In	Independence	24348	CenturyLink DSL		X	Education K-12	
777 River Bend Road	Mouth of Wilson	24363	CenturyLink DSL		X	Home-based business	Our internet is very slow and speed is influenced by neighbors. When streaming television is stops repeatedly to buffer.
165 Sportsman Ln	Fries	24330	None		X	I do not have Internet access	
19 Savannah Rd	Galax	24333	CenturyLink DSL		X	Basic home use	My internet is extremely slow...mostly just watch a buffering wheel. Seems to be better during the day but way worse in the afternoon and night times.
307 Kenbrook Dr	Galax	24333	CenturyLink DSL		X	Education Higher Ed	We are extremely dissatisfied with the minamal access we receive at home in Galax We pay for 6 gigs But actually only receive 3 on a good day This has been confirmed by a service technician Constantly going down Extremely slow Locks up We have 2 teens whom are taking online courses and it is very frustrating when they are kicked off or locked up in the middle of a school assignment, project or test We actually are in the process of potentially switching internet providers In hopes to better meet our families needs
847 Delhart	Galax	24333	Satellite		X	Education Higher Ed	
255 mid Ridge lane	Independence	24348	Cellular Only		X	Home-based business	I pay \$200 a month and it is very slow
3084 Flatridge Road	Troutdale	24378	Satellite		X	Business	internet service is very important to us, both as a means to stay connected with friends and family who are spread across the country and around the world, but also as the most important way we conduct our crafts sales business and my work as a journalist and writer. We can't operate efficiently without strong, quick connection. Our current service does not support "streaming," which is becoming ever more important to small businesses like ours. It is sometimes even difficult to download e-mails that include graphics (pictures, such as illustrations for my writing).
364 Churchview Lane	Fries	24330	Other (please specify)	Lingo	X	Basic home use	Good internet service is necessary to carry out personal business and for communication. LINGO has given us unreliable speeds that are often well below what they told us we would have and service goes down often with. We have been without service for several days at a time. We have not been happy with the service, but it has been better than CenturyLink.
794 Crownridge Rd, lower level	Galax	24333	CenturyLink DSL		X	Basic home use	Sometimes I can barely open email or Facebook.
98 cameron lane	Woodlawn	24381	Comcast Cable		X	Basic home use	
6106 troutdale hwy	troutdale	24378	Other (please specify)	Wired Road	X	Business	No not satisfied, need better internet
364 Churchview Ln	Fries	24330	Other (please specify)	Lingo wireless	X	Basic home use	I am not satisfied with lingo network. Poor service and not reliable.
2273 Snow Hill Rd	Galax	24333	CenturyLink DSL		X	Home-based business	No, its waaaaay to slow and goes out at the first gray cloud.
765 Tintop Rd	Galax	24333	CenturyLink DSL		X	Basic home use	Internet is an important part of every day life, we use it for TV, contact with others and the news. Our speed it so slow its sad, speed is only 4.0 megbits because we are to far from the dsl server and the phone line is bad. We are lucky to get any internet because it drops out all the time. The speed is not even considered high speed. We are looking forward to this new internet.
118 Morton Dr	Independence	24348	CenturyLink DSL		X	Basic home use	Very important in our family. Our service now is slow and cannot be upgraded per Centurylink due to our area. We use it for live streaming as well as general internet searching.
410 Whispering Wind Lane	Independence	24348	Cellular Only		X	Basic home use	I only access to cellular data, no internet available except for satellite which is way too expensive for me. Even though I have unlimited cellular data it can be very slow at times, sometimes non existent. I would like to work from home but am unable to due to no reliable internet.
125 library street	Independence	24348	CenturyLink DSL		X	Basic home use	Service is sometimes lacking. Losing wifi service. Not able to have several phones,computers, Netflix using at the same time.
Edmonds road	Galax	24333	CenturyLink DSL		X	Basic home use	Rock solid connection, rarely an outage but fixed quickly if it goes out. HOWEVER, would love more speed without breaking the bank AND WITHOUT limits or throttling.
2087 peach bottom road	Independence	24348	None		X	Education Higher Ed	Internet is not available
195 Windy Ridge Ln	Galax	24333	CenturyLink DSL		X	Home-based business	I am not satisfied with my internet service because it interrupts often.
9531 elk creek pkwy	Elk creek	24326	None		X	Home-based business	
312 Savannah rd	Galax	24333	CenturyLink DSL		X	Education K-12	
320 Armory rd	Galax	24333	Other (please specify)	Comcast xfinity	X	Education Higher Ed	

101 N Vine St	Fries	24330	CenturyLink DSL	X	Home-based business	I have intermittent issues with connectivity and would greatly appreciate having additional connectivity options.
1156 Summerfield RD	Independence	24348	CenturyLink DSL	X	Basic home use	Our service is slow. It goes in and out. We are always having to reconnect and reboot.
119 Kettle Ln.	Fries	24330	Comcast Cable	X	Home-based business	
663 Savannah rd	Galax Va	24333	CenturyLink DSL	X	Basic home use	Fair
663 Savannah rd	Galax Va	24333	CenturyLink DSL	X	Basic home use	Fair
2847 Oak Hill Road	Mouth of Wilson	24363	CenturyLink DSL	X	Basic home use	It is important to me. I think it is overpriced...wish there were competitors! Our speed is sufficient and service is usually consistent. I do think getting broadband access for our county should be a priority.
10953 troutdale		24342	Satellite	X	Basic home use	Not satisfied system is slow and expensive.
9877 Comers Rock Rd	Elk Creek	24326	Satellite	X	Home-based business	We need Internet in our area for business & personal use...very important to us. We are not happy with Satellite use....it is very slow & cannot watch any videos.
41 Hope Valley Lane	Mouth of Wilson	24363	Satellite	X	Basic home use	I would like to have internet service that wasn't satellite. It is very expensive and spotty
						I use the internet at home as well as work everyday. We very much need something other than CenturyLink on Fishers Gap Road. CenturyLink DSL is way behind and it is a big problem keeping it going (IT NEVER WORKS) I have several friends that have CenturyLink and seems no one likes it same problem never works. They have been to my house at least 8-10 times and still having problems. Sometime takes a hour to upload 1 picture. When a tech comes out they say i can get up to 6 Mbps and when i call to get it they tell me only 1.5 Mbps (No one seems to know whats available) This is why the new internet service is really needed on Fishers Gap Road. Thank you
2237 Fishers Gap Road	Galax	24333	CenturyLink DSL	X	Basic home use	We need the internet daily and wish it was cheaper.
418 Greenville Road	Galax	24333	Comcast Cable	X	Basic home use	Our experience with internet is not desired. For basic home use, it works okay. When adding in added use for minimal business needs, internet is very slow. Business from centurylink is typically rude and slow.
320 Cross Roads Dr	Galax	24333	CenturyLink DSL	X	Home-based business	
145 w. Main st.	Fries	24330	Comcast Cable	X	Basic home use	
1130 Penn Ford Lane	Independence	24348	CenturyLink DSL	X	Basic home use	Extremely slow. Very important that we have good internet access.
911 W Stuart Dr	Galax	24333	Comcast Cable	X	Basic home use	
168 Corkwood Ln	Galax	24333	CenturyLink DSL	X	Basic home use	Very slow speeds. Could not even handle Amazon dot. Frequent down time.
38 Far Off Ln	Independence	24348	CenturyLink DSL	X	Basic home use	Happy with current internet, but would consider other option
42 driftwood lane	Independence	24348	CenturyLink DSL	X	Education Higher Ed	
910 Glendale rd	Galax	24333	Comcast Cable	X	Basic home use	Internet is unreliable, slow, and hard to connect to.
287 Arrowhead Drive	Fries	24330	None	X	Basic home use	Need internet
444 Wayside Lane	Fries	24330	None	X	I do not have Internet access	We have been looking for an unlimited data plan for our home for use with schooling and such
62A Comers Rock Road	Elk Creek	24326	CenturyLink DSL	X	Basic home use	We don't have internet because Centurylink is awful
5515 Delhart Rd	Galax	24333	CenturyLink DSL	X	Basic home use	We use internet daily. We are not satisfied with centurylink and really need better service
56 P and R Lane	Independence	24348	CenturyLink DSL	X	Basic home use	If other internet was available, would switch from century link
2662 elk creek pkwy	Independence	24348	CenturyLink DSL	X	Basic home use	It's very important.. and it gets very slow at times
194 diamondview loop	Galax	24333	Comcast Cable	X	Education K-12	Used to have century link and it went out every time it rained or snowed...terrible service. Have Comcast now but expensive unless you get the lowest mgb package which is super slow
4763 Peaks Mountain Road	Galax	24333	Satellite	X	Home-based business	We have satellite and it is awful. It is slow, limited data, and is always going in and out. I have an upholstery business at my house and do orders etc and it so difficult when I have to keep reconnecting. Please do something to give rural VA fast internet.
7584 Comers Rock Road	Elk Creek	24326	Satellite	X	Education K-12	We have to pay outrageous amount of money for wifi because we can't get anything else
9109 elk creek parkway	Elk creek	24326	CenturyLink DSL	X	Business	Internet is very important for day to day function. Service is poor and very very slow
5006 wilson hwy	Independence	24348	CenturyLink DSL	X	Home-based business	Highly dis-satisfied with CenturyLink. They are horrible. Slow. Break downs all the time. Bad customer service
673 Rock Chimney Road	Galax	24333	CenturyLink DSL	X	Basic home use	Very important. Very few problems. Price is high.
181 Grayson View Lane	Galax	24333	CenturyLink DSL	X	Basic home use	Not satisfied with current internet service. It is very slow.
2353 Low Gap Road	Mouth of Wilson	24363	Satellite	X	Home-based business	We need Internet to conduct our business and our internet is so bad we must go else where to do our business
79 Columbine ln	Galax	24333	Comcast Cable	X	Education Higher Ed	I am an online student and out internet is not always the fastest, it freezes up a lot
12467 Highlands Pkwy	Whitetop	24292	CenturyLink DSL	X	Business	Centurylink was great 20 years ago. We're out alot including our land line phone. It's very upsetting. My job requires internet access 24/7. I have had to drive to Lansing N.C. in order to access data on my cell phone to check things for my work because of the internet being out. We also could use some cell phone towers in whitetop. I've had to drive to Lansing N.C. to make cell phone calls when our landline phones are out.
3090 Old Baywood Road	Galax Virginia	24333	CenturyLink DSL	X	Basic home use	It has been OK
2295 Taylors Chapel rd	Fries	24330	CenturyLink DSL	X	Basic home use	Terrible service & speeds. My children need better access to the internet for school.
254 Corkwood ln	Galax	24333	CenturyLink DSL	X	Education Higher Ed	I have century link right now but it's so slow it won't hardly load anything and can't do my online college classes
312 Savannah Rd	Galax	24333	CenturyLink DSL	X	Basic home use	Internet is important at our house because we use it to watch tv and can communicate with loved ones not in the area. We also have a preschooler who uses the internet to learn as she is starting school and this is how she will do some of her school work
3205 Old Baywood Rd	Galax	24333	Comcast Cable	X	Basic home use	Very important part of our daily life!
118 haystack road	Galax	24333	Comcast Cable	X	Basic home use	Very important... nut COULD BE A LOT CHEAPER
794 Crownridge Rd	Galax	24333	CenturyLink DSL	X	Basic home use	Our dsl is slower than I would like and no faster speed is available. Sometimes we want to stream in two different rooms and cannot. We also experience intermittent connection which is frustrating

154 Savannah Rd	Galax	24333	CenturyLink DSL	X	Home-based business	We have centurtylink. Very unsatisfied n loose service often. We would pay well n appreciate dependable services for my home business abd personal.	
2715 New River Pkwy	Independence	24348	Satellite	X	Education Higher Ed	The only internet we have available in our particular area is satellite internet with data limits and sketchy service. Not to mention a ridiculous price it would truly be nice to have the internet availability the others have and a choice.	
1988 Pattons Mill Ln	Galax	24333	CenturyLink DSL	X	Education K-12	Our net goes out every time it rains hard. It is constantly slower than what we are paying for. We would have satellite internet if we could afford it.	
Big Ridge	Independence	23314	CenturyLink DSL	X	Basic home use	Faster service	
3528 Rockbridge Road	Troutdale	24378	Satellite	X	Basic home use	Not satisfied at all. Way to expensive.	
336 east main	Independence	24248	CenturyLink DSL	X	Business	Very important. Not satisfied at all	
222 W Main St	Independence	24348	CenturyLink DSL	X	Home-based business	Yes love my service. No data cap is important. Just wish upload was faster	
214 Middle Fork Ln	Whitetop VA	24292	CenturyLink DSL	X	Basic home use	It is very important to us. Somewhat well it stays off more than it stays on. When the power goes out and then comes back on the Internet is still off and it takes days for it to come back on.	
340 white oaks LN	Independence	24348	CenturyLink DSL	X	Basic home use		
1711 Pleasant Grove Road	Independence	24348	CenturyLink DSL	X	Basic home use	Service is pretty consistent	
4764 wilson hwy	Independence	24348	None	X	I do not have Internet access	Very expensive, lots of trouble.	
2294 Elk View Rd	Elk Creek	24326	Satellite	X	Home-based business	Itâ€™s very slow and unreliable. Impossible to download files. We donâ€™t have a phone line, so we depend on calls over the Internet, which can be unreliable. Would spend more time in Grayson if we had faster internet.	
7880 Elk Creek Parkway	Independence	24348	CenturyLink DSL	X	Basic home use	Internet use is very important. I'm not satisfied with the current provider but it is the only option I have. Internet is slow and goes out very often. Getting someone to fix it takes a long time there are known issues in my area that CenturyLink just doesnt want to fix because of cost. That came straight from the guy that works for them	
70 terri lane	Galax	24333	CenturyLink DSL	X	Basic home use		
50 camp fork creek road	Galax	24333	Cellular Only	X	I do not have Internet access		
2671 Comers Rock Road	Elk Creek	24326	CenturyLink DSL	X	Home-based business	This is a seasonal rental business. Guests insist on reliable internet access.	
1067 Wagon Wheel Road	Elk Creek	24326	CenturyLink DSL	X	Home-based business	I cannot work without it	
1595 Fox Knob Road	Mouth of Wilson	24363	Cellular Only	X	Home-based business	Have to go to library to download software updates for phone or laptop. Regularly lose phone internet in the middle of tasks for minutes at a time.	
141 Whistling ridge ln.	on. Of Wilson	24363	None	X	Home-based business	Very important.	
1595 Fox Knob Road	Mouth of Wilson	24363	Cellular Only	X	Home-based business	Have to go to library to download software updates for phone or laptop. Regularly lose phone internet in the middle of tasks for minutes at a time.	
294 brush creek road	Fries	24330	CenturyLink DSL	X	Basic home use	CenturyLink too expensive and stays off at least 3 or mote days a month..very slow..2 people at a time cannot use	
1358 Battlefield Drive	Independence	24348	Cellular Only	X	Business	We are very limited with our internet usage as our only access is through a cell phone hotspot. While this works for basic functions like email, the monthly data limit makes things like video conferencing, streaming and other online activities out of reach. Having moved back to the area 2 years ago, the lack of internet access has been the biggest hurdle to overcome. We also run a vacation rental property that does not have access to internet and that is our biggest complaint from people who visit the area because many cellular carriers do not work or are very spotty in our area.	
439 Louisville Lane	Galax	24333	CenturyLink DSL	X	Basic home use	The service is horrible on a daily basis and the cost of it is ridiculous considering it doesnâ€™t work half the time. There needs to be other options besides Centurylink. Not only do they take your money they take extended time to fix anything. It is always slow and goes out when it just rains.	
145 Iron Mountain Lane	Fries	24330	Cellular Only	X	Basic home use	The only internet I have is through US Cellular and it is very spotty here at home. We have no other type of internet. I wish that we did have access to good internet service.	
593 wolf knob rd	Mouth Of Wilson	24363	None	X	Basic home use	We were told there is none available	
327 Fairview Road	Galax	24333	CenturyLink DSL	X	Basic home use	Somewhat Satisfied until something breaks it takes forever for someone to fix the issue. Could be cheaper. I am currently shopping around. I have also been told no other company available where I live.	
6100 Flat Ridge Road	Troutdale	24378	Satellite	X	Business	Internet speed is a huge part of our need - and connectivity issues are important. Staying connected without getting 'booted' and having to restart are a problem. Need high-speed Internet due to some of the things we need to do online for our jobs.	
5688 big ridge road	Elk creek	24326	None	X	Home-based business	Farm owner and need for both business and personal use. We have no internet at this time	
806 Bainbridge Rd	Fries	24330	None	X	Basic home use	We can't get internet where we live we we're told we needed to get all of our community to raise money for service we don't have a home phone because the service is so old you can't even hear who you're talking to and with our cell phones rarely can we make a call or look at anything in them we need your help	
5584 Meadow Creek Road	Galax	24333	None	X	Education K-12	Affordable internet access would greatly benefit our household as we have a daughter in 7th Grade and she should have access to reliable service. We had CenturyLink for awhile but the lines are so old and the speed was so slow we were very frustrated having to pay the same as our neighbors on either end of our road who were getting much better service. If it rained it wouldn't work at all.	
1319 Dixie Road	Independence	24348	Satellite	X	Basic home use	It's either really slow or don't work at all? ðŸ™ˆ	
8478 Spring Valley Road	Fries	VA	CenturyLink DSL	X	Basic home use	I currently have CenturyLink "high speed" internet. Internet is so slow I usually can't do basic tasks like bill pay, etc. I would love to see faster internet service.	
454 Crestwood Drive	Galax	24333	Other (please specify)	Dish	X	Education Higher Ed	Expensive and weather causes connection problems. We have no other choice for high speed internet.

3894 Brush Creek Rd,	Ivanhoe Virginia	24350	CenturyLink DSL	X	Basic home use	WE have very poor INTERNET SERVICE, supposed to be Receiving 1,5MGB and only receive Less than 0.5 or less.
711 Penn Ford Lane	Independence	24348	None	X	I do not have Internet access	I would like to have internet for basic home use and to have it available to my visiting children at a reasonable rate.
3750 Old Trail Rd	York Haven	17370	Other (please specify) Blue Ridge cable	X	Basic home use	My Mom lives in Grayson county and when I visit it would be great to have internet.
2554 Low Gap Rd	Mouth of Wilson	24363	None	X	Home-based business	Very important all we've ever had is satellite internet it was very expensive and slow
637 Middle Fork Lane	Whitetop	24292	CenturyLink DSL	X	Basic home use	Having internet is very important in my home, my children have to use the internet for school projects and homework assignments. I am not satisfied with my internet service. Always going in and out, sometimes it's out for days even weeks before it's repaired, to price just for the basic internet service.
9097 Wilson Hwy	Independence	24348	CenturyLink DSL	X	Basic home use	We have had nothing but trouble with Century Link! We lose internet multiple times a day.
5 Little Brook Ln	Fries	24330	Comcast Cable	X	Education Higher Ed	Service is unpredictable and with high level academic classes taken offsite this is problematic.
4883 Razor Ridge Road	Troutdale	24378	Other (please specify) Hughesnet	X	Basic home use	Internet access is very important. Our current internet works but it could always be better. There are times it disconnects or loses signal. Also our home phone line is a wifi line. Calls are jumpy and glitchy.
291 Beulah Lane	Independence	24348	Cellular Only	X	Basic home use	I would like to have internet but can't get it in my location would love to get a computer and have internet I only have my cell phone
300 Cherrywood Lane	Independence	24348	CenturyLink DSL	X	Basic home use	Speed has decreased. During busy internet times (after school) signal will get lost or decrease
279 Penny Lane	Independence	24348	Cellular Only	X	Home-based business	Speed and consistency needs to improve.
418 Greenville Road	Galax	24333	CenturyLink DSL	X	Home-based business	Slow connections are a constant problem. Using multiple wi-fi devices at the same time causes buffering or drastic reduction in quality. Signal often goes off.
219 Cherrywood Ln	Independence	24348	CenturyLink DSL	X	Basic home use	Haven't had many problems, but the price is a bit high. Especially when you compare the wifi speed to the data speed and I'm using data on my phone instead because it's faster.
3447 pond mountain lane	Whitetop	24292	Satellite	X	Basic home use	Satellite is slow and in and out depending on weather. Personally I think expensive based on what u get.
105 Little River Rd	Galax	24333	Other (please specify) Fixed wireless - Ling	X	Basic home use	Fixed wireless is frequent victim of lightning strikes. Upload speed not adequate. Download speeds ok but can fluctuate during peak times. Would like a fiber option in our rural Baywood area.
1628 comers rock road	Elk creek	24326	None	X	Basic home use	I need at least a 4G connection. And better cell service
754 Rimrock Ln	Independence	24348	CenturyLink DSL	X	Business	I work from home in Teleradiology, but can only get the slowest speed century link offers, just a step above dial up. It requires me to use a company VOIP phone through the internet but connection is slow that my calls are constantly breaking up. I'm not from here, so it was a huge downgrade in internet when I moved here. Please bring fast internet so I can stay here in Virginia and not have to move back to Statesville, NC, where I'm from just for my job. I also have to work overnight gift only since there is less internet traffic during that time. We also have family that comes in from GA, and they are not able to play their games, stream Netflix, or even just browse the internet with a decent speed that should be standard everywhere (at least 10-20 mb). In addition, I max out my cellular data monthly since home internet is inadequate.
1883 Ripshin Rd	Troutdale	24378	CenturyLink DSL	X	Education K-12	Add in computer, TV, and other standard upgrades that regularly need downloaded. We need your help!!! Slow DSL in my area
3975 Falls Rd.	Elk Creek	24326	Satellite	X	Basic home use	It is our lifeline to needs of medical information and making sure our medical needs are met thru internet communication.
1795 Comers Rock Rd	Elk Creek	24326	CenturyLink DSL	X	Basic home use	Our service is very slow and we have no cell service so we have to use WiFi calling.
4237 Big Ridge Rd	Elk Creek	24326	Other (please specify) Hughes net	X	Basic home use	Would benefit from a strong hi speed internet in order to obtain a job to work from home
2329 Powerhouse Road	Independence, Virgir	24348	CenturyLink DSL	X	Home-based business	Internet service is very important, not satisfied with CenturyLink. Wish there were other options available. Slow speed, connection problems and being booted off at random times.
4749 Flatridge Road	Mouth of Wilson	24363	Satellite	X	Basic home use	High speed internet is very important to us. Somewhat unsatisfied with it. Issues are: Limited amount, not always high speed, poor connection during storms, not reliable enough to stream shows or use Skype or Facetime
204 N Hampton St	Fries	24330	CenturyLink DSL	X	Basic home use	Generally satisfied
439 Hemlock Lane	Troutdale	24378	Satellite	X	Basic home use	Internet access is hard to get. It's slow and goes out every time it rains. Internet access is very important because we do business, online education, and basic home use. Satellite internet does not work well in this area because of the mountains blocking the signal. The citizens of Grayson County are in desperate need of cable internet to resolve this problem.
759 Grassy Creek Road	Mouth of Wilson	24363	Satellite	X	Basic home use	It is very important to me to keep up with friends/family. Also, on line banking, as my bank is in Galax (Wells Fargo) Not very convenient for me. I use HughesNet and it is very slow and very expensive, so would like to see other options become available.
3724 old river lane	Independence	24348	Satellite	X	Basic home use	Would love to have access to broadband via fibre optics line vs satellite. Lower cost and better service than satellite.
4791 Delhart Rd	Galax	24333	CenturyLink DSL	X	Home-based business	Very slow..down all the time. ..need higher speed for work .internet serv. Very important to our businesses and our incomes
68 Tanglewood Road	Fries	24330	Comcast Cable	X	Education Higher Ed	The signal always wants to cut in and out and it makes it difficult to ever use it
5511 Ripshin Rd	Troutdale	24378	Satellite	X	Business	Very slow. Excede advertised up to 25 mbps. Rarely break past 1 mbps
4873 Flat Ridge Road	Mouth of Wilson	24363	None	X	Basic home use	This home currently does not have internet because I do not feel the cost from the local service provider is acceptable for the level of service/speed I would receive. This address is my second home. At my primary residence I have xfinity high speed internet/cable/home phone. It's used for gaming, streaming, surfing and has 6 or more devices operating off of it at any given time. I would want the Internet at the home on Flat Ridge to be comparable to what I have in Maryland.
PO Box 6214	Metairie	70009	Other (please specify) Cox	X	Basic home use	

105 Winding Way	Galax	24333	CenturyLink DSL		X	Basic home use	My local service is slower when I use comparable services in other towns. I have trouble downloading incoming emails, especially if they have photographs included. Sometimes I have to wait overnight for the complete message to come through.
98 sheep grove road	Fries	24330	CenturyLink DSL		X	Basic home use	We use the internet for everything. From watching netflix to our major league baseball app, and basic everyday uses. Am not satisfied with my service at all. It doesnt work all the time the way it should, it stops at random times. The speed is slow and the customer service is a nightmare. It was broken for 3 weeks and I was just given the run around. No shows on the appointments. The biggest problems with the service is it slow and it doesnt work all the time and cuts out at random times.
123 Grouse Hollow Lane	Galax	24333	CenturyLink DSL		X	Basic home use	Very slow and service not good
443 Penn Ford lane	Independence	24348	CenturyLink DSL		X	Basic home use	Slow and sometimes...alot of time it goes out. I am supposed to get speeds up to 10 but 99% of time i am luck to hit 3. It goes out all the time. Its the worst of the worst. With no other options i have no choice but to pay for internet service that just plain sucks!!!
10001 comers rock rd	Elk creek	24326	None		X	Business	Very important! I have to walk to my parents house to work as that's where the Hughes Net satellite is set up! Did not move dish as my parents Use the Internet too!! We need easily accessible fast internet at both houses!
2768 Comers Rock Rd	Elk Creek	24326	Cellular Only		X	Basic home use	
503 logans ln	Elk creek	24326	Satellite		X	Basic home use	It is important to me to be able to communicate with businesses and individuals throughout the region, and country wide. Currently using satellite based internet services and it does work, but is slow and expensive compared to what other locations have available. Those are the greatest issues, cost vs speed of product
21 Grand Oaks Lane	Independence	24348	Satellite		X	Basic home use	I miss Comcast, which we had when we lived in Baywood. Comcast does not come down Riverside. Every time it rains or storms we lose TV (Direct TV) and internet (HighesNet). I also hate having to live with 2 satellite dishes in the front yard. We are desperate for a decent, reliable, affordable internet connection! We have no cell service, so cannot even look things up on the phone, and so many companies do everything online now. The hours at Grant computer center are so limited, and do not help much for those of us that work all week. CenturyLink would more than make up for any upgrade costs with monthly subscriptions! HughesNet is so limited (monthly data used up within a half an hour, just to check email) and unreliable (cloudy/raining/snowing lose connection)
3696 Highlands Pkwy	Mouth of Wilson	24363	Satellite		X	Home-based business	unreliable (cloudy/raining/snowing lose connection)
3052 Briar Patch Mountain Rd	Fries	24330	Satellite		X	Education K-12	Satellite internet access is spotty and very expensive. We need better for school and work.
44 Driftwood ln	Independence	24348	Satellite		X	Education Higher Ed	We have two small children who need internet access for school. My wife and I are also going to school full time, me at WCC and her at ODU. We need access to complete assignments and for contact with professors. It is very important for us to get the new broadband service
315 Porter rd	Troutdale	24378	None		X	I do not have Internet access	
2627 Spencer's Branch rd	Mouth of Wilson	24363	Satellite		X	Basic home use	I have hughes net and it is so slow. I wish I had something faster to be able to do more online. Streaming videos, possibly Netflix. Watching YouTube.
2634 pine mountain rd	Independence	24348	None		X	Basic home use	It's extremely important for our family to be able to receive internet access
1360 Skyline Highway	Galax	24333	Other (please specify)	Xfinity	X	Basic home use	Excellent service with Xfinity both internet and television
7109 TROUTDALE HWY	TROUTDALE	24378	Other (please specify)	Lingo Networks	X	Basic home use	Used to work from home but would lose connection frequently and have to drive to a restaurant or library with free wifi access in order to meet important deadlines (like processing company payroll). Now working outside the home and speeds are often too slow to sit down and enjoy a streaming movie or TV show after a long day's work. Had a college student that would occasionally come home weekends but have to return to campus early because he couldn't complete assignments with internet going out at home. Have been very frustrated with frequent slow internet speed and occasional complete outages, especially when job searching and the connection would go out in the middle of completing a job application. A consistent high speed connection (at the speed we are currently paying for but not receiving most of the time) would be really great and we're hoping the upgrades coming will provide that - at a reasonable cost.
2906 Lime Kiln rd	Fries	24330	Comcast Cable		X	Basic home use	My service is decent but others cannot get even decent service around the area.
1749 Fox Creek Road	Mouth of Wilson	24363	CenturyLink DSL		X	Business	Very expensive and not fast.
3759 Flatridge Rd	Troutdale	24378	Satellite		X	Education K-12	We have had Century Link dsl and satellite. Both are slow, especially during peak hours from 5 - 11 pm when its needed.
2284 Fox Creek Road	Mouth of Wilson	24363	CenturyLink DSL		X	Basic home use	
4868 Comers Rock Rd	Elk Creek	24326	CenturyLink DSL		X	Home-based business	Poor connection. Terrible service. Low speed.
2829 Jefferson Hwy	Mouth Of Wilson	24363	Satellite		X	Basic home use	Need internet service because there is not good signal from a tower. Not happy with satellite service because can only have up to 20 gigabytes.
580 Elk View Road	Elk Creek	24326	Satellite		X	Basic home use	Satellite internet access is expensive. We experience no service (rain fade) during heavy rain & snow. Our service includes data limits, diminishing its value.
1348 Delhart Rd	Galax	Va 24333	None		X	I do not have Internet access	My husband and I have been trying to get Internet access at our home for the past four years. Every time we called to inquire about Internet access they state that the bandwidth is exhausted.
3779 Beaver Dam Road	Independence	24348	CenturyLink DSL		X	Home-based business	
10033 comers rock rd	Elk creek	24326	Satellite		X	Business	I work for a company based in Charlotte and work out Of my house at the above address. I've had Hughes Net for many years. I pay almost \$150 a month and it is not worth it. It is very slow and my high speed allotment runs out very fast due to my work. Satellite internet is HORRIBLE! I am in desperate needs of good quality high speed Internet for my work so I can continue living in Grayson County.
155 W main st	Fries	24330	CenturyLink DSL		X	Home-based business	My internet works well except if you have a problem it takes weeks to come out and fix it
201 E. Main St.	Fries	24330	Comcast Cable		X	Home-based business	Very important to have access. The cost is the main detractor - it is very expensive.

9 Thornbrook lane	Independence	24348	Cellular Only	X	Education K-12	Century link doesn't work good at all the kids needs it most for school
1624 Battlefield Drive	Independence	24348	Other (please specify)	Hot spot thru US Ce X	Home-based business	We need better access for our vacation rental and be able to provide access at our vacation rental cottage
2906 Lime Kiln Road	Fries	24330	Comcast Cable	X	Home-based business	Comcast is the only provider. I don't have a choice. All other companies provide very low speeds that are not sufficient for basic Internet usage.
297 Grange Hall Rd	Troutdale	24378	None	X	Basic home use	We have found that high-speed internet is difficult to get at our address.
5046 Fox Creek Road	Mouth of Wilson	24363	CenturyLink DSL	X	Basic home use	Internet is very important to us. Retired military moved here 8 years ago. Had phone and 3-4 Mgb of internet speed with Century Link for \$65/month. Could actually stream YouTubeTV with that speed--for \$35/month. It was great, no problems until about 8 months ago Century Link declared that we were only capable of getting .5 MGB and cut us back without even asking how it was doing. Refused to re-up it. And then they raised our monthly rate!! Had to go to Dish at \$72/month to get TV reception. We get cell only through the broadband. I think this area would be "discovered" if broadband was good and widespread. Not sure if that is a good or bad thing but definitely good for those living here.
577 Churchhill Road	Independence	24348	CenturyLink DSL	X	Basic home use	Centurylink is very hit and miss. Not reliable or fast. Expensive for no better service than what they offer.
136 Clover Lane	Independence	24348	Satellite	X	Home-based business	We used to have CentruyLink DSL here but it was the lowest of the low as far as speed and very unreliable (it would go out for days at a time every other week it seems). We were eventually forced to go with satellite internet but it's even more expensive to use and barely any faster than we got with DSL at this location. We would love to be able to easily stream videos, browse websites, and check emails without worry of the Internet randomly going down because at this location we don't even have good cell signal, so decent Internet is a must for us to be able to do these simple tasks.
1791 link rd	Galax	24333	None	X	Education K-12	The only internet provider that is working in my area is Hughes net.
1625 STONES CHAPEL ROAD	ELK CREEK	24326	CenturyLink DSL	X	Basic home use	We have no cell service in our hollow. Internet is my connection to the world. I use it several hours a day. Occasionally it "goes out", and seems very slow to friends and family who use our internet while visiting. It is basically all I know.
242 Diamondview Loop	Galax	24333	CenturyLink DSL	X	Basic home use	It stays off more than on. The speed is also horrible
3490 Scenic Road	Fries	24330	CenturyLink DSL	X	Business	It would be nice for Century Link to have some competition. Their rates are very high. Our property is a vacation rental and it's imperative that we have internet for our guests and to monitor the home with security cameras when it isn't occupied.
2903 Rugby Road	Mouth of Wilson	24363	CenturyLink DSL	X	Home-based business	It is very important in today's time and assists in my business and continuing education. Our internet is terrible and slow and customer service and support from Century Link is even worse. We desperately need a better service.
1595 Fox Knob Road	Mouth of Wilson	24363	Cellular Only	X	Basic home use	We can only get internet on the hotspot on our phones. It is spotty and cuts out, plus it is metered! Which makes it expensive. We can't get an unlimited plan in Mouth of Wilson, even though in nearby Independence you can. It is VERY frustrating. As a writer, it is extremely important to have good internet. We would really like fiber optic! We are a mile from Ashe County and they have it everywhere! We can't even get a landline phone because the old line somehow was damaged before we bought this place in 2017 and they are unwilling to string new line to us! If I had good internet I would get my website finished and run a business from my house! We desperately need this! Please don't forget us or put us last like everyone else has! Thank You...
7238 Spring Valley Road	Fries	24330	Satellite	X	Home-based business	I would like to have high speed internet that was more affordable. The satellite works good but is expensive.
990 Wilburns Mill rg	Troutdale	24378	None	X	Education Higher Ed	I am currently staying in Roanoke area because of the need of high speed inet for college. Dish wouldn't do what I needed for school. It was to slow and only limited in amount. I could do no exams or live video with school. I had to go where it was accessible. Grayson needs help!
495 hickory ln	Galax	Va	CenturyLink DSL	X	Basic home use	I need a different provider desperately. Our Xfinity is sooooo expensive but my options are very limited. Our community would really benefit
1605 cornerstone road	Independence	24348	None	X	Home-based business	We can't get service and located at least 5 miles from town. This impacts our business, college assignments and work related tasks.
849 Cardinal Road	Galax	24333	CenturyLink DSL	X	Basic home use	Lines are old and need to be replaced. End of the line of service and service is slow and intermittent too often. Ping rate is terrible.
98 Poplar ln	Independence	24348	CenturyLink DSL	X	Education K-12	It might as well be dial up it's all but useless. I have homeschooled children who need internet for their education.
210 E Winds Ln	Galax	24333	None	X	I do not have Internet access	We would really like to have internet access, but any providers that offer it at our address are not dependable. Neighbors complain that century link is nor dependable, and when internet is down, they take weeks, sometimes months to repair.
314 Williams st	Independence	24348	None	X	Basic home use	It's very important. I had Comcast and it was not worth what you had to pay
37 Winding Creek Ln	Fries	24330	Satellite	X	Basic home use	Very slow signal comes and goes not very reliable had century link was bad too
7656 Troutdale Highway	Troutdale	24378	Satellite	X	Basic home use	I have satellite based internet, which is very slow and weather dependent. This made it very difficult to do homework while in college. We have several other providers in our area however when I have tried to connect with them I get the response of "the box is full and we are unable to connect to your house" or "Yes that is our line running with the power lines, but we do not offer internet service in your area" This makes connecting to the internet very frustrating.

44 Highpoint Ln	Independence	24348	CenturyLink DSL	X	Basic home use	My internet is slowest speed you can get. That is all they offer for my address. Sometimes it works, sometimes it don't. Cannot watch a video or anything that has to download. Need better internet service in this area. Would like to make a little income using the internet if I could get better speed. Centurylink does not work to fix my problems and don't seem to care because they know they are the only available internet service in my area.
861 cardinal rd	Galax	24333	CenturyLink DSL	X	I do not have Internet access	Access is very important to me we can only use cellular right now because century link is complete trash we used to have their service and the speeds were extremely slow paid for the only package available which was up to 10 MBPS but were never able to get above 1 KBPS
180 River Bottom Ln	Galax	Va	CenturyLink DSL	X	Home-based business	Internet works ok for 1 device. Biggest problem is it goes out multiple times a day.
209 Bakers Branch Road	MOW	24363	CenturyLink DSL	X	Basic home use	Very important to have reliable DSL which Century Link has consistently been unable to provide. I've never received what I pay for but since CL is the only provider in the area I don't have an option to change.
43 moss lane	Troutdale	24378	Satellite	X	Basic home use	Internet is very important at our home. Since we have no cellular service either, I rely on WiFi to be able to keep in contact with my truck driver husband through imessage. We also can't do what most people do and watch Netflix or Hulu because our satellite internet is so slow, also it cuts out when it storms or is too windy.
2554 Low Gap Rd.	Mouth of Wilson	24363	Cellular Only	X	Home-based business	We are only able to get internet service through our cell phones or satellite television. We are in desperate need of a reliable home service in order for us to start working from home. We would also utilize it for educational purposes including K-12 education and higher ed classes.
6700 Troutdale Highway	Troutdale	24378	Satellite	X	Basic home use	Hughes Net is not very fast internet but is the only option for our area.
1031 Rock Creek Road	Independence	24348	CenturyLink DSL	X	Basic home use	Our current connection is very slow. We pay for 10mbps but only receive 5-7. We have been told by CenturyLink that there is little to no chance of service upgrades in the foreseeable future. Service is spotty at times, especially after severe weather, and occasionally slows to 2-4mbps for no discernible reason, sometimes for days at a time. When there is an issue that requires a visit from a tech, the service date is usually 2-4 weeks in the future, and technicians often miss the appointment without notice multiple times, resulting in the need to reschedule and spend several entire days waiting for someone to come. I am not satisfied with my service. For a time, it prevented my partner from being able to perform his work from home job and he had to maintain a separate office location in Galax. In fact, I am planning to sell my current home within the next five years, and if service comparable to what Comcast offers in the city of Galax is not available anywhere in Grayson County at that point, I will not remain in the area.
580 Crownridge Rd	Galax	24333	CenturyLink DSL	X	Home-based business	internet speed is slow, extremely important, not satisfied, lack of speed for streaming, too costly.
1026 Ivanhoe Road	Fries	24330	Comcast Cable	X	Basic home use	Comcast has great internet service, very satisfied with internet service. Not so happy about cost.
128 New View Ln	Independence	24348	CenturyLink DSL	X	Basic home use	Slow. Slow. Slow.
5215 delhart rd	galax	24333	CenturyLink DSL	X	I do not have Internet access	slow service will not stream
279 White Oak Lane	Independence	24348	CenturyLink DSL	X	Basic home use	It is very important. I would like to work from home more. It is slow. Prefer cable but cable is not available.
731 Oak Ridge Drive	Independence	24348	Comcast Cable	X	Basic home use	I have Comcast and I am MOSTLY satisfied with it, the speed is decent, the price could be better, however, it cuts out often. Randomly day or night we will lose connection for either several seconds, several minutes, or whatever at a time. When that happens constantly and kicks you off of whatever you're doing, it's quiet annoying!
39 Tanglewood Rd	Fries	24330	CenturyLink DSL	X	Basic home use	It's not very fast and the price is ridiculous but we have to have it for our phones to work. Plus we have 4 kids and they use it for school homework etc.
1448 Powder Mill Road	Elk Creek	24326	CenturyLink DSL	X	Home-based business	Centurylink is horrible
188 Holly Ridge Road	Mouth of Wilson	24363	Cellular Only	X	I do not have Internet access	Internet access is not currently offered in our area. We would love to sign up as soon as it becomes available!
2617 POTATO CREEK RD	MOOUTH OF WILSON	24363	Satellite	X	Business	We have been VERY DISsatisfied with our service. Our business if rural with no access to fiber/broadband. We have been asking for years for it to be accessible at our location with no luck. The slow speed of the satellite that we use hinders our business tremendously. PLEASE bring on the fiber! We are one of the largest property ad income taxpayers in the county, so that ought to count for something. Please bring us a faster internet option.
352 Kenstock ln	Independence	24348	CenturyLink DSL	X	Basic home use	Very frequent outages
881 River Bend rd	Mouth of Wilson	24363	CenturyLink DSL	X	Basic home use	Very slow connection. Not satisfied at all
464 Wagon Wheel Rd	Elk Creek	24326	CenturyLink DSL	X	Home-based business	I use the Internet for my side job at home and we have 2 smart tvs, and 6 mobile devices. We cannot do all at once. We want faster Internet, please!
3 Fox Fire Lane	Independence	24348	CenturyLink DSL	X	Home-based business	I have been happy in the past, but in the last two months, it drops quite often.

## MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding (this “Memorandum”) is made effective as of June 12, 2019 (the “Effective Date”), between and among Appalachian Power Company, a Virginia corporation (“APCo”), Gigabeam Networks, LLC, a Virginia limited liability company (“Gigabeam”), and Grayson County, Virginia, a political subdivision of the Commonwealth of Virginia (the “County”).

### RECITALS

- A. Pursuant to the Virginia Code section § 56-585.1:8, effective July 1, 2019 (the “Act”), the Commonwealth of Virginia is seeking to expand broadband service into unserved areas of the Commonwealth. The Act further permits electric utilities to pursue pilot programs with broadband providers and local counties and municipalities to facilitate such expansion.
- B. APCo completed a study to explore the feasibility of deploying middle mile broadband service to unserved populations in Virginia and has identified the County as a viable candidate based on the legislative requirements for such a pilot program.
- C. APCo will use its expertise in project management, government affairs, telecommunications, and distribution planning to support this program for the middle mile deployment.
- D. After issuance of a request for proposal and a review of potential broadband providers, the County has identified and selected Gigabeam as the most suitable Internet Service Provider to partner with in expanding services in the County.
- E. In accordance with the pilot program requirements of the Act, Gigabeam’s use of APCo fiber shall be limited to the provision of services to customers that lack access to broadband services at speeds of greater than 10 megabits per second (Mbps) download speed and 1 Mbps upload speed. All services provided by Gigabeam utilizing APCo fiber shall be carried at speeds of greater than 10 megabits per second (Mbps) download speed and 1 Mbps upload speed.
- F. The parties desire to develop a relationship whereby as APCo constructs fiber necessary for its plan to deploy advanced metering infrastructure and improved communications capability across its grid, it also deploys additional fiber capacity to serve the County’s goal to improve broadband service within the County. Gigabeam desires to invest capital in the County whereby it could use the additional APCo fiber capacity to serve public and private broadband users in the County. The efforts of all three parties herein shall be referred to as the “Project.”
- G. The County supports the Project and seeks to facilitate all permitting and use of public rights of way necessary to deploy the facilities envisioned herein.

NOW, THEREFORE, the parties hereby agree as follows:

**1. NEGOTIATION OF DEFINITIVE AGREEMENTS**

The parties intend to negotiate with each other in an effort to enter into agreements whereby: i) the County facilitates the construction of additional communications facilities within public right of way and becomes an end user of the services Gigabeam will provide; ii) APCo agrees to lease additional middle mile fiber capacity to Gigabeam; and iii) Gigabeam agrees to develop a business model for delivery of end user broadband services to both public and private users within the County.

The parties anticipate negotiation of a long term fiber use agreement for the use of APCo fiber which will include terms of compensation, maintenance obligations and other customary terms and conditions contained within commercial fiber use agreements.

**2. DUE DILIGENCE**

The parties shall cooperate with each other with all due diligence efforts necessary to determine the viability and implementation of the Project.

**3. STATE CORPORATION COMMISSION PETITION**

APCo shall prepare a petition (the "Petition") to the Virginia State Corporation Commission (the "Commission") seeking approval of the Project. All parties herein shall cooperate with the preparation of such Petition. Implementation of the Project shall be contingent upon such approval and execution of the definitive agreements described in Section 1 above.

**4. EXPENSES**

The parties understand that various costs will be incurred in relation to activities contemplated herein. The parties understand that regardless of which party incurs such costs, none of the parties herein shall be responsible for reimbursement of expenses to another unless such reimbursement is agreed to in the definitive agreements.

**5. CONFIDENTIALITY**

The terms of this Memorandum, the status of negotiations concerning the transaction contemplated herein and the information exchanged by the parties pursuant to this Memorandum shall be maintained in confidence by the parties to the greatest extent practicable. The parties understand that a party may be compelled to release information concerning the Project pursuant to public records requests by third parties, and other public filings. In any such case the parties shall coordinate any communication releases to the public.

**6. PARTIALLY BINDING NATURE**

The parties understand and agree that, except as provided in the next sentence, this Memorandum (i) constitutes only a statement of intentions, (ii) does not reflect all matters upon which mutual definitive agreements must be reached in order for the

transactions contemplated hereby to be consummated, and (iii) does not obligate the parties to enter into any binding definitive agreement relating to the Project. This Memorandum is not intended to be binding, other than Paragraphs 5 and 6. The parties hereto expressly agree that binding obligations with respect to the Project will result only from the execution of the definitive agreements, subject to the terms and conditions stated therein. No course of negotiation or course of dealing under this Memorandum will create an obligation to enter into any definitive agreements.

**7. TERMINATION**

Either party may terminate this Memorandum at any time, with or without cause, upon written notice to the other parties. In addition, this Memorandum shall terminate and be of no further force and effect if the Commission rejects the Petition.

**8. LIMITATION OF LIABILITY**

Neither party shall be liable to the others in contract, tort, or otherwise, for any claims, liabilities or losses arising out of this Memorandum or alleged to result from the failure of the other party to enter into any definitive agreements. The parties hereby waive, in advance, any claims (whether such claims are based on breach of contract, tort, equity or any other theory) for the failure for any reason to enter into the definitive agreements. In no event shall either party be liable to the other for any incidental, indirect, special, punitive or consequential damages (including without limitation damages for lost profits).

**9. GENERAL**

**9.1. Governing Law.**

This Memorandum shall be governed in all respects by the laws of the Commonwealth of Virginia.

**9.2. Amendments.**

No modification, amendment or waiver of any of the provisions of this Memorandum will be binding without the written consent of the parties hereto.

**9.3. Binding Effect; Assignment.**

This Memorandum will inure to the benefit of and be binding upon each of the parties hereto and their respective successors and permitted assigns to the extent provided in Section 6, but in no respect shall give rise to any third party beneficiary rights or claims. No party may assign any of its rights, interests, or obligations hereunder without the prior written consent of the other parties, except that a party may assign this Memorandum to an affiliated entity upon written notice to the other parties.

9.4. Waivers.

No failure or delay in exercising any right, power or privilege hereunder will operate as a waiver thereof, nor will any single or partial exercise thereof preclude any other or further exercise thereof or the exercise of any other right, power or privilege hereunder.

9.5. Counterparts.

This Memorandum may be executed in counterparts, all of which for all purposes shall be deemed to be an original and all of which shall, taken together, constitute one and the same instrument.

9.6. Relationship of Parties.

Nothing in this Memorandum shall be deemed to constitute, create, give effect to, or otherwise recognize a joint venture, partnership, or formal business entity of any kind.

9.7. Notices.

All demands, notices, consents, approvals, reports, requests, and other communications hereunder must be in writing, will be deemed to have been duly given only if delivered personally or by an internationally-recognized express courier service or by mail (first class, postage prepaid) to the parties hereto at the following addresses and will be deemed effective upon delivery. Any party may change its address at any time upon notice to the other party.

If to APCo:

If to Gigabeam:

If to the County:

IN WITNESS WHEREOF, the parties have executed this Memorandum as of the Effective Date.

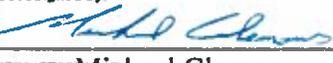
**APPALACHAIN POWER COMPANY**

**GRAYSON COUNTY, VIRGINIA**

DocuSigned by:  
By:   
B208822138A742F...  
Brad Hall, Vice President External  
Affairs

DocuSigned by:  
By:   
6BD95E7F0F86449  
William Shepley,  
County Administrator

**GIGABEAM NETWORKS, LLC**

DocuSigned by:  
By:   
40E8150E85E9410  
Michael Clemons,  
President

## Certificate Of Completion

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Status: Completed

Subject: Please DocuSign: APCO - Grayson County Broadband MOU - Final (002).pdf

Source Envelope:

Document Pages: 5

Signatures: 3

Envelope Originator:

Certificate Pages: 3

Initials: 0

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1 Riverside Plz FL 1

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Columbus, OH 43215-2373

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dfields@aep.com

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6/15/2019 9:27:27 AM

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Signer Events

Payment Events

Status

Timestamps

bnhall@aeep.com

VP External Affairs

Security Level: Email, Account Authentication (None)

Signature Adoption: Drawn on Device  
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Electronic Record and Signature Disclosure:

Accepted: 6/13/2019 1:32:48 PM

ID: d7b745b7-3d25-4983-b087-282a6ae04ea5

William Shepley

wshepley@graysoncountyva.gov

Security Level: Email, Account Authentication (None)

DocuSigned by:  
*William I Shepley*  
68D95E7F0F86449

Signature Adoption: Drawn on Device  
Using IP Address: 96.91.22.113

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Electronic Record and Signature Disclosure:

Accepted: 6/13/2019 2:22:30 PM

ID: fe1e7d7f-5ff0-43ab-961c-af39e96bdd10

Michael Clemons

mclemons@gigabeam.net

President

Security Level: Email, Account Authentication (None)

DocuSigned by:  
*Michael Clemons*  
49E815E89E9E4E1

Signature Adoption: Uploaded Signature Image  
Using IP Address: 76.9.235.2

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Electronic Record and Signature Disclosure:

Accepted: 5/22/2019 11:09:11 AM

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Intermediary Delivery Events

Status

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Certified Delivery Events

Status

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