

Line Extension Customer Assistance Program (LECAP) Frequently Asked Questions (FAQs)

Purpose: For a subset of Virginians, broadband connections are not attainable because their home exceeds an internet service provider's standard connection drop length from a roadway or easement containing telecommunications infrastructure. The cost incurred by homeowners to extend broadband infrastructure to these locations, referred to as special construction costs, range from a few hundred to a few thousand dollars, depending on the distance and cost to connect the location. LECAP will contribute up to 100% of the costs associated with extending broadband service to a qualified LECAP location.

Below are answers to frequently asked questions about LECAP.

FAQs by LECAP Applicants	1
LECAP	1-2
Affordable Connectivity Program.....	2-3
FAQs by Internet Service Providers	3-4

FAQs: Applicants

1. What is the Line Extension Customer Assistance Program (LECAP)

The Line Extension Customer Assistance Program (LECAP) is designed to support the extension of existing broadband networks to low-to-moderate income residents.

2. Who is eligible for enrollment in LECAP?

Virginians qualify for LECAP if their annual household income is at or less than \$170,340. This is 200% of the real median household income of the Commonwealth of Virginia. Renter occupied properties are eligible for LECAP based upon the household annual income of the renter and are considered on a case-by-case basis with approval from the property owner.

3. What must be provided and or completed to participate in LECAP?

Households who are interested in participating in LECAP must do the following:

- Apply and supply required income documentation to DHCD's Office of Broadband via the [Household Application](#).
 - Applications may be completed by a care provider (i.e. elderly care of the disabled) on behalf of an individual or household unable to complete the application due to health-related limitations.
 - The care provider is required to: (1) have the permission of the LECAP applicant; (2) have the applicant signature and/or consent for any documentation on their behalf.
- Provide proof of ownership because the potential LECAP location must be the primary residential address of the LECAP applicant. Consent from the property owner must be provided if the applicant is not the owner of the proposed project location.
- Upon approval, LECAP participants must agree and subscribe to internet service following activation to the property.
 - Upon completion of the line extension, LECAP participant must sign an affidavit provided by the internet service provider to ensure: (1) service has been established; and (2) a speed test has been conducted verifying service is subscribed to.



4. Which internet service providers qualify to participate in LECAP?

- BARC Connects
- Breezeline
- Brightspeed
- Citizens
- Comcast
- Cox Communications
- Eastern Shore of Virginia Broadband Authority
- Empower Broadband
- Fiverlync
- GigaBeam Networks
- Hosted Backbone/Port 80
- Kinex Telecom
- Lumos
- PemTel
- Point Broadband
- RiverStreet Networks
- Shentel
- Spectrum
- Virginia Technology Services

5. What is the Affordable Connectivity Program (ACP)?

The [ACP](#) was a Federal Communications Commission (FCC) program which offered eligible household a discount of up to \$30 per month toward internet service and up to \$75 per month for households on qualifying Tribal lands. After two-and-a-half years of offering discounts on internet service and connected devices to low-income consumers, the funding Congress initially made available for the ACP has run out.

6. When did the ACP end?

Due to a lack of additional funding from Congress, the ACP ran out of funds and has ended for now effective June 1, 2024.

7. My household receives broadband access via an ACP discount, how can we maintain access now that ACP has ended?

Another FCC program, [Lifeline](#), helps to lower the monthly cost of phone and/or internet service. You can get Lifeline if your income is 135% or less than the [Federal Poverty Guidelines](#). You may also qualify if you or someone in your household participates in: Supplemental Nutrition Assistance Program (SNAP); Medicaid; Supplemental Security Income (SSI); Federal Public Housing Assistance (FPHA); or Veterans Pension and Survivors Benefit. The benefits of the Lifeline program include:

- A service discount of up to \$9.25/month; or
- A service discount of up to \$34.25/month if you live on qualifying Tribal Lands

8. Do I need to de-enroll from ACP to enroll in Lifeline?

No. You will need to apply for Lifeline separately since they are separate programs. You can visit to apply for Lifeline and learn more about the program. If you qualify, you have 90 days to choose a participating phone or internet company and sign up for qualifying service. You can find participating service providers by visiting the [Companies Near Me Tool](#).



FAQs: Internet Service Providers (ISPs)

1. How does an internet service provider (ISP) qualify for LECAP participation?

An ISP must commit to providing access to broadband services to a qualified LECAP location with internet service territory data sourced through the [Virginia Broadband Availability Map Internet Service Provider Service Territory Data Submission Guidelines](#) and process. The Office of Broadband administers LECAP using the Centralized Application Management System (CAMS) to release applications, collaborate with grantee organizations, and manage projects. Internet service providers (ISPs) must create a user profile in CAMS to [register their organization](#).

2. How long does an ISP have to complete the Request for Information (RFI)?

The LECAP program accepts RFIs on a rolling basis so there is no deadline for submission. However, the Office of Broadband encourages all internet service providers to submit an RFI as soon as possible to provide services to LECAP participant in their areas within a timely manner.

3. There are interested residents within our service territory eligible for the LECAP program, how can I assist in getting them enrolled in the program?

DHCD has created a portal for internet service providers to submit a referral directly via the [Internet Service Provider Referral Form](#). After review of the submitted referral, the LECAP Program Administrator will contact the referred individual and prompt them to complete an application.

4. A potential LECAP applicant's location is within a Virginia Telecommunication Initiative (VATI) project area, can they participate in LECAP?

Locations within VATI awarded project areas in the FY21 and FY22 are not eligible for LECAP investment. Contact the LECAP Program Administrator for verification of applicant enrollment eligibility.

5. What does DHCD recommend when distinguishing which locations are best suited for a Virginia Telecommunication Initiative (VATI) application and which are best suited to be under LECAP?

Page 5 of the LECAP Handbook notes that “in instances of dense clusters of proposed line extensions, DHCD reserves the right to deny funding for this area and recommend the cluster of locations be included in the Virginia Telecommunications Initiative (VATI) application area.” DHCD recommends consulting the LECAP Program Administrator for technical assistance for determination of an area being better suited for VATI or LECAP. The most viable option varies on a case-by-case basis.

6. The privacy of our customer's data is important to us. How does DHCD protect individual customer data under LECAP?

To avoid the display of personally identifying information, LECAP assigns a unique identifying number to each LECAP application upon receipt of application. ISPs may choose to adopt the unique identifier when submitting documentation to further shield consumer data.

7. Our organization wishes to pursue an exemption from materials requested under the Freedom of Information Act (“FOIA Exemption”) for some of the information required to be submitted by ISPs. Is DHCD able to grant FOIA exemptions across multiple LECAP approved applicants?

ISPs may request FOIA Exemption for specific document(s) which will be submitted under LECAP. These FOIA exemption request(s) may seek to secure blanket exemption for specific document(s) submitted by an internet service provider under LECAP regarding existing and future LECAP participants. DHCD will consider these requests on a case-by-case basis.



8. Is the ISP solely responsible for securing the affidavit signed by the LECAP participant to confirm services?

- If an internet service provider is not able to obtain a signature of the affidavit during installation, then DHCD will accept a completed installation work order as a substitute for the affidavit to process remittance payment. Note that DHCD requires submittal of all additional information listed on the affidavit.
- While we do require a confirmation of the availability of service, the internet service provider is not solely responsible for acquiring the signed affidavit. If the internet service provider is unable to gain a signature on the affidavit, DHCD will work with LECAP participants to sign the affidavit. If DHCD is unable to obtain the signed affidavit (please see FAQ #9):

9. The LECAP Process Handbook establishes that a signed affidavit from the LECAP participant indicating service activation is a requirement for an internet service provider to receive payment DHCD for construction costs. What if a LECAP participant does not sign an affidavit offered by the ISP or DHCD?

In the event a LECAP participant is unable to sign an affidavit, DHCD will attempt to contact the participant to gain a signature. A completed installation of work order from the internet service provider will also be accepted as proof of service activation. If a completed installation of work order is not incorporated into an ISP's standard new-connection practices, DHCD will accept a signed affidavit from an ISP affirming services have been activated at the LECAP participant's location.

10. How does an ISP request an extension if construction cannot be completed within 90 days?

Submit an official extension request by letter detailing why the extension is needed for all projects which cannot be completed by the 90-day deadline via e-mail to lecap@dhcd.virginia.gov. The extension request letter must include an anticipated completion date.

11. What level of documentation will be required for DHCD to cover costs more than those outlined in the Handbook (\$10 per linear foot for aerial and \$15 per liner foot for underground)?

DHCD requires internet service providers, when completing the Request for Information (RFI), to provide the ISP's cost per linear foot beyond its standard drop length for aerial and underground construction. Another cost model as utilized by the ISP is also acceptable. If, during the process of developing a quote for a location as requested by DHCD, costs are expected to deviate from the cost per linear foot amounts outlined in the RFI, ISPs must explain any increase in the quoted cost. Written justification explaining the deviation must be received to reconcile the increase in the quoted cost above the internet service provider's standard.

12. What if middle-mile infrastructure is present, but last-mile service is not provided?

In such instances, last-mile internet service providers are eligible to seek LECAP funds for associated line extension costs to provide broadband service to a location. LECAP funds cannot be used to pay for the associated fees to maintain connection to the middle-mile network.

