



Fiber Broadband Expansion Project Frequently Asked Questions



What is the New Kent County Broadband Expansion Project?

On August 8, 2022, the New Kent County Board of Supervisors voted 5-0 to approve an agreement with Cox Communications to expand fiber-optic, high-speed broadband services to every household and business in New Kent County following an extensive competitive process. The first phase of this public-private partnership will connect approximately 3,050 unserved residents to the Cox fiber network. The second phase of this partnership will enable the buildout of a fiber-optic network to the remaining residents and businesses to ensure everyone in New Kent County has access to fiber by the end of 2026.

How did the Board of Supervisors select Cox for this partnership?

The County issued a Request for Proposals in November 2021 to solicit a broadband provider that would partner to expand fiber-optic high-speed broadband services to every household and business in the County. Through a competitive bidding process following the County's procurement guidelines, Cox Communications was awarded the contract. Cox has been working in the County for years and as the largest private cable-broadband company in America, Cox has a proven record of delivering on projects of this size.

How much will this broadband expansion project cost?

Together, the two phases represent a combined investment of approximately \$34M, with \$16.1M from New Kent County and an additional \$17.8M investment from Cox. This project will build out a total of 566.7 fiber miles across the County and will reach more than 11,000 homes and businesses. New Kent County and Cox are partnering on grant applications to help supplant the County's portion of the costs.

What type of network is Cox installing?

Through our expansion efforts, Cox is installing, operating and maintaining a new, state-of-the-art all-fiber network that will enable multi-gigabit, symmetrical speeds. The network will bring world-class high-speed internet service, as well as the latest TV, telephone and smart home services to residents and businesses throughout New Kent County. The Cox Fiber to the Home (FTTH) network will deliver the fiber-optic line all the way to the home or business.

How soon will service be available in my area?

The first phase of the project is broken down into 22 clusters which include approximately 3,050 homes and business that do not currently have access to any broadband service. Anticipated completion for this phase is the end of 2024 but residents will have access to Cox services as soon as the buildout in their neighborhood is complete. Additional areas of the County will be completed within four years with an estimated completion by the end of 2026. As the project moves forward, more updates will be provided regarding specific timelines.



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If my home is a considerable distance from the road, will I have to pay to be connected?

No. This project is designed to deliver fiber to every home in New Kent County regardless of their distance from the road as long as access is granted to any private property that must be crossed in order to reach the home.

How much will broadband service cost?

Cox has many internet plans ranging from basic Essential 100 (100 Mbps) service all the way up to Gigablast (1,000 Mbps, or 1 Gbps). Cox also has a robust portfolio of affordability programs and is a participating provider in the federal government's Affordable Connectivity Program (ACP) for eligible subscribers. You may visit, <http://www.cox.com>, for more information about our offerings.

Where can I get more information about this project?

You can visit New Kent County's Broadband Expansion Website (<http://co.new-kent.va.us/688/Broadband>) or Cox's dedicated expansion website for this project (<https://www.cox.com/residential/articles/virginia/home.html>). Both sites will be updated as the project progresses.