

Steps:

1

Program staff will see if a qualified internet service provider exists in your area to construct a line extension and provide high speed internet service to your location.

2

If a qualified internet service provider exists in your area, the line extension will be constructed and service will be available to your household.

3

Once service is available, LECAP participants must subscribe to an internet service offering. LECAP participants are not required to subscribe to television packages or phone services.

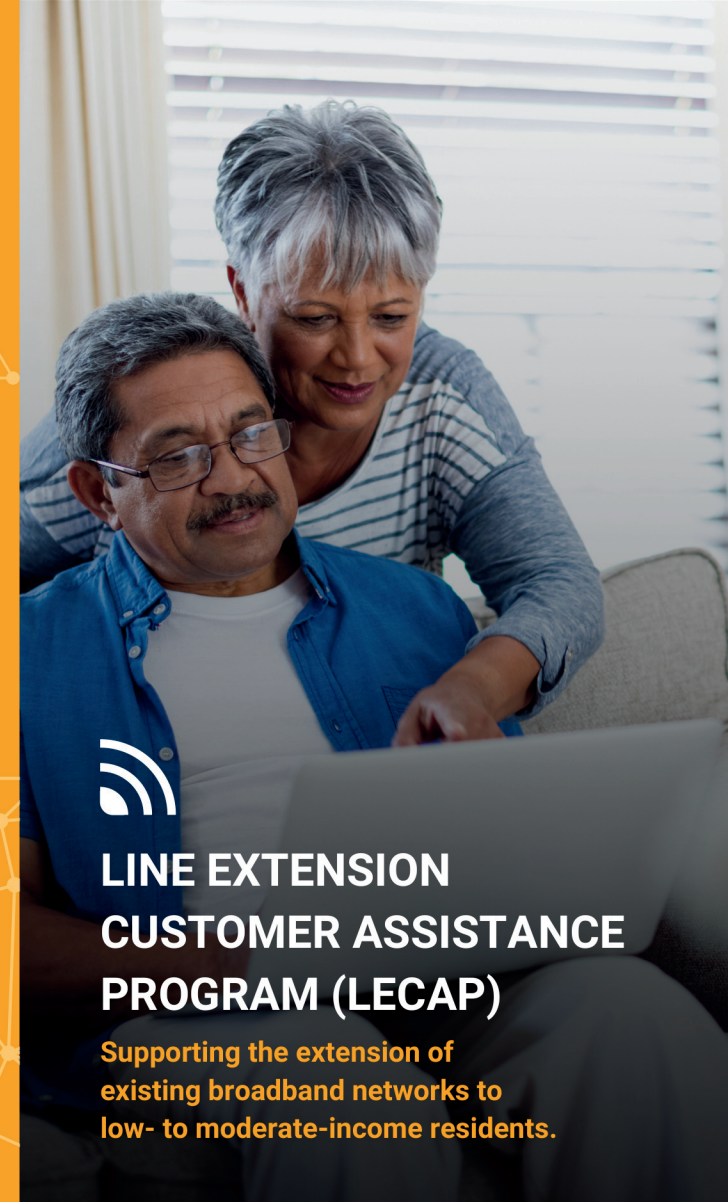


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Virginia Department of Housing and
Community Development

To learn more about broadband efforts, visit
dhcd.virginia.gov/broadband.



LINE EXTENSION CUSTOMER ASSISTANCE PROGRAM (LECAP)

Supporting the extension of
existing broadband networks to
low- to moderate-income residents.



VIRGINIA DEPARTMENT OF HOUSING
AND COMMUNITY DEVELOPMENT
Partners for Better Communities

What is LECAP?

The Line Extension Customer Assistance Program (LECAP) is an initiative to bring broadband connection to rural communities all across Virginia. For many Virginians, broadband connections have been out of reach due to the cost. This program aims to extend broadband networks and bring high speed internet connects to low- to moderate-income residents.

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.



Application Process



Eligible households that collectively earn at or **less than \$170,340** annually qualify for this the program.

Apply at dhcd.virginia.gov/lecap.

Application Received

Once an application is received, DHCD will confirm that an internet service provider (ISP) is operating in the location and determine the annual median income for that zip code.

Income Documentation

DHCD will request income documentation from the applicant and determine eligibility.

Application Approval

DHCD will notify the eligible applicant of approval.

ISP Contact

DHCD will contact either the ISP requested in the application or the ISP operating in the area.

Quote and Construction

After the ISP confirms their ability to provide service, ISP will visit the household to provide a quote for construction.

Affidavit and Information

The applicant must sign an affidavit confirming their chosen service speeds, and the ISP will submit the affidavit with a speed test to DHCD



Customer Testimonials



"We have been trying to get internet out here for five years, and when COVID happened, my son started struggling in school. I could not afford to pay for the line extension myself. It wasn't until I applied to LECAP that we saw progress. DHCD worked with the Internet service provider to get my home connected. Now my son can do his homework online. This program is an amazing success!"

- William, Toano, Virginia

"We moved to Greenville three and a half years ago assuming our home would have internet, but the only service available was our cell phone service. It was not strong enough for my daughter, who can not work in person due to her health. We tried to use satellite and wireless providers, but it still was not enough, and eventually she lost her job because of it. After we heard about the program, we applied, and after DHCD let us know that we were approved, I was in tears. We now have speeds that we could only dream of before. My daughter and I can not thank DHCD enough. We truly could not be happier!"

- Marie, Greenville, Virginia