

LECAP Reimbursement FAQ

Question: What is a line extension?

Answer: A line extension is a cable or Internet Service Provider (ISP) construction process that builds out the existing cable/ISP provider's network into a new, unserved neighborhood/street, usually via poles and cables in the utility's right-of-way. A line extension is NOT the line from the pole to your home, which is called a service drop.

Question: What is a line extension vs. service drop?

Answer: Line Extension: Extension of the provider's network into an unserved neighborhood/street, usually via utility cables and poles.

Service Drop: Individual cables connecting each subscriber's location to the provider network. A typical connection is from a utility pole to the building via an aerial or underground cable. Cable providers will deliver an aerial service drop of 300' at no charge. Beyond 300' the customer will be charged. Each provider may have a different policy regarding underground service drops.

Question: How does a line extension work?

Answer: A cable company is required to extend its cable television network into unserved areas within its franchise territory when requested by a consumer. The consumer must be willing to sign a construction contract and purchase the minimum required TV programming package. Depending on how many other consumers are along the buildout route, the consumer may be required to pay a significant portion of the construction cost, called Contribution-in-Aid-of-Construction (CIAC).

Question: Can consumers apply for funding for a line extension that is already completed or in progress?

Answer: Consumers can apply for reimbursement for line extensions purchased and completed in 2020. See the [LECAP Reimbursement Guidelines](#) for details.

Question: What if a consumer asked for a line extension earlier and agreed to it but it has not been completed yet. Can they apply for this grant?

Answer: Consumers can apply for reimbursement for line extensions purchased after March 1, 2020 and completed in 2020. See the [LECAP Reimbursement Guidelines](#) for details.

Question: Is there any timeline on when applications will be approved?

Answer: It will take 2-3 weeks to review and respond to applications. Applications must be complete and include all required documents to be considered. Reimbursements will be mailed in December after all applications are processed.

Question: How will the consumer know if they have been approved/not approved?

Answer: If a consumer provided all the required documents and completed the application they will receive an email from the Department with details regarding the approval/rejection.

Question: What if the company cannot complete the extension before December 20, 2020?

Answer: LECAP is funded by the federal CARES Act. As of October 2020, projects funded by the CARES Act must be completed by December 20, 2020.

Question: Is there a deadline for other Internet Service Providers (ISPs) to notify of their desire to participate in the program?

Answer: The LECAP Reimbursement program does not require any specific ISP to participate.

Question: How do you expect to handle blocks of addresses?

Answer: Reimbursement is to individual consumers. Each application will be reviewed separately.

Question: We live in Vermont, but our children go to school in another state. Do we qualify?

Answer: The service address must be in Vermont.

Question: I bought a home in Vermont, but I have not moved yet. Can I apply?

Answer: Applicants may only apply for their primary residence in Vermont. Applicants must provide the E911 locatable service address for the residence. The applicant must reside at the primary residence in 2020 and have paid for the line extension, which must be completed by December 20, 2020.

Question: I'm building a home in Vermont, but I have not moved yet. Can I apply?

Answer: Applicants may only apply for their primary residence in Vermont. Applicants must provide the E911 locatable service address for the primary residence. The applicant must reside at the primary residence in 2020 and have paid for the line extension, which must be completed by December 20, 2020.