

Franklin County Broadband Initiative Frequently Asked Questions (FAQs)

Q: Have you heard about how Franklin County is working with Open Broadband to bring broadband internet service to Franklin County?

A: Open Broadband's expansion into Franklin County is the result of an Agreement that County Commissioners approved at their June 17, 2019 Meeting to help bring fixed wireless broadband internet service to Franklin County.

Q: How can I learn more about the service and the areas for deployment?

A: Franklin County citizens will have an opportunity to learn more about Open Broadband's plans to expand broadband internet service in Franklin County. **On October 22, 2019, a Community Information Meeting will be held in the Multi-Purpose Room at the Franklin County VGCC Campus, 8100 Hwy 56 West, beginning at 6:30 PM.** Citizens will hear about the plans Open Broadband has to address areas within the county which lack sufficient broadband service to meet the needs of residences, businesses and government.

Q: How can I pre-register with Open Broadband?

Click here to preregister with Open Broadband: <https://openbb.net/franklinco/>

Open Broadband is now accepting waitlist signups on the Franklin County tab of the website: <https://openbb.net/franklinco/> Those on the waitlist will receive regular updates on the progress of the network build and will be contacted once service is made available in their area.

Q: When can I expect service?

A: Network deployment in Franklin County will take place in phases over the next four years. The first customer service activation is planned for the end of 2019.

Q: What if my residence or business is located outside of the Phase 1 Service area?

A: Pre-register for service no matter where you are located in Franklin County. The next phases of service deployment are being developed and updates will be communicated.

Q: How can I get more information ?

A: To reach Open Broadband, visit their website at <https://openbb.net> or follow them on LinkedIn and Twitter @OpenBBNet. For questions, email info@openbb.net or call 919-205-5400.

For questions or information about the Initiative, contact Franklin County Assistant County Manager Kim Denton at 919-496-5994.