

May 14, 2021

Mr. Jim Stritzinger Broadband Project Administrator State of South Carolina Office of Regulatory Staff 1401 Main Street, Suite 900 Columbia, SC 29201

Dear Mr. Stritzinger:

Comporium is committed to bridging the digital divide within Aiken County. We are excited to respond to the South Carolina Rural Broadband Grant Program application.

Please review the attached application which shares all the details. We are extremely excited about this project and look forward to the opportunity to work together as a partner and achieve success together. If you need clarification or further information concerning the application, please do not he sitate to contact me at greg.lunsford@comporium.com.

Thank you for your time and consideration.

Very Truly Yours,

Charles G. Lunsford

Vice President - Regulatory Affairs

Attachment

### APPLICATION

### South Carolina 2021 Rural Broadband Grant Program



### **Applicant Information**

Applicant Name/Organization PBT Telecom, Inc

Applicant FCC Registration Number (FRN) 0003-7177-09

Primary Contact Name Chris Moody Title Regulatory Cost Analyst

Mailing Address 330 East Black Street Phone Number 803-326-7255

City, State, Zip Rock Hill, SC 29730 Email chris.moody@comporium.com

<b>Broadband</b>	Service	<b>Provider</b>	<b>Experience</b>
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Date of Applicant's Initial FCC Form 477 Submission 09/01/2000

Date of Applicant's Most Recent FCC Form 477 Submission 04/05/2021

Applicant and/or Project Partner has Experience:

$\checkmark$	Delivering broadband service via fiber and/or hybrid fiber-coax infrastructure
	Delivering broadband service via fixed wireless infrastructure
<b>√</b>	Building and operating broadband networks in rural areas
<b>✓</b>	Operating broadband networks in low-moderate income areas

### **Project Area Information**

### **Eligible County Impact**

Counties (list)

Cities/Towns/Municipalities (list)

Households

Community Anchor Institutions

**Businesses** 

**Educational Institutions** 

**Health Care Facilities** 

### Contiguous County Impact

Counties (list) Aik		Cities/Towns/Municipalities  (list)  Unincorporated area near Wagener,  South Carolina.	
Househo	olds 248		
Busines	ses 7	Community Anchor Institutions 0	
Health C	Care Facilities ()	Educational Institutions 0	
	band Infrastructure the type(s) of broadban	e Information d infrastructure technology to be deployed in the project area.	
$\checkmark$	Fiber to the Premises	Minimum Sustainable Download/Upload Speeds 1000/1000	
	Hybrid fiber-coax (symmetrical upload/do	Minimum Sustainable Download/Upload Speeds ownload speeds)	
	Hybrid fiber-coax (non-symmetrical uploa	er-coax Minimum Sustainable Download/Upload Speeds metrical upload/download speeds)	
	Fixed wireless	Minimum Sustainable Download/Upload Speeds	

roadband Pricing Schedules or Tiers  Indicate all rate tiers for wireline projects of at least 100/20 Mbps or fixed wireless at 50/5  Illustration for the project area:			
✓ Rates less than \$10/month	Rates between \$20 - \$24.99/month		
Rates between \$10 - \$14.99/month	Rates between \$25 - \$34.99/month		
Rates between \$15 - \$19.99/month			
Project Timeline			
Project Start Date 07/01/2021	Customer Premises Installations Begin 06/30/2022 Installations End 10/31/2022		
Project Construction Activity Begins 10/01/2021			
Project Construction Activity Complete 09/30/2022			
	Overall Project Completion Date 10/31/2022		
Project Cost Information			
Total Project Cost \$930,750	Average Cost per Location Served \$3,650		
Upfront Cost Requirements \$0	(all locations or structures)		
Cost of Building and/or Extending Infrastructure to Customer Premises \$930,750	Average Cost per Housing Unit \$3,650		
	Average Cost per Business \$3,650		
Project Funding Information			
South Carolina Rural Broadband Grant Program Funds	requested (\$) \$465,375		
Applicant-Provided Funding (\$) \$465,375			
Non-Public Funding			
Amount (\$)			
Source(s)			

### **Additional Information**

1)	Describe Applicant's and/or project Partner's experience building and/or operating broadband networks.
	Please see attached .pdf file.
2)	Describe how your proposal meets the needs of the community to be served as described in the "Guidelines."
	Please see attached .pdf file.
3)	Describe any plans or programs you have developed to improve adoption in the community described in this proposal. Please include letters of support from key community partners that indicate their awareness of your project.
	Please see attached .pdf file.
4)	Provide documents that demonstrate your organization currently has the necessary funds (50% of total project cost) to complete this project/proposal. List documents here and attach documents to this proposal.
	Please see attached bank letter.
5)	List any lease, franchise agreement, interconnection agreement, authorization, permit, or other items needed to complete this project.
	County Road Permits and/or SC Highway Permits will be obtained prior to construction being performed.

### **Attachments and Exhibits**

Please attach the following items to application:

- Map of project area (PDF and Shapefile formats)
- Letters of support evidencing community need and strategic partnerships
- · Any additional information evidencing community need for project
- Most recent FCC Form 477 filing

### **Certification and Signature**

**CERTIFICATION:** The Applicant certifies that information included in this application is factual to their knowledge.

Signature:

Print Name of Signatory: Charles G. Lunsford

Title of Signatory: Vice President - Regulatory Affairs

Date: 05/14/2021

All questions and completed applications should be submitted to Broadband@ORS.SC.GOV

Facsimile signatures and email signatures shall be as effective as original signatures to bind any party.



### Question 1) Describe Applicant's and/or project Partner's experience building and/or operating broadband networks

PBT Telecom, Inc. provides local telephone service, to voice customers and broadband to residential and business customers located in portions of Aiken, Calhoun, Edgefield, Lexington, Orangeburg, and Saluda Counties in rural South Carolina. Digital video and security are offered to residential and business customers through PBT-Communications, a subsidiary CLEC of Comporium, Inc., and sister company of PBT Telecom, Inc. Voice service is regulated by the South Carolina Public Service Commission; broadband services are not regulated. PBT Telecom, Inc. offers Digital Subscriber Line and Fiber-To-The-Home (FTTH) to both residential and business customers. DSL has four speed tiers to choose from: Package 1 Basic, (1.5Mbps/256Kbps), Standard (7Mbps/1Mbps), Ultra (9Mbps/1Mbps), and Elite (11Mbps/1Mbps). The FTTH product has four speed tiers: Standard (300Mbps/300Mbps), Ultra (600Mbps/600Mbps), Elite (750Mbps/750Mbps) and Zipstream (1GB/1GB.)

In addition to voice and broadband, security, and video are provided to customers by the non-regulated CLEC, PBT Communications. PBT Telecom, Inc. offers Metro Ethernet services that provide customers a redundant and secure way to transfer mission-critical data. PBT Telecom, Inc.'s Metro Ethernet service is a high-speed (10 Mbps to 10 Gbps) packet-based service that provides the transmission of point-to-point LAN or WAN data between a customer's locations. Metro Ethernet circuits can also be ordered to provide dedicated bandwidth to the Internet. Our Customer Network Operations Center offers technical support with proactive network monitoring of customer's Metro Ethernet circuits to ensure consistent, high-level performance. PBT Telecom, Inc.'s MPLS core network provides diverse and redundant IP routing that supports all of the customer facing services. PBT Telecom, Inc. uses a variety of last mile technologies to serve customers including xDSL and Fiber-To-The-Home (FTTH). PBT Telecom, Inc. also operates a remote switch and has connections to Comporium, Inc. or one of its sister companies who provide equipment to operate voice, data and video networks.

PBT Telecom, Inc. has been deploying FTTH networks since 2005. The PBT Telecom, Inc.'s remote switch homes to the Comporium, Inc. owned Rock Hill Class 5 Switch. The voice traffic from the remotes and all the data and video utilizes the redundant fiber connections to the Rock Hill host switch, core broadband network, and video headend. The Comporium, Inc. network connects the voice and data traffic to the world. Leveraging these assets at the parent company level provides some economies of scale to PBT Telecom, Inc. PBT Telecom, Inc. has one large business office in Gilbert, SC for its customers to purchase services from. Customers can come into the business office to provision service, pay bills, or ask questions to available service representatives. PBT Telecom, Inc. has a plant work center location that houses Installation and Repair groups, along with Facilities and Construction also operate out of this location. Each of PBT Telecom, Inc.'s 25 remote offices are designed and equipped to support the operation of communications networks. These remotes are equipped with sufficient battery backup in the event of an emergency.

### Question 2) Describe how your proposal meets the needs of the community to be served as described in the "Guidelines."

Aiken County is located 51 miles south of Columbia, South Carolina. The county land area covers 1,081 square miles and has an estimated population of 170,872. Aiken, the largest incorporated

municipality is the county seat with a population of 30,869. Two other smaller incorporated cities lie within the county, along with seven smaller towns. For the premise of this application, Comporium seeks to expand fiber near the town of Wagener.

Wagener located in the rural northeastern area of Aiken County. The total land area is roughly 1.35 square miles. The 2019 population is an estimated 837 people. Many people who live in this area are employed at the US Department of Energy's Savannah River Site. Due to the decommissioning of the nuclear reactors the workforce at the Savannah River site fell from a high of nearly 25,180 in 1990 down to 11,200 by the end of 2020. The mission of the site has changed to managing nuclear waste and cleaning up environmental hazards and materials. A new project relating to the creation of mixed-oxide fuel also failed at the end of 2018. Due to the specialized skillset that is required to work at the nuclear site, many families that were impacted have had to relocate to other regions of the country to find work in the nuclear industry. These job losses have been determinable not only to the economy of the Town of Aiken, but to the rural areas of the county as well. Due to the lack of industry within Wagener, employees commute to other areas to find work in the greater Columbia Metropolitan area or Augusta. Aiken County has confirmed 17,185 COVID-19 cases, with 221 deaths. Since the pandemic began many small businesses have closed and individuals have lost their jobs.

Aiken County has experienced many economic challenges in recent years. The current unemployment rate within the county is 5.0%. 3,788 people are currently depending on unemployment assistance. Aside to those people who are unemployed, 21,359 individuals are living in poverty or 12.5%. Individuals who have experienced hardships rely on broadband to communicate, apply for unemployment, and search for jobs. Extending fiber into the most remote areas of the county will greatly assist these individuals by increasing their overall quality of life, and to lift them out of poverty.

Additional broadband can also help combat childhood poverty. The current poverty rate in the Aiken County School District is 63.52%. By adding additional high-speed broadband, this will allow students to complete assignments from home, assist in virtual learning, and increase the overall learning experience. Students who attend school virtually will greatly benefit from upgrading the current DSL infrastructure. Since the maximum DSL speed available to students is 11Mbps/1Mbps, virtual learning may be a challenge. The RBGP funding will allow the DSL infrastructure to be upgraded to fiber, greatly alleviating the risk of students not being able to complete assignments on time. This upgraded technology will keep students on pace with other counterparts across other areas of the state and not be left behind.

Each day 30,181 employees leave Aiken County to work elsewhere. Broadband expansion into rural areas of the county could allow these individuals to work from home. This could also bolster economic development efforts for small businesses. Employees who used to commute to the Columbia metropolitan area or Augusta would have the ability to spend money at local restaurants, gyms, barber shops, gas stations, and retail stores. These funds would otherwise be leaving Aiken County. Expanding fiber-based broadband access will make northwestern Aiken County more attractive to industry and facilitate economic development. Companies will be more enticed to re-locate to these areas knowing that high-speed broadband is available to residences and businesses. Due to the rurality of locations in the county, delivering high speed internet with speeds of 25/3 has

been challenging. Receiving South Carolina Rural Broadband Grant Program funding would provide the company with the needed capital to deliver state-of-the-art fiber broadband to customers and businesses. Currently the broadband infrastructure in place that serves end user customers is Digital Subscriber Line, (DSL). DSL is offered to customers at three speed tiers: Standard (Downstream / Upstream) - (7Mbps/1Mbps), Ultra (9Mbps/1Mbps), and Elite (11Mbps/1Mbps).

This proposal will provide five high speed fiber residential and four business speed tiers for customers to choose from:

Residential Broadband fiber offerings will consist of the following speeds and prices:

Fiber Residential Low-Moderate Income Package 100 Mbps x 20 Mbps = \$9.99 (\*With Lifeline Discount Applied)

Fiber Residential Package 1 300 Mbps x 300 Mbps = \$69.94

Fiber Residential Package 2 600 Mbps x 600 Mbps = \$79.94

Fiber Residential Package 3 750 Mbps x 750 Mbps = \$89.94

Zipstream Residential 1000 Mbps x 1000 Mbps = \$99.94

Business Broadband fiber offerings for locations will consist of the following speeds and prices:

Fiber Business Package 1 300 Mbps x 300 Mbps = \$84.98

Fiber Business Package 2 600 Mbps x 600 Mbps = \$154.98

Fiber Business Package 3 750 Mbps x 750 Mbps = \$204.98

Zipstream Business 1000 Mbps x 1000 Mbps = \$299.99

To encourage broadband adoption, Comporium will create a new low/moderate income package with speeds of 100 Mbps x 20 Mbps. The initial price point is \$19.24. This will be available to qualifying customers who participate in broadband Lifeline service. After applying the Lifeline discount of \$9.25, the rate will be \$9.99 per month for Lifeline customers within the grant areas. This new offering will help those in need during these difficult economic times.

A Wi-Fi access point will be installed at the Lake Edisto Common Area. This will allow those in the area who are underserved to have access to broadband at no charge. A letter from the property owner association president will be included in application materials.

Comporium understands how beneficial this improved broadband offering will be to the residences and businesses in the Project Area. Therefore, we are committed to working as fast as possible to deliver these services if we are awarded this RBGP Grant. We have seen extended material lead times over the past six months, but we will work with our suppliers to obtain the material required for these overbuilds as soon as practical.

The latest FCC 477 information has already been submitted to Jim Stritzinger. He asked that I put a note in the application regarding this.

The company commits that it will serve all residences and businesses within the application areas on a non-discriminatory basis. All locations will be able to obtain necessary speeds defined by the Rural Broadband Grant Program.

Question 3) Describe any plans or programs you have developed to improve adoption in the community described in this proposal. Please include letters of support from key community partners that indicate their awareness of your project.

### Community Adoption Strategy and Plan

PBT Telecom, Inc. is committed to assisting anyone in the proposed grant area with getting up to speed on digital literacy, especially those who have not previously had any Internet service and, as result, lack experience. PBT Telecom, Inc. plans to provide free Internet access at various community centers, public gathering locations, and community anchor institutions (CAIs), along with informational posters, to allow residents to experience the capabilities of the new broadband connectivity available to them. PBT Telecom, Inc. has committed to produce and distribute educational and promotional programs and materials to the community regarding their new broadband service. We also plan on organizing events within the community to raise awareness of the educational resources and opportunities found Online that will become available to them. The following actions will also be taken in these efforts:

**Press Release:** As soon as an award announcement has been finalized and signed by the ORS staff and the legal team of PBT Telecom, Inc. a press release will be issued to local media outlets in Aiken County. These types of media releases will be used first, to make residents and businesses aware of planned upgrades in underserved areas of the service territory.

**Direct Phone Calls:** PBT Telecom, Inc. will generate a list of residential and business locations within the polygons that have been identified as underserved. Outbound phone calls will be made by the automated IVR (interactive voice response) system to notify customers upgrades are coming to their area.

**Email Marketing and Advertising Campaign:** Current DSL customers of PBT Telecom, Inc. have an email address on file with the company. Comporium Marketing personnel will be able to compose an announcement email and send it directly to email addresses of residences and businesses who will benefit from the fiber expansion.

**Direct Mail Postcards:** PBT Telecom, Inc. will implement a direct mail campaign to target locations within the underserved polygon to make them aware of the upgrades. These postcards will notify current DSL customers that their area has been identified and will be upgraded with newer fiber technologies.

Community Engagement Events: PBT Telecom, Inc. will hold events at various locations in Aiken County. These events will be open to the public, so that customers can come ask questions to staff. PBT Telecom, Inc. will reach out to various homeowner association (HOA) groups to notify them when these events will take place. The HOA groups can then send an email broadcast out to all homeowners in subdivisions to make them aware of these events.

### **Broadband User Training Plan**

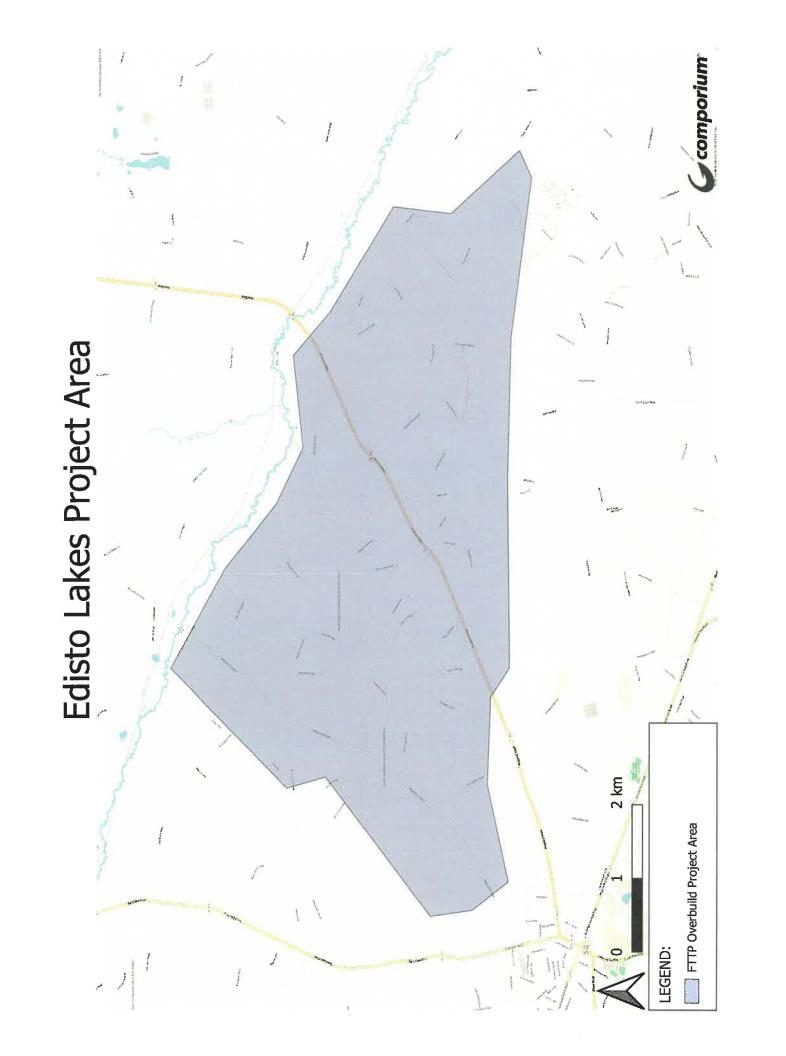
Comporium will strive to train new customers by holding classes at local business offices. The company will also train customers at community centers where we will provide free Wi-Fi. New broadband users will be able to visit the Comporium website for a thorough frequently asked questions section that can assist users. Training videos will also be posted on our website to help with basic broadband questions. Broadband technical support can assist users with any broadband related question that they may have. New broadband users will have the ability to call or chat with broadband technical support. One important factor regarding Comporium broadband technical support is that all employees are all in house. This service is not outsourced. All employees work and live in the service areas.

Question 4) Provide documents that demonstrate your organization currently has the necessary funds (50% of total project cost) to complete this project/proposal. List documents here and attach documents to this proposal.

See attached bank letter.

Question 5) List any lease, franchise agreement, interconnection agreement, authorization, permit, or other items needed to complete this project.

County Road Permits and/or SC Highway Permits will be obtained prior to construction being performed.



Edisto Lakes WiFi Area

Target Area: Lake Edisto Common Area LEGEND: RBGP WiFi Access Point Coverage **C** comporium



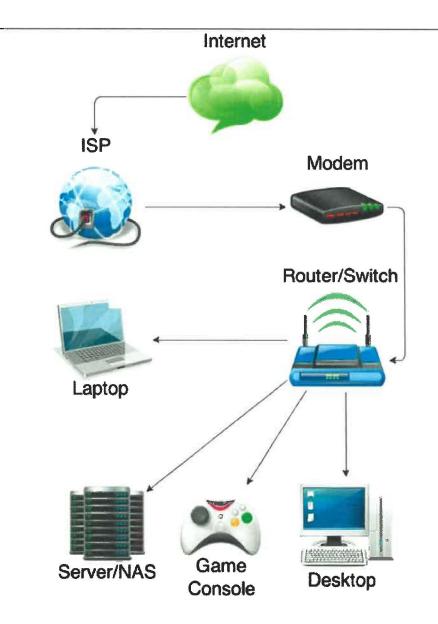
# CUSTOMER

INTERNET SESSION

# HOW DOES THE INTERNE WORK??

### **BASIC CONNECTION**

- ISP Connection
- Modem at Customer location
- Switch/ Wi-Fi Router
- End-user Devices



### **BANDWIDTH**

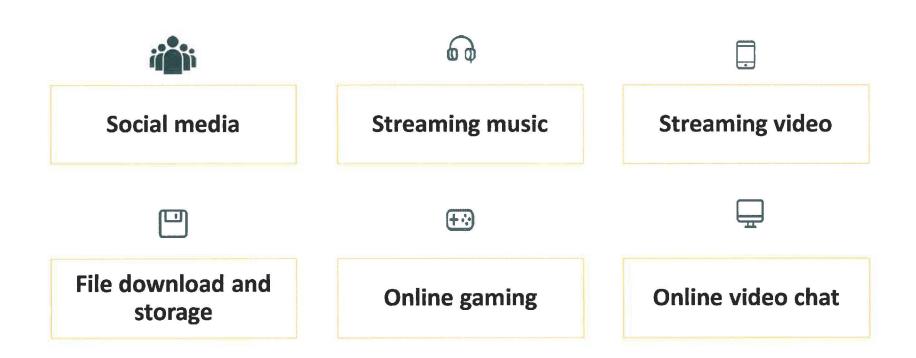
The amount of data that can be carried in a given time period over a network. More technically, bandwidth is the width of the range of frequencies that an electronic signal occupies on a given transmission medium. In digital systems, bandwidth is usually expressed as bps, Kbps or Mbps. In analog systems, it's the number of cycles of change per second, or hertz.

### BROADBAND

A type of data transmission in which a single medium (wire) can carry several channels at once. Broadband is a term that is being used interchangeably with high-speed. More specifically, it describes a wideband high-speed data transmission that employs only one wire, which is able to carry multiple channels at once.

# EQUIPMENT

### HOW MUCH INTERNET SPEED DO I NEED?



# WHAT'S THE DIFFERENCE BETWEEN WIFI AND THE INTERNET?

I'm sure you've heard of the Internet... right?

Well, simply put, it's a big huge network that's changing humanity. Does that Jog your memory?

Now the real question is this: Do you know the difference between the *Internet* and your *WiFi network*?

If you don't, stay calm and I'll explain. If I can get you to remember one thing, it's this: WiFi and the *Internet* are two completely separate beasts. If you can remember that moving forward, then half of my job is done.

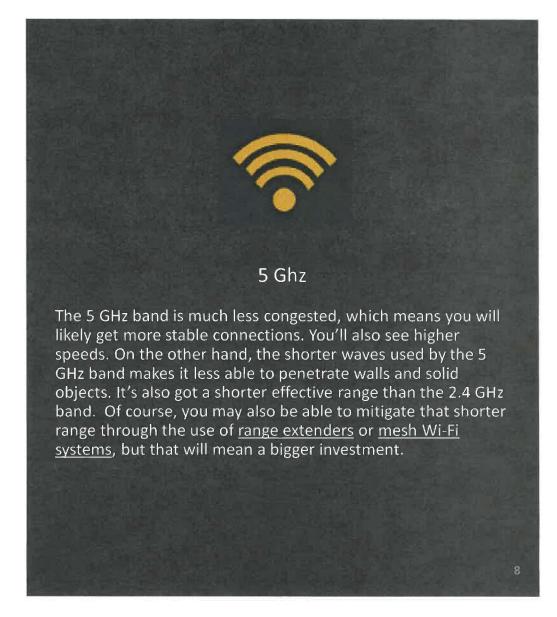
# SO, WIFI IS JUST A RADIO SIGNAL?

Here is the differentiating factor between the *Internet* and *WiFi*. If Internet allows you to access information from other computers across the world using a specific language (protocol), then **WiFi** is just a way of connecting to that wire in your living room wall and out to the Internet, wirelessly. receive information to and from another computer. Without that protocol, even if two computers were connected with a cable, they wouldn't be able to understand each other. Like speaking with someone in Chinese on the phone - the connection is there - but if you don't understand the language, then there's no way you'll ever be able communicate.



### 2.4 Ghz

The 2.4 GHz band is a pretty crowded place, because it's used by more than just Wi-Fi. Old cordless phones, garage door openers, baby monitors, and other devices tend to use the 2.4 GHz band. The longer waves used by the 2.4 GHz band are better suited to longer ranges and transmission through walls and solid objects. So it's arguably better if you need better range on your devices or you have a lot of walls or other objects in the areas where you need coverage. However, because so many devices use the 2.4 GHz band, the resulting congestion can cause dropped connections and slower-than-expected speeds.









**HACKERS** 

WIFI INTERFEREN CE

LACK OF COVERAGE

COMPORIUM / ALWAYS READY

8

## SAY GOODBYE TO DEAD ZONES WITH PREMIUM WIF!

We know being able to enjoy your High Speed Internet from every corner of your home is important to you. Comporium Premium WiFi is the whole home solution for your wireless needs.

Your Entire Home. Covered. Connect to all of your devices, in every room.

**Professional Installation** Our technicians will personalize your installation according to your needs and the layout of your home.

**Easily Controlled.** See connected devices, test speeds and control settings right from the Premium WiFi app.

Parental Controls. Filter and manage content or set time limits on connected devices!







### 5 WAYS TO STOP SPAM FROM INVADING YOUR EMAIL

- Train your filter
- Never respond to spam
- Hide your email address
- Use a third-party anti-spam filter
- Change your email address



# ONLINE SCAMS • Money is Involved

- If It Sounds Too Good to Be True... Urgent! Act Now! Don't Wait!
- The Power of Fear
- We Need Some of Your Personal Information

# PASSWO

6

Use a phrase with multiple words that you can picture in your head, so it's difficult to guess but easy to remember.

alone to protect anything you

Don't rely on passwords

value. T<mark>urn on multi-factor</mark> authentication wherever

possible.

primary email, by giving each a unique passphrase. A password

manager can help.

Protect your most important accounts, like banking and

M



Password: (sunwalkraindrive)



### WHY TREND MICRO?



### **ANTIVIRUS PROTECTION**

Keep your computer safe and protected with your free download of Trend Micro. The best in Internet security, Trend Micro protects your computer from harmful viruses. Install Trend Micro by simply selecting 'Manage Anti-Virus Software' through 'My Account.'



### Nikki G. Setzler

South Carolina Senate District 26 Lexington, Aiken, Calhoun and Saluda Counties

510 Gressette Senate Office Building Post Office Box 142 Columbia, South Carolina 29202 Telephone: (803) 212-6140 Fax: (803) 212-6299



Committees:
Banking and Insurance
Education
Ethics
Finance
Labor, Commerce and Industry
Legislative Oversight
Interstate Cooperation

May 12, 2021

Jim Stritzinger
Broadband Coordinator
SC Office of Regulatory Staff
State of South Carolina
1401 Main Street
Suite 900
Columbia, SC 29201

RE: Broadband Grant Project for the Monetta Area

Dear Mr. Stritzinger:

It is my understanding that PBT Telecom, Inc. d/b/a Comporium has applied for a South Carolina Rural Broadband Grant. This will help provide fiber optics in the general Monetta area and help to meet the needs of the underserved and unserved locations in this rural area of Aiken County.

PBT Telecom, Inc. d/b/a Comporium has served portions of South Carolina since 1903 with telecommunications services. Their current work to provide symmetrical high-speed internet service through fiber optics will enhance the area such that small business development and industrial growth can be more widely attracted. PBT Telecom has worked diligently to upgrade their infrastructure, and this grant funding will assist them in meeting our state's goal of increased internet services throughout our state.

Thank you for your consideration of my support of this project on the behalf of our citizens of District 26.

Sincerely,

Nikki G. Setzler

Jim Stritzinger
Broadband Coordinator
SC Office of Regulatory Staff
State of South Carolina
1401 Main Street
Suite 900
Columbia, SC 29201

IN RE: Letter of Support for Project

Dear Mr. Stritzinger:

It is my understanding that PBT Telecom, Inc. d/b/a Comporium has applied for funding through your state agency to provision fiber optics in areas of Aiken County (Including Edisto Lakes) through the South Carolina Rural Broadband Grant Funding Initiative. Many underserved and unserved locations within the County can be difficult to provide service to due to the rural nature of our area. Fiber optics are the lifeblood of our 21st century economy. Individuals will be greatly benefited by receiving high-speed internet service approaching one Gbps. In addition, these services are the catalyst for small business development and industrial growth in rural and sparsely populated areas.

PBT Telecom, Inc. d/b/a Comporium has served these parts of our County since 1903 with telecommunications services. The Company has worked diligently to upgrade their infrastructure with a combination of private and public funding over the years. If your agency chooses to award this grant funding, this will allow the Company to build on past successes of deployment of fiber facilities in order for the quality of life to be enhanced in Aiken County.

Thank you for your consideration of my request on the behalf of our citizens of Edisto Lakes.

Sincerely.

President \

Edisto Lakes POA

Mr. Jim Stritzinger Broadband Coordinator SC Office of Regulatory Staff 1401 Main Street, Suite 900 Columbia, SC 29201

Dear Mr. Stritzinger:

This is a letter of understanding between PBT Telecom, Inc. dba Comporium Communications and The Edisto Lakes POA. This document supports the efforts of PBT Telecom, Inc. in establishing a Wi-Fi access point within Edisto Lakes. This Wi-Fi access point will provide citizens broadband in a public area owned/leased/maintained by The Edisto Lakes POA. Both PBT Telecom, Inc. and Edisto Lakes will work together to install and make a Wi-Fi access hotspot operational at no cost to the POA.

Sincerely,

President Pro

Edisto Lakes POA