

Arkansas Rural Connect Biannual Report: Local Officials





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Contact Information

The Local Public Official may be a County Judge or a Mayor.

Name

Held Office Phone Number

Mailing Address

City Zip

Unique Project Name - -
(Community Name) (ISP Name) (Rank)

Date Awarded

Arkansas Rural Connect Rules require the Local Public Official to name an Official tasked with hearing complaints from citizens who believe that their homes are still not being offered service as required by the ARC grant. Please name the official. County Judges and Mayors can occupy this role.

Name

Held Office

Phone Number



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Project Completion Information

The rules state that when the ISP has completed deployment to 95% of locations in the project footprint, it shall notify the Department of Commerce Broadband Office and the municipality, unincorporated community or county of that fact.

Original Expected date of project completion

Have you been notified by the ISP that at least 95% of the residents are served by the project? (Yes/No)

If you answered “No” to the previous question, please, provide a reason why, including any notification from the ISP regarding possible delays on completion. (If so, include the new date of completion.)

Evaluation of the Project

For the following questions, limit your answers to residents within the project footprint and regarding the Internet Service Provider acting as co-applicant of this project.

What type of infrastructure was built, i.e., fiber, fixed wireless, etc.?

Have you received complaints regarding speed by customers of the service provided in the project? (Yes/No. If yes, include an approximate number of complaints.)

Have you received complaints regarding lack of service in areas that were promised to be served by the project? (Yes/No. If yes, include an approximate number.)

Have you received any other complaints regarding poor service, including customer service and delays in repairs/installation? (Yes/No. If yes, include an approximate number.)

Have you received positive feedback from the public about the service provided through the project? (Yes/No. If yes, include an approximate number.)

Please, include all the addresses of complaints received regarding service in the project in Annex 1 and the positive feedback in Annex 2, at the end of the form.



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Please, list below the service interruptions experienced in the last six months.

Date(s)	Duration	Area and approximate number of locations affected



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The Arkansas Department of Commerce Broadband Office is interested in the educational and economic outcomes that are produced in your area due to access to faster internet service. If applicable, please briefly describe any information regarding educational benefits, increase in business sales, job creation and any other regional economic development benefits related to the internet service.

Please, describe briefly, in your own words, your opinion of whether the ISP is fulfilling its service obligations.



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You can use the Annex Section to list residents that lack the promised service. In case the number of such residents is too large or the extension of the lack of service require a more complex explanation, you may write a letter and attach it to this report, or you can, contact the Arkansas Department of Commerce Broadband Office at kimberly.young@arkansasedc.com

Signature of Official tasked with hearing
complaints from citizens

Date

Signature of Local Official

Note: Please complete, if applicable, Annex 1 and 2 attached to this document.

