

BROADBAND INFRASTRUCTURE OFFICE

Instructions for Completing Maintenance Period Annual Report for GREAT, CAB, and Stop-Gap Projects

Updated: September 4, 2026

GENERAL INSTRUCTIONS

Pursuant to federally funded requirements for GREAT Grant (for two-party agreements: Sections 2.3.a and 2.3.d. and Exhibits C and D; for three-party agreements: Section 2.4.d and Exhibits C and D); Completing Access to Broadband (CAB) (as communicated Attachment B: Project Milestones); Stop-Gap (as communicated Attachment B of SOW: Project Milestones and Reporting) providers must submit an annual report every year during the maintenance period.

All annual reports should be uploaded to EBS.NC.GOV in the same manner as progress reports.

Completed Maintenance Period Annual Reports must be submitted in PDF format. The reports will be publicly posted so providers shall make every attempt to complete the report without inclusion of confidential or proprietary information. If inclusion of proprietary or confidential information is necessary, both a confidential and a redacted version of the completed report must be submitted in separate PDF files. Overly broad use of confidential and proprietary designations may result in reports being returned to the grantee for revision.

Guidance on completing each section of the Maintenance Period Annual Report is provided below.

PROVIDER INFORMATION

Provider Name: Legal name of the entity awarded federally funded GREAT grant program funding for the project subject to final reporting requirements.

Project Contact Completing this Form: Name of the individual who is completing the final report and who should be the initial contact to address questions or concerns regarding information contained in the final report. This individual may or may not be the same person who signs the certification and attestation section of the report.

Title: Official job title of the project contact.

Primary Telephone: Telephone number to be used for communicating with the project contact regarding the content of the final report.

Email: Email address to be used for communicating with the project contact regarding content of the final report.

Maintenance Period

Date Maintenance Period Began: Date of the maintenance period notification letter.

Reporting Period: Full year of reporting (i.e. July 1, 2027-June 30, 2028). If this is the first year of reporting, the date will be from the maintenance period beginning date to the last day of the year before

the first reporting date (i.e. August 22, 2026-December 31, 2026 or August 22, 2026-June 30, 2027, depending on the reporting date requested in your maintenance letter).

Contract Information

Agreement Number: The unique number assigned to the grant agreement associated with the Project for which the end of the construction period is being reported.

Project Title: The name assigned to the project by the grantee in the original grant application.

Project County: The primary county in which the project is located.

Technology Type: The primary transmission medium used in the project to transmit data to and from and end user's location (for example, fiber, coaxial, fixed wireless, etc.). Be sure to distinguish between user locations that differ in technology type.

PROJECT SUMMARY

Confirmation of Locations Served:

Households: The quantity of residential households specified in the contract/agreement to which broadband service is available from the provider.

Businesses: The quantity of business locations specified in the contract/agreement to which broadband service is available from the provider.

Agricultural operations: The quantity of agricultural operation locations specified in the contract/agreement to which broadband service is available from the provider.

Community Anchor Institution (CAI): The quantity of business locations specified in the contract/agreement, which the provider has identified as CAIs in nature, to which broadband service is available from the grantee. A CAI is defined as an entity, such as a school, library, health clinic, health center, hospital or other medical provider, public safety entity, institution of higher education, public housing organization, or community support organization that facilitates greater use of broadband service by vulnerable populations, including, but not limited to, low-income individuals, unemployed individuals, children, the incarcerated, and aged individuals. If CAIs are being reported, please provide additional documentation identifying the name of the CAIs being reported as served.

*Broadband access is considered available if the Internet carrier can provide broadband service to a location immediately, or within ten (10) business days upon request, and without cost to the customer other than standard connection fees.

Confirmation of Base Speed: Specify if the upload and download broadband speed service can reliably meet or exceed. For example, speeds of 100 Mbps download and 100 Mbps upload and can be provided immediately or within 10 days of a customer request and without cost to the customer other than standard connection fees would reply, "100/100 Mbps".

Is this Base speed available at all locations contracted in the agreement?

Select "Yes" or "No" to specify if the stated speed of broadband service is available to the customer at all locations contracted in the agreement.

Explanation of limitations: If the response above is “No”, provide an explanation of why broadband service is not available from the provider to all locations included in the contract/agreement, and provide the total number of locations that are not receiving service. Please designate locations as households, businesses, or Community Anchor Institutions.

Speeds, Data Caps, and Cost: List details on broadband access plans your organization provides to locations served as a result of the project including the advertised speed (download/upload) of each plan, estimated typical speed available (download/upload) of each plan, any data caps of each plan, average subscriber cost per month for each plan, and the total number of current subscribers for each plan.

Households: Information on the broadband access plans that your organization provides for the use of project area Households.

Businesses: Information on the broadband access plans that your organization provides for the use of project area Businesses.

Agricultural operations: Information on the broadband access plans that your organization provides for the use of project area agricultural operations.

CAI: Information on the broadband access plans that your organization provides for the use of project area Community Anchor Institutions.

*For providers offering multiple service packages at these locations, rows may be added to this table or marketing materials outlining service plans can also be attached separately to this report.

Other Information:

Major Service Outages: Please provide a description of any service outage impacting any project location(s) that occurred during the reporting period, lasted at least 24 hours and disrupted total service hours by more than 10,000 hours across the provider’s customer base (provider may report based on a comparable basis if data is not available using this specific metric). Description should include the cause, resolution, total number of locations impacted and length of the outage, as well as any measures implemented to prevent or mitigate similar outages in the future.

Other Service Outages: Please provide the total number of service outages occurring during the reporting period for the project area and the percent of service outages resolved within 48 hours (provider may report based on a comparable basis if data is not available using these specific metrics).

Adoption Efforts: Provide a description of the efforts your organization has made to promote service adoption to GREAT grant locations, including low-cost offerings for potentially eligible subscribers in the project service area.

PROVIDER CERTIFICATION & ATTESTATION

This section must be completed by the Authorized Representative of the grantee and be notarized.

The Authorized Representative should be an individual who has the knowledge and authority to certify the accuracy of the report and representations contained therein. This individual may or may not be the same as the project contact identified on the first page of the report.