30 V.S.A. § 202e(e) Annual Report on the Activities of the Telecommunications & Connectivity Division

VERMONT
DEPARTMENT OF PUBLIC SERVICE

Fiscal Year 2025

This report contains links to additional reports, interactive maps, and resources on the Public Service Department website. It is best viewed in a digital format.

Contents

Additional Department Website Resources Referenced in this Report:

- Vermont Universal Service Fund
- 2024 10-Year Telecommunications Plan
- 248a Tower Data Viewer
- Broadband High-Speed Internet Availability in Vermont
  Including:
  - Availability of 4/1_2025
  - Availability of 25/3_2025
  - Availability of 100/20_2025
  - Availability of 100/100 2025
- Mobile Wireless Drive Test

Introduction

This is the annual report of the Division for Telecommunications and Connectivity ("Division") of the Department of Public Service ("Department"). This report is a requirement of 30 V.S.A. § 202e and states:

> Notwithstanding 2 V.S.A. § 20(d), on or before January 15 of each year, the Director, with the advice and assistance of the Telecommunications and Connectivity Board, shall submit a report of its activities pursuant to this section and duties of subsection 202f(f) of this title for the preceding fiscal year to the General Assembly. Each report shall include an operating and financial statement covering the Division's operations during the year, including a summary of all grant awards and contracts and agreements entered into by the Division, as well as the action plan required under subdivision (b)(6) of this section. In addition, the report shall include a map and narrative description of each of the following:
>
> (1) the areas served and the areas not served by broadband that have a download speed of at least 4 Mbps and an upload speed of at least 1 Mbps.
>
> (2) the areas served and the areas not served by broadband that have a download speed of at least 25 Mbps and an upload speed of at least 3 Mbps, or as defined by the FCC in its annual report to Congress required by section 706 of the Telecommunications Act of 1996, whichever is higher.
>
> (3) the areas served and the areas not served by broadband that have a download speed of at least 100 Mbps and is symmetrical; and
>
> (4) if monetarily feasible, the areas served and the areas not served by wireless communications service. (Added 2015, No. 41, § 4; amended 2023, No. 85 (Adj. Sess.), § 362, eff. July 1, 2024.)

Please note that in addition to the required broadband speed tiers above, areas served and areas not served by broadband that have a download speed of at least 100 Mbps and an upload speed of at least 20 Mbps is also included.

This report includes the following:

1. An overview of the Connectivity Division - The Staff and Significant Accomplishments and Outreach in 2025.
2. An overview and recommendation of the Telecommunication and Connectivity Advisory Board
3. Financial statements covering the Division's operations during the year, including:
    a. Contracts and agreements entered into by the Division.
    b. Vermont Universal Service Fund
4. Broadband Speeds, including narrative, graphs, and maps depicting current broadband availability at four speed tiers, 4/1, 25/3, 100/20, and 100/100.

5. Wireless Communications – This report will include the completed maps and results for the 2024/25 wireless drive test.

Telecommunications and Connectivity Division 2025

The Division was established to improve access to affordable telecommunications technology for all Vermonters, support universal availability of voice and broadband service, and lead the state's telecommunications policy and regulatory efforts.

The Division oversees the telephone and cable industries and is an advocate for the public interest in telecommunications matters before the Public Utility Commission, including review of mergers, tariffs, certificates of public good, and licenses. The Division is responsible for preparing the state Telecommunications Plan. The Division annually gathers broadband availability information to identify underserved locations statewide and prepares maps and statistics depicting information at several speed tiers. The Division also administers the Vermont Telecommunication Relay Service, connecting individuals who are deaf, deaf-blind, hard-of-hearing or have a speech disability with users of standard telephones. In 2025 The Connectivity Division also participated in the State Emergency Preparedness Conference and presented at the Northeast Arc Users Conference.

Connectivity Division Staff

The Division is led by the Division Director with two full-time and one part-time staff member. Each position is focused on different aspects of the Vermont telecommunications landscape. The Division staff brings a cohesive approach to serving the needs of Vermonters. The Connectivity Coordinator position is currently vacant but will be filled in early 2026.

2025 Connectivity Division Staff

Telecom Division Director

The director formulates telecommunications policies and procedures, which are compatible with the goals and objectives of the state government. They supervise a professional and technical staff that are responsible for planning, technical consulting, financial support, and installation and repair services. The director develops both short- and long-range plans for state-wide telecommunications needs.

The Director also serves as the Vice-Chair of the Vermont Telecommunications Relay Service Advisory Committee.

Telecom Project Manager

The Telecom Project Manager plans and manages the installation and maintenance of the Department's telecommunication assets. They work with the private sector to develop safe and effective work plans to implement fiber optic and wireless infrastructure. The Project Manager provides technical review and recommendations on telecom petitions reviewed by the Department. This position provides expert testimony in matters related to cable television and telecommunications. They perform specialized investigations, analysis, and advocacy for the Department of Public Service related to the present and future capabilities, quality, reliability, and readiness of Vermont's telecommunications infrastructure.

Connectivity Coordinator

The Connectivity Coordinator is focused on the organization of division activities and outreach, such as public meetings and hearings. The coordinator is also responsible for data visualization, coordinates schedules and provides administrative support for the Vermont Relay Services Committee's quarterly meetings.

Telecom Infrastructure Specialist

This role is primarily responsible for geospatial products and data stewardship for the Public Service Department. This includes developing and managing digital resources that are used in government work and shared with the public; making digital and static maps for various department-related efforts, maintaining the geospatial data the department is tasked with generating and sharing, as well as assisting with other efforts in the Public Service Department as the need arises. This position is responsible for administering the department’s ArcGIS Online accounts. In addition to the technical elements of the position, this position collaborates with other SOV and local government employees, as well as employees from private sector companies that work with PSD in various efforts.

2025 Accomplishments and Community Outreach

2025 Telecommunications mapping projects.

In 2025, the Connectivity division had a significant focus on constructing, updating, and modernizing telecommunication map products available on our website. These maps are used as

a department resource and assist with planning, PUC telecom docket reviews, and consumer assistance. These resources are available to the public and include:

2025 248a Tower Data Viewer/Locator

The Telecommunications and Connectivity division set out to update and modernize a reference tool that helps users locate cellular towers approved by the Public Utility Commission 248a tower siting process. This new tool allows searching by location, docket, ESITE ID, and more. The map features built-in links to the ePUC public docket system, allowing for quick research and reference.

The 248a Tower Data Viewer displays docket information on a map and in a table. Users can browse the information about these permits on the map or search for docket information by location, docket number, ESITE ID, and more. This increased functionality on the public side was introduced in tandem with additional features on the Division side of the website. The dataset can be edited directly in the internal version of the app, which makes the public-facing dataset easier to update. With all the enhancements, the new map is easier for Division staff to maintain.

2025 Broadband Map

The 2025 Broadband map featured later in this report is an amalgamation of data sources, brought together to provide a complete picture of broadband availability in Vermont. This mapping project spans 8-9 months and is not without numerous complications. The final product is used to complete the Broadband Availability Data section of this report.

2024/2025 Mobile wireless drive test map

The Mobile Wireless Drive Test is an ambitious project. The latest Drive Test dataset is publicly available in two forms – as a standalone dataset that can be explored in GIS software and as a web-based application. The application is accessible from mobile devices and is geared toward simplicity. Users can review results from data tests and voice call tests from four mobile service providers in Vermont. These tests can be reviewed individually or summarized by H3 hexagons across the state.

Collaboration & Internal Improvement

Small Cell Pilot program with the Town of St. Albans.

The Telecom Division proposed a Small Cell Infrastructure Pilot proposal. It outlines a pilot based on the engineering study done in the most recent ten-year telecom plan. This showed that 50% of the current coverage gaps can be closed with small cell (sub-50') infrastructure.

The Department engaged the town of St. Albans on the topic of small cell infrastructure to cover the Bay Park and camps off Georgia Shore Road. St. Albans had existing funding for the construction buildout, and the project would provide proof of concept for the pilot program.

The Department engaged two providers who claimed to be able to provide the service to see about placing an antenna on the town's constructed small cell infrastructure.

One provider began the negotiation process and subsequently stopped communication. The second provider quoted the cost for antenna installation, which was roughly the same cost as a new construction macro tower.

The department continues looking for a provider to assist with filling the coverage gaps with small infrastructure but has so far been unsuccessful. This lack of desire on the provider's part makes the small cell pilot much more difficult to achieve.

2025 Division Engagement: Events

The Division took part in three conferences in 2025. The first was the annual Emergency Preparedness Conference in September, followed by the NEARC Conference in October and NECTA in November.

2025 Emergency Preparedness Conference

The 2025 Emergency Preparedness Conference, September 4-5, 2025, was a successful networking and learning experience. Killington Resort served as the backdrop to a series of important and challenging discussions facing Vermont's emergency management systems.

Telecom Staff prepared and demonstrated the usefulness and value of our in-house mobile wireless testing by highlighting coverage improvements. An interactive map allowed users to visualize how cellular coverage has evolved across Vermont. Users were able to display FirstNet coverage and expansion since 2022. Users were also shown how cellular access to 911 has improved across the state in recent years.

Several workshops were attended by staff, including "Herding Kittens: Tips for Leading and Getting Productivity from Volunteers" and "Li-Ion Battery Safety Awareness".

Overall, this conference proved productive as PSD was able to connect with many state agencies regarding similar concerns and hopes of collaboration in future projects. The conference served as another reminder that having Mobile Wireless coverage is critical for emergency services to do their job effectively and efficiently. Clear lines of communication help emergency services find those in crisis faster.

Northeast Arc Users Conference

Telecom Staff attended the Northeast Arc Users Conference (NEARC) in Falmouth, MA, October 26-29, 2025. This conference brings together geospatial professionals, specifically those who use ESRI's suite of tools, to share and discuss relevant topics in the field.

This year, staff attended workshops. and presented our own: "Mobile Drive Testing in Vermont, Signal Quality Testing for Fun and Policy". Presentation topics included:

- History and purpose of the program
- Data collection methodology
- GIS and GPS auxiliary tools for drive route mapping
- Test result aggregation in ESRI
- Test result presentation in ESRI
- Lessons learned

The presentations/workshops offered by others provide professional development opportunities as well as solutions related to governmental/municipal GIS work. Presentations/workshops attended included:

- Integration of GIS into Underground Locating
- Imagery in ArcGIS
- Power BI: An Alternative Approach to Dashboard Visualizations
- Field Data Collection Fundamentals
- Clipping Clouds: Providing both Cloud-Native Streaming and Classic Clip and Zip Downloading

- ArcGIS Dashboards
- ArcGIS Online Experience Builder apps
- ArcGIS Pro and ArcGIS Online.

The New England Connectivity and Telecommunications Association Convention

The Director of Telecommunications and Connectivity attended the New England Connectivity and Telecommunications Association (NECTA) convention in Newport, Rhode Island, from November 16-18, 2025.

The director attended sessions on the following topics:

- Data Privacy Policy and Practice.
- Artificial Intelligence in operations and Customer Service.
- Data Center needs of today and the future.
- Broadband deployments and BEAD funding.
- Election media and Political advertising.

In addition to the sessions, the Director was able to engage with others in the telecom industry around the region. He was able to discuss topics that may become an issue in Vermont in the future, including the shutdown of small local ILECs, data privacy laws and regulations that span borders, and broadband expansion in rural areas such as northern New Hampshire.

Public Utility Commission Telecommunications Dockets

Working in cooperation with the Public Advocacy Division, the Connectivity Division provides review, feedback, and recommendations on a variety of telecom-related Public Utility Commission dockets. The dockets include Commercial Mobile Radio Service ("CMRS" / Cellular) registrations, Telecom Provider Registrations, Cable CPG renewals, Telephone Operator CPG renewals, Telecom and Cable tariff changes, and Section 248a Cell tower petitions. The Connectivity Division reviews dockets for technical issues, compliance, omissions, and more. Approximately 220 dockets were reviewed in 2025, nearly double the number in 2024. The majority of 2025 petitions were additions or changes via the Section 248a review process.

248a Tower Petitions - 2025	Totals
248a De Minimis Application	148
248a Limited Size and Scope(colocation/modification)	7
248a Regular & LSS – (New Towers)	19
Total 248a Reviews completed:	**174**

Telecom Petitions - 2025	Total
Tariff Change and Update petitions	7
Telco CPG	3
Commercial Mobile Radio Service (CMRS)	15
Other (CPG revocation/amendment)	22
Total Telecom Petitions reviewed	**47**

Vermont Telecommunications Relay Service ("VTRS") and the VTRS Advisory Council.

30 V.S.A. § 218a, directed the Department of Public Service to develop the Vermont Telecommunications Relay Service ("VTRS") and associated Equipment Distribution Program ("EDP") and establish the VTRS Advisory Council. The VTRS Program provides functionally equivalent telephone service for Vermont's deaf, deafblind, and hard-of-hearing community. The FCC requires an ADA-compliant TRS program in all 50 states and U.S. territories.

VTRS Program Components and Providers

The Connectivity division manages three contracts that form the VTRS Program. In 2025, we continued working with Hamilton Relay, T-Mobile, and VCIL.

- *T-Mobile Accessibility* provides the Relay Service, including TTY and speech to speech, and Relay Conference Captioning. T-Mobile also provides the community outreach and education portion of the VTRS Program.
- *Hamilton Relay* provides Caption Telephone service.
- *Vermont Center for Independent Living ("VCIL")* provides equipment distribution.

With three expiring contracts in 2026 the Connectivity Division plans to issue new RFPs for the VTRS program components. This may provide an opportunity for some modernization and potentially consolidation of contracts.

VTRS Advisory Council

The Council is composed of the following positions: one representative of the Department of Public Service designated by the Commissioner of Public Service; one representative of the Department of Disabilities, Aging, and Independent Living; two representatives of the deaf community; one member of the community of people who are hard of hearing or have a speech limitation; one representative of a company providing local exchange service within the State; and one representative of an organization currently providing telecommunications relay services.

The Council meets quarterly to receive contractor reports and updates and discuss the VTRS program, TRS advancements, and TRS technologies. The council provides guidance to the Connectivity Division on how to best administer the VTRS Program.

The Connectivity Division schedules and hosts the VTRS Advisory Council quarterly meetings. The Connectivity Director serves as the Committee Vice Chair, as appointed by the Commissioner. The Telecom Project Manager and/or Connectivity Coordinator schedules, reserves interpreters and public meeting space, and provides minutes for the meeting.

The Connectivity Coordinator vacancy and the recent VTRS Advisory Council chair vacancy contributed to fewer meetings in 2025, but with the Chair position filled and the Connectivity Coordinator position actively recruiting, we expect to return to four quarterly meetings in 2026.

VTRS Committee Chair

In 2024, then Chair, René Pellerin, retired. The Telecom division spent a portion of 2025 working with its members and contractors to recruit candidates for the Chair position. It was the intent to hold an election in Spring 2025. However, due to the departure of the Connectivity Coordinator and scheduling conflicts, the vote for a new Chairperson was delayed until October 8, 2025. During the October meeting, Nick Parker was unanimously voted by the board to be the next Chair.

Nick Parker previously served on the VTRS board as the Telecommunications Equipment Distribution Program coordinator for the Vermont Center for Independent Living and as a hard of hearing representative. This gave him first-hand experience with the EDP program, which loans telecommunications equipment to low-income Vermonters who are Deaf, Deafblind (as well as deaf and visually impaired), Hard of Hearing, and individuals with cognitive or physical disabilities. As someone who has been hard of hearing nearly all his life and uses closed captions every day, Nick is passionate about improving communication access to all Vermonters. In his new role as Community Programs Associate at Vermont Council on Rural Development, Nick brings his experience in disability advocacy among other skills across rural Vermont. In his first year at VCRD, he worked with staff to purchase hearing amplifiers for use at public events and to have live captioning and ASL interpretation at the Vermont Community Leadership Summit. When outgoing VTRS Chair René Pellerin stepped down, Nick was eager to step into a position that would allow him to continue communications advocacy for Deaf and disabled Vermonters.

Nick said, "I feel the TRS Advisory Council has been doing important work, particularly with E911 and recognizing the trend from analog relay to video or IP relay. Telecommunications relay is an important service to those who are Deaf, Deafblind, hard of hearing, late deafened or have a speech disability. Relay users are of all ages and it's important we continue to get the word out that this is a free service that is still evolving. In a technologically advanced time where many Vermonters are moving from TTY to cell phones for relay services, the Advisory Council still has an important role to play. I'm honored to be serving on this council that has ASL interpreters and live captioning during its meetings because many of its members rely on relay services."

Nick plans to stay on top of Telecommunications Relay Services changes around the US, research how other states are promoting and evolving their EDP programs and work closely with members of VTRS on current and future challenges.

Telecommunications and Connectivity Advisory Board ("TCAB")

This report is compiled as directed by 30 V.S.A. § 202(e). To comply with subsection (a), the Connectivity Division incorporates advice and assistance from the TCAB. The TCAB was created under 30 V.S.A. § 202f. The TCAB is an eight-member board charged with making recommendations regarding the Commissioner of Public Service's telecommunications responsibilities and duties. The Department attempted to convene a quorum of TCAB members

for a 2023 public meeting per 30 V.S.A. § 202f (i). Scheduling conflicts and ongoing appointment vacancies precluded the attendance of the necessary number of four members to achieve a quorum. Despite ongoing challenges, the Department successfully organized a TCAB meeting in 2024 to review the 10 Year Telecommunications draft plan. Since that time, the TCAB has not been convened.

With the creation of the VCBB under Act 71 in 2020, a set of statutory criteria were prescribed to guide, fund, plan, and construct last-mile broadband in Vermont. Thus, the enactment of Act 71 made redundant TCAB's role in advising the Department on Connectivity Grant awards and internet access speeds for publicly funded telecommunications projects, given that this responsibility now rests with the VCBB, whose substantive work and policy judgment are exercised independently of the Department's Commissioner and the Telecommunications and Connectivity Division. For this reason, in 2022, the three remaining active TCAB members included a recommendation to consider sunsetting the TCAB. A recommendation repeated by the TCAB in 2023, 2024, and now 2025.

Operating and Financial Statements

Summary of Grants

The Telecommunications Connectivity Division made no grant awards in FY2025. Per Act 71, as of January 1, 2022, the Connectivity Initiative is administered by the VCBB, which will decide how to use the available Connectivity Initiative funds.

Summary of Contracts and Agreements

In FY2025, the Telecom Division did not enter into any new contracts and did not post any Request for Proposals seeking new contracts.

The Division is working to extend a maintenance contract with Airosmith Development/Airosmith Inc. for scheduled maintenance of 10 solar resiliency sites around the state.

Vermont Universal Service and Connectivity Funds

The Vermont Universal Service Fund ("VUSF") is managed by fiscal agent, Solix, Inc., under contract with the Department of Public Service. Solix issues monthly VUSF reports and is audited annually. The monthly reports, annual audits, and more VUSF information can be found on the Department VUSF webpage: Vermont Universal Service Fund | Department of Public Service

In Act 190 of 2014, the legislature set the VUSF assessment rate at a flat 2%. Act 41 of 2015 transferred oversight responsibility of the VUSF to the Department of Public Service. Act 79 of 2019 increased the VUSF charge rate by four-tenths of one percent. The 2.4% charge was assessed on telecommunications services that include telephone, mobile wireless voice, and prepaid wireless. In 2020, the General Assembly directed monies raised by .4% of a percent to the Vermont Community Broadband Fund.

Act 145 (2024) further changed the amount allocated to the Vermont Community Broadband Fund. It dictates from the monies collected by the Universal Service Charge, 17% shall be transferred to the Vermont Community Broadband Fund

The Connectivity Fund was a sub-fund of the VUSF. The VUSF is a special fund that is supported through an assessment on retail telecommunications services provided within Vermont.

Per Act 71, as of January 1, 2022, the Connectivity Initiative is administered by the VCBB, which will decide how to use the available Connectivity Initiative funds. Proceeds from the .4% increase are now directed to the Vermont Community Broadband Board to support staffing pursuant to 30 V.S.A. § 7523.

Act 145 of 2024, included language that impacted the collection method and dispersion model for the Vermont Universal Service Fund (VUSF).

The changes in ACT 145 went into effect on July 1, 2025. The core change for wireline and post-paid wireless telephone service was to migrate from the 2.4% charge against the voice portion of the bill to a flat per-line charge of $.72 per line. The rate for prepaid service remained at 2.4%. This unchanged rate for prepaid service helps ensure financially vulnerable Vermonters are not as affected by the change, as national-level analysis has shown that a larger percentage of economically disadvantaged users rely on prepaid cellular service for communication and internet access.

Initial projections by the Joint Fiscal Office show the change to a per-line charge will create a fiscally solvent VUSF, which is funded at the required level to meet its financial obligations.

However, the Department is tracking contributions into the VUSF and has noted there is a potential shortfall in the projected revenues collected.

Financial support for the Vermont 988 Suicide and Crisis Hotline was added as the fifth dispersion in the distribution hierarchy.

30 V.S.A. § 7511 dictates monies collected by the fiscal agent are deposited into the VUSF and are used to support the following costs and programs, ranked in order of priority:

(A) Costs payable to the fiscal agent under its contract with the Commissioner.

(B) The Vermont Telecommunications Relay Service (and the Equipment Distribution Program).

(C) The Vermont Lifeline program.

(D) Enhanced-911 services.

(E) Vermont 988 Suicide and Crisis Lifeline

(F) Connectivity Fund (comprised of the Connectivity Initiative and the High-Cost Program).

The following are excerpts from the 2025 fiscal year-end audit by Moss Adams:

MANAGEMENT'S DISCUSSION AND ANALYSIS

This section of the Vermont Universal Service Fund's (VUSF) annual financial report presents management's discussion and analysis of the VUSF's financial performance during the fiscal years ended June 30, 2025, and 2024. It should be read in conjunction with the VUSF's financial statements (available on the Department website).

This annual report consists of two parts: management's discussion and analysis and the basic financial statements. The basic financial statements also include notes that explain key information contained in the financial statements and provide further details on select data. The balance sheets present information on the VUSF's assets and liabilities, with the difference being reported as fund balance. The statements of revenues, expenditures, and changes in fund balance presents information on how the VUSF's fund balance changed during the fiscal year ended June 30, 2025

FINANCIAL HIGHLIGHTS

The VUSF unrestricted fund deficit as of June 30, 2025 and 2024 was approximately $(404) thousand and $(381) thousand, respectively. The VUSF restricted fund balance for Connectivity Fund as of June 30, 2025 and 2024 was approximately $1.192 million and $1.106 million, respectively. The VUSF total USF assessments for fiscal years 2025 and 2024 were approximately $3.937 million and $4.061 million, respectively. The VUSF total USF prepaid revenue for fiscal years 2025 and 2024 were approximately $649 thousand and $668 thousand, respectively. The prepaid revenue provides more funds to the VUSF. The VUSF continued to monitor the cash flow and balance of funds during 2025 and 2024. The VUSF total late payment charges for fiscal years 2025 and 2024 were approximately $1 thousand, respectively. The VUSF total other revenue – connectivity tower rental fee for fiscal years 2025 and 2024 was approximately $36 thousand and $27 thousand, respectively. The VUSF total amounts paid and due to service agencies for fiscal years 2025 and 2024 were approximately $3.620 million and $3.759 million, respectively. The VUSF total lifeline administration for fiscal years 2025 and 2024 was approximately $17 thousand and $18 thousand, respectively. The VUSF total lifeline credits for fiscal years 2025 and 2024 were approximately $89 thousand and $106 thousand, respectively. The VUSF total Vermont Community Broadband Fund for fiscal years 2025 and 2024 was approximately $764 thousand and $2.630 million, respectively. The VUSF total administrative costs for fiscal years 2025 and 2024 were approximately $120 thousand and $121 thousand, respectively. The VUSF total bad debt recoveries of $1 thousand and bad debt expense of $1 thousand in 2025 and 2024, respectively.

As of June 30, 2025, the VUSF had a net payable balance of approximately $401 thousand consisting primarily of receivable from contributors of $541 thousand, payable to service agencies of $889 thousand, payable to contributors – lifeline assistance of $7 thousand, payable to contributors – lifeline administrative expenses of $1 thousand, payable to contributors of $11 thousand, and accounts payable and accrued expenses of $34 thousand. This compares to a net payable balance as of June 30, 2024, of approximately $463 thousand consisting primarily of receivable from contributors of $555 thousand, payable to service agencies of $964 thousand, payable to contributors – lifeline assistance of $7 thousand, payable to contributors – lifeline administrative expenses of $1 thousand, payable to contributors of $11 thousand, and accounts payable and accrued expenses of $35 thousand. The VUSF maintained an adequate cash flow and balance of funds to satisfy all obligations during 2025 and 2024.

The complete audit and financial statements are available on the department website VUSF page.

Broadband Availability Data

To inform broadband policy and planning, the Department annually surveys and maps the deployment of high-speed broadband internet access in Vermont, pursuant to 30 V.S.A. § 202e (e). For 2025, Vermont broadband providers were asked to voluntarily provide the best available speed data per E911 address. The Department prepared maps, and narrative descriptions, for the following speeds: 4/1 - 4 Mbps download and an upload speed of at least 1 Mbps; 25/3 and - at least 25 Mbps download and an upload speed of at least 3 Mbps; 100/20 - at least 100 Mbps download and an upload speed of at least 20 Mbps; and 100/100 -- download speed of at least 100 Mbps and is symmetrical. If monetarily feasible, the Department also maps areas served and the areas not served by wireless communications service.

The information in the reports, last updated on December 1, 2025, is summarized in the table and graph below, for a total of 317,585 buildings. Each tier shows the number and percentage of locations served at that speed or better. Additional details, including address level information, an interactive map, and statistics can be found on the Department website: Broadband High-Speed Internet Availability in Vermont | Department of Public Service

Broadband Data Integrity and Compliance

Each year, the Division requests the internet service providers (ISPs) that serve Vermonters to contribute information about their ability to provide service at E911 addresses. These submissions form the foundation of the Broadband High Speed Internet Availability dataset. Current statute does not require ISP compliance with the data request and does not prescribe a common data format for the broadband data. Responses vary in quantity and quality. Formats received vary from detailed geodatabases to hand-drawn maps. In 2024 and 2025, the Division requested that 49 entities contribute to this dataset. In 2024, thirty-three submitted a response; in 2025, twenty-four submitted responses. In addition to declining submission rates, the Division has seen an increase in submissions that use the FCC Broadband submission style. This requires Division staff to reverse engineer the FCC Fabric ID to assign a valid state e-site ID. For the

areas that do not get updated reports, we rely on data from previous years. The variations in data submission styles create additional work for Division staff to ensure reports are assigned to ESITE addresses.

Milestones Reached

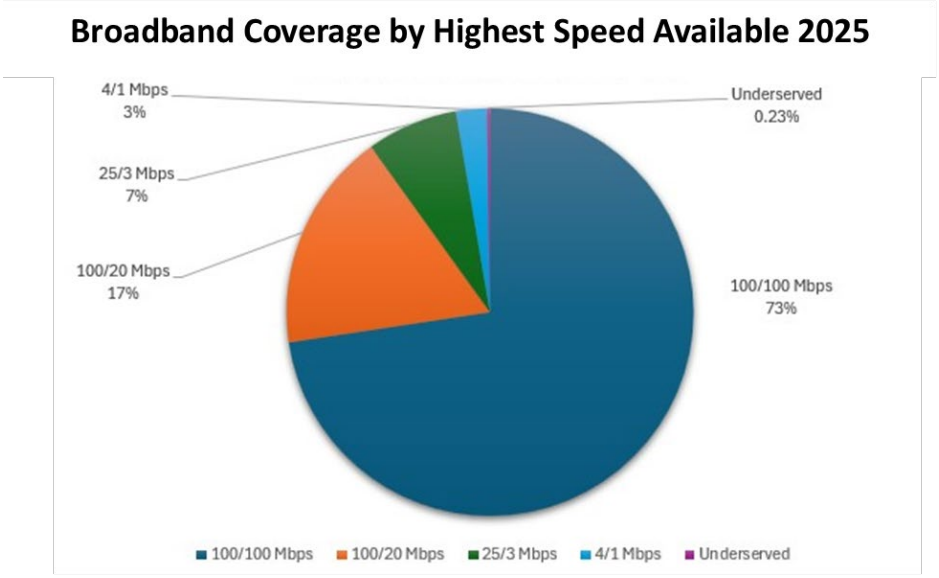
The 2025 broadband data below show a 20%+ increase in 100/100 deployment over the 2024 data (2024 50% vs 2025 73% deployment). Fiber deployment is generally considered 100/100 and in 2025 fiber exceeded the 70% served milestone across the state. The increase in 100/100 availability is due to fiber deployment by Communication Union Districts, fiber-based internet service providers, and Local/Rural Exchange carriers.

Broadband Action Plan

With the passage of Act 71 in 2020, the Vermont Community Broadband Board ("VCBB") was created to implement a prescribed set of statutory criteria in funding the planning and construction of last-mile broadband in Vermont. Accordingly, the Department's Broadband Action Plan consists of adopting the mandates and criteria of Act 71 and supporting the VCBB logistically as well as in its policy, advocacy, and implementation work.

Broadband Availability by Speed Tier

E911 Addresses Served / Not Served by Broadband Speeds				
Speed Tier	**Served**		**Not Served**	
100/100 Mbps	230,631	72.62%	86,954	27.38%
100/20 Mbps	286,071	90.08%	31,514	9.92%
25/3 Mbps	309,006	97.30%	8,579	2.70%
4/1 Mbps	316,844	99.77%	741	0.23%



Areas served at 4 Mbps down and 1 Mbps upload speed or better.

Based on information provided to the Department by Internet service providers for 2025, data indicates that of the 317,585 E911 building locations in the state, broadband service of at least 4/1 Mbps or better is presently available from an Internet service provider to all but 741 locations.

Areas served by 25 Mbps down and 3 Mbps upload speed or better.

Based on information provided to the Department by Internet service providers for 2025, data indicates that of the 317,585 E911 building locations in the state, broadband service of at least 25/3 Mbps or better is presently available from a service provider at all but 8,579 locations.

Areas served at 100 Mbps down and 20 Mbps upload speed.

Based on information provided to the Department by Internet service providers for 2025, data indicates that of the 317,585 E911 building locations in the state, broadband service of 100/20 Mbps is presently available from a service provider for 286,071 locations.

Areas served at 100 Mbps down and 100 Mbps upload speed.

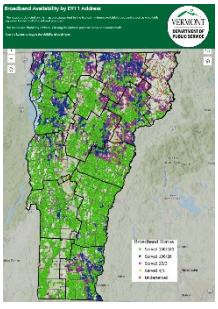
Based on information provided to the Department by Internet service providers for 2025, data indicates that of the 317,585 E911 building locations in the state, broadband service of 100/100 Mbps is presently available from a service provider for 230,631locations.

Broadband Availability Maps

Maps visualizing address-level highest broadband speeds in Vermont are best viewed in a digital interactive interface and can be found on the Department Website. Clicking on the map thumbnails in this section will redirect to the appendix containing printable versions of the maps.

Broadband Availability by E911 Building Address

- 2025 Interactive broadband map
- Town and county boundaries.
- Maximum Speed Broadband tiers can be selectively enabled/disabled
- Search by E911 address.



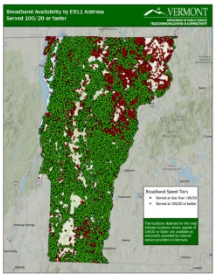
Broadband Availability by E911 Building Address - 4 Mbps Down/1 Mbps Up or Greater and Underserved.

- *Addresses served at 4/1 Mbps or better by independent telephone companies, cable, fiber, or fixed wireless to the premises.*
  - 316,844 out of 317,585 E911 building locations (99.77%) statewide are served at 4/1 Mbps or better by independent telephone companies, cable, or fiber to the premises.
- *Addresses not served at 4/1 Mbps or better.*
  - 741 out of 317,585 E911 building locations (0.38%) statewide are served with broadband less than 4/1 Mbps. Of these locations, some may already be served at 4/1 or better.
- Printable Map - Served 4/1 or greater and Underserved

Broadband Availability by E911 Building Address - 25 Mbps Down/3 Mbps Up or Greater (including Wireless)

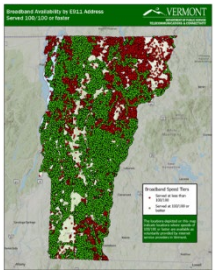
- *Addresses served at 25/3 Mbps or better by independent telephone companies, cable, fiber, or fixed wireless to the premises.*
  - 309,006 out of 317,585 building locations (97.30%) are serviceable at 25/3 Mbps or better.
- *Addresses not served at 25/3 Mbps or better.*
  - 8,579 out of 317,585 building locations (2.70%) are serviceable with broadband less than 25/3 Mbps.
- Printable Map - Served 25/3 or Greater

Broadband Availability by E911 Building Address - 100 Mbps Down/20 Mbps Up or Greater



- *Addresses served at 100/20 Mbps or better by fiber to the home or cable.*
  - 286,071 out of 317,585 building locations (90.08%) are serviceable at 100/20 Mbps or better.
- *Addresses not served at 100/20 Mbps or better.*
  - 31,514 out of 317,585 building locations (9.92%) are serviceable with broadband less than 100/20 Mbps.
- Printable Map - Served 100/20 or Greater

Broadband Availability by E911 Building Address - 100 Mbps Down/100 Mbps Up or Greater

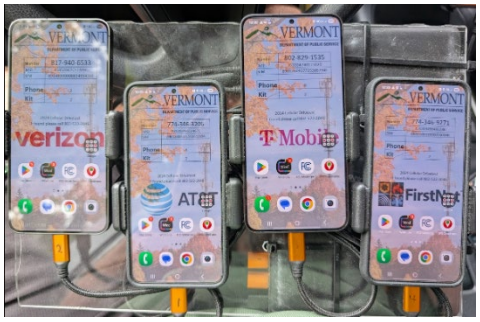


- *Addresses served at 100/100 Mbps or better by fiber to the premises.*
  - 230,631 out of 317,585 building locations (72.62%) are served at 100/100 Mbps or better by fiber to the premises or Cable.
- *Addresses not served at 100/100 Mbps or better.*
  - 86,954 out of 317,585 building locations (27.38%) are served with broadband less than 100/100.
- Printable Map - Served 100/100 or Greater

Wireless Communications

Identifying areas that lack mobile wireless service is a critical step toward expanding and improving mobile wireless service around the state. Subsection 202(e)(4) requires the Department to map wireless communications only "if monetarily feasible. Vermont's efforts to collect wireless availability data have assisted Vermonters and state policymakers with informed and detailed information about wireless networks. With the availability of federal funding to Vermont for broadband, continuous updates to the state's wireless maps will be important. The Department began a new drive test in 2024, and the preliminary data was published on the department website and in the 2024 Annual report. The second phase of the mobile drive test was completed in 2025. The maps and data are available on our website and summarized in this report.

Drive Test History



Beginning in 2018 the department gathered information about the availability of mobile wireless data services throughout Vermont. The maps created were incrementally updated in 2019 and 2020, with volunteer help from Vermont towns and Regional Planning Commissions.

The 2022 drive test was a collaboration between the PSD and the Agency of Transportation ("AOT"). AOT conducted most of the driving, logging more than 6,500 miles during the summer to gather the data. The testing routes included Federally funded highways, State Highways, many local roads, high-volume E911 call areas, and consumer-requested areas, such as trailheads, backroads, and more. To conduct the analysis, the State of Vermont partnered with Ookla®, a global leader in network intelligence and connectivity insights.

2024/25 Update In 2024, the Department revised its testing methodology and again sought a vendor to assist with the data collection and processing. Ookla was selected via the competitive bid process. The 2024 changes to the Drive Test methodology included the following:

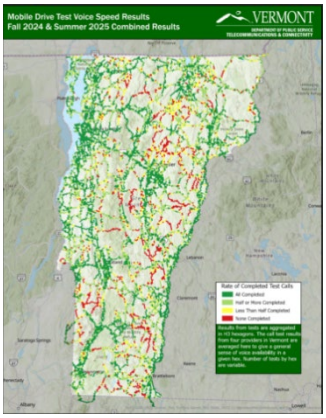
- Input from the public via an online survey.
- Partnerships with Public Safety, E911, and others.
- Testing was divided into two data collection periods.
    - Fall 2024 focused on areas that previously showed poor or limited service.
    - Q2 and Q3 2025 focused on areas identified by the public and retesting areas tested in previous years, logging improvements in quality and data speeds.

Initial 2024 testing was completed as a managed service by Ookla. Those results were published in Q4 of 2024. The remaining testing was completed by department staff, Public Safety Partners, and State of Vermont employees in Q2 and Q3 2025. Ookla completed post-processing, and the 2024/2025 dataset and deliverables, including a geodatabase, were delivered in late October 2025. The data was reviewed, and detailed maps are available on our website.

Test Results and Observations

In general, the drive test shows improvement in both voice and wireless data for all carriers in 2024/25. We are still analyzing the data, but in the initial review of cellular voice service, we have noted a 7.5% improvement in call completion for the same test routes in 2024/25 vs 2022. For cellular data, we observed a 34.6% increase in test completion for the same routes 2024/25 vs 2022. We will continue to analyze the data, checking for improvements in data speeds and increases in coverage areas. Detailed maps, including individual provider details, as well as additional analysis, can be found on our website. Mobile Wireless Drive Test. All-provider static maps are available in Appendices V and VI.

2024/2025 Wireless Test Results

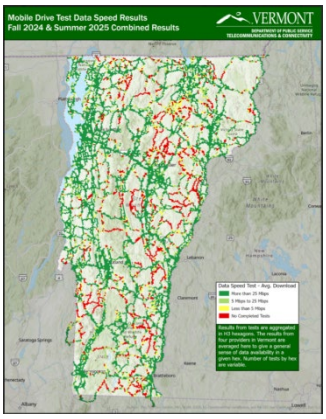


Cellular Voice Availability Map – All Providers

The data visualized on the map is the final cumulative data for 2024 and 2025. This data represents the quality and availability of cellular voice services in Vermont, from four national providers. AT&T, FirstNet, T-Mobile, and Verizon.

Appendix V: Printable Cellular Voice Availability Map

The comprehensive 2024/2025 Voice results can be viewed via the Department Mobile Wireless Drive Test page on the Department website.



Cellular Data Availability Map – All Providers

The data visualized on the map is the final cumulative data for 2024 and 2025. This data represents the quality and availability of cellular data services in Vermont, from four national providers. AT&T, FirstNet, T-Mobile, and Verizon.

Appendix VI: Printable Cellular Data Availability Map

The comprehensive 2024/2025 Data results can be viewed via the Department Mobile Wireless Drive Test page on the Department website.

Appendix I-IV

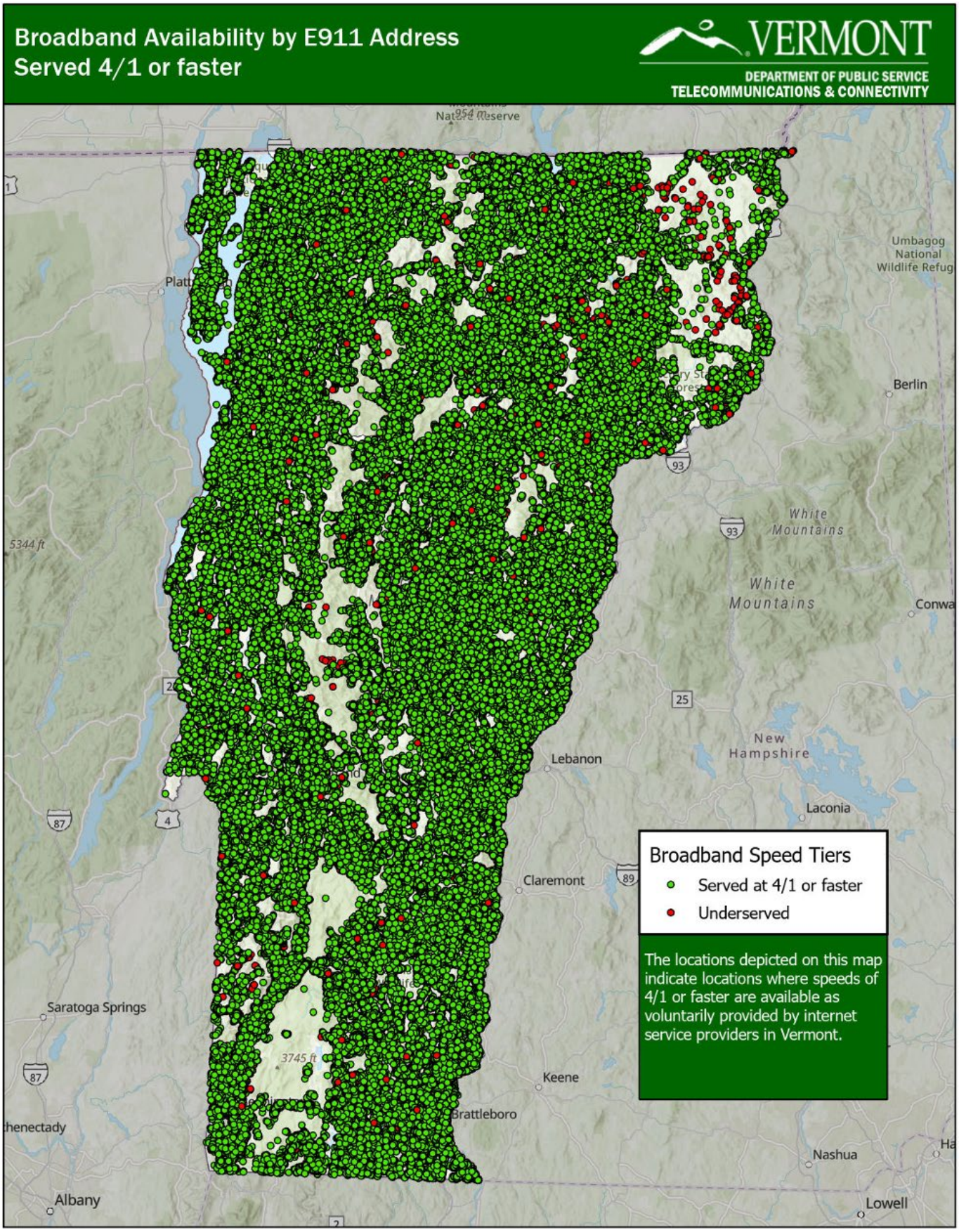
Printable Broadband Availability Maps

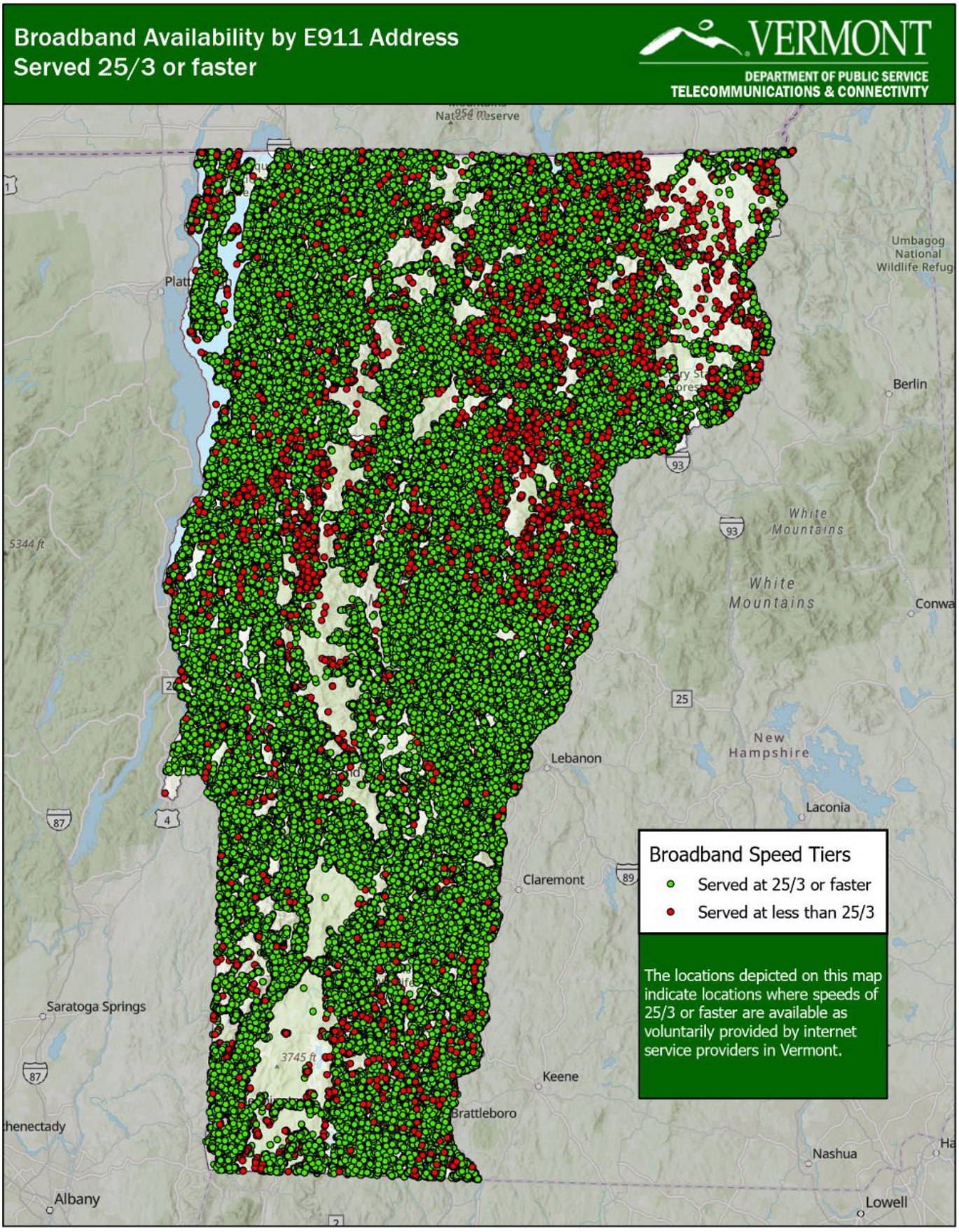
I: Broadband Availability by E911 Address – Served 4/1 Mbps or Greater and Underserved

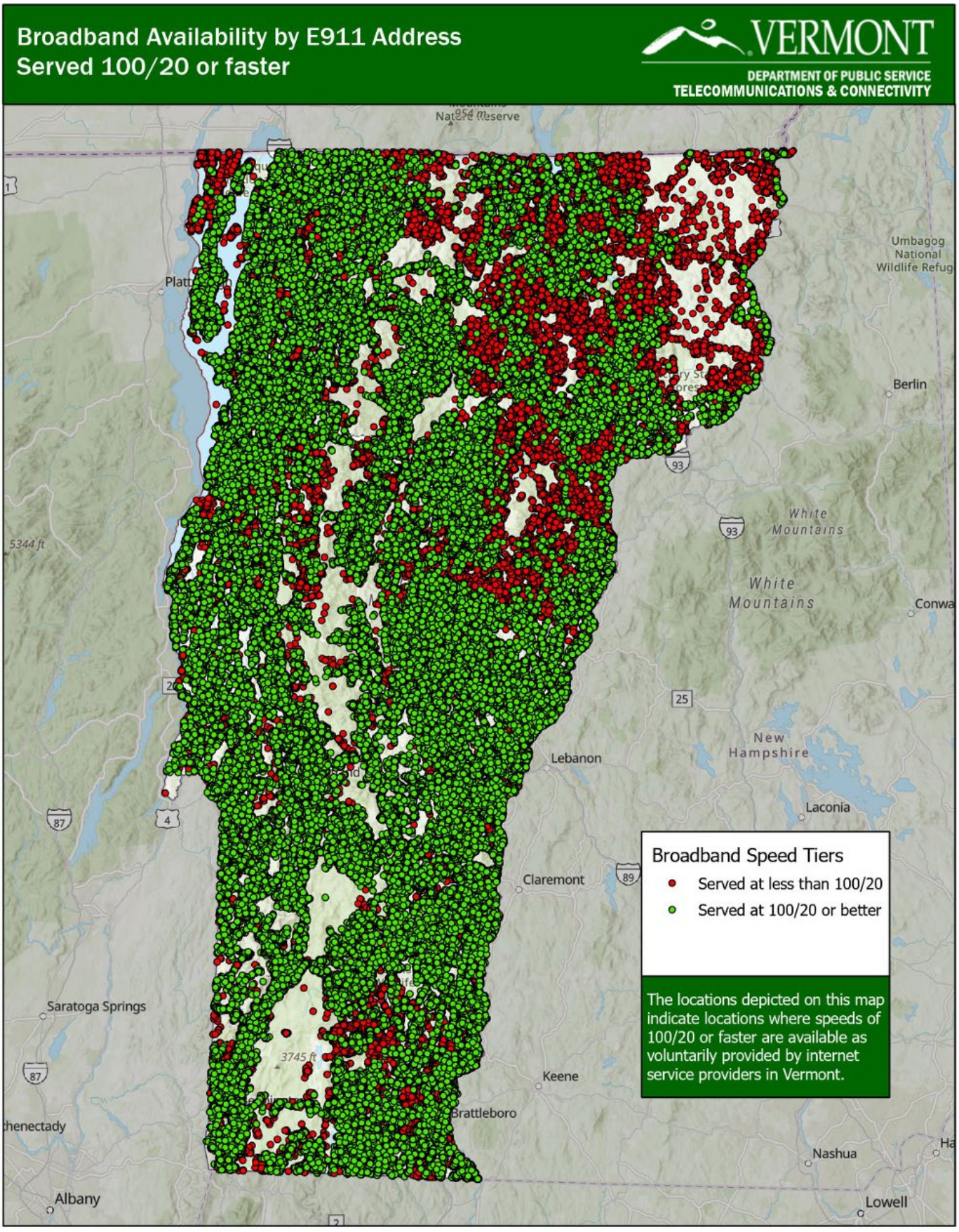
II: Broadband Availability *by E911 Address Served 25/3 Mbps or Greater (including Wireless)*

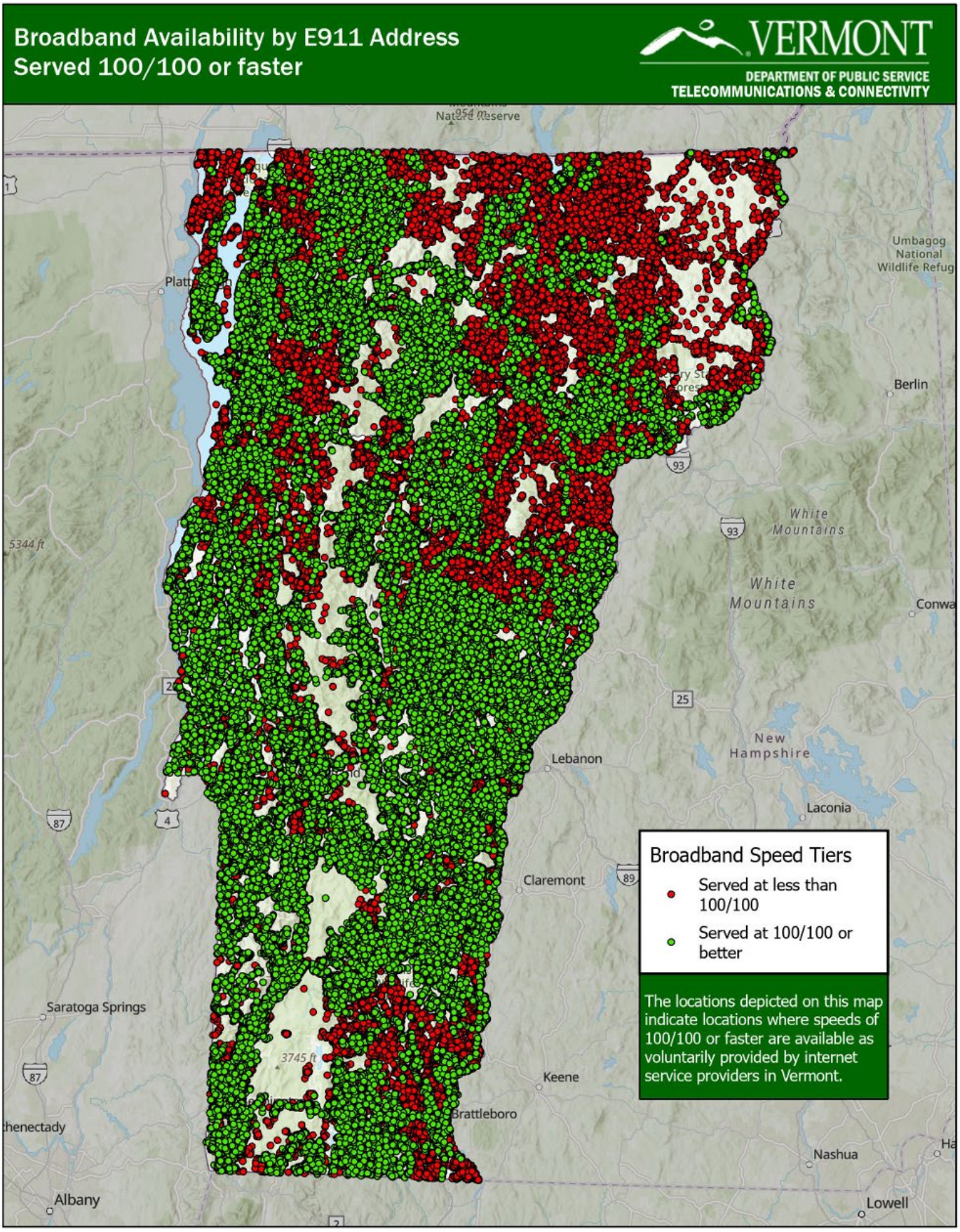
III: Broadband Availability by E911 Address Served 100/20 Mbps Up or Greater

IV: Broadband Availability by E911 Address 100/100 Mbps Up or Greater


Broadband Availability by E911 Address
Served 4/1 or faster
VERMONT
DEPARTMENT OF PUBLIC SERVICE
TELECOMMUNICATIONS & CONNECTIVITY
Broadband Speed Tiers
Served at 4/1 or faster
Underserved
The locations depicted on this map indicate locations where speeds of 4/1 or faster are available as voluntarily provided by internet service providers in Vermont.
Berlin
Lebanon
Laconia
Claremont
Keene
Brattleboro
Nashua
Lowell
Albany
Saratoga Springs
White Mountains
New Hampshire
Umbagog National Wildlife Refug
5344 ft
3745 ft


Broadband Availability by E911 Address
Served 25/3 or faster
VERMONT
DEPARTMENT OF PUBLIC SERVICE
TELECOMMUNICATIONS & CONNECTIVITY
Broadband Speed Tiers
Served at 25/3 or faster
Served at less than 25/3
The locations depicted on this map indicate locations where speeds of 25/3 or faster are available as voluntarily provided by internet service providers in Vermont.
Berlin
Lebanon
Laconia
Claremont
Keene
Brattleboro
Nashua
Lowell
Albany
Saratoga Springs
White Mountains
New Hampshire
Umbagog National Wildlife Refug
5344 ft
3745 ft


Broadband Availability by E911 Address
Served 100/20 or faster
VERMONT
DEPARTMENT OF PUBLIC SERVICE
TELECOMMUNICATIONS & CONNECTIVITY
Umbagog National Wildlife Refug
Berlin
White Mountains
White Mountains
Conwa
New Hampshire
Lebanon
Laconia
Claremont
Keene
Brattleboro
Nashua
Lowell
Albany
Saratoga Springs
5344 ft
3745 ft
Broadband Speed Tiers
Served at less than 100/20
Served at 100/20 or better
The locations depicted on this map indicate locations where speeds of 100/20 or faster are available as voluntarily provided by internet service providers in Vermont.

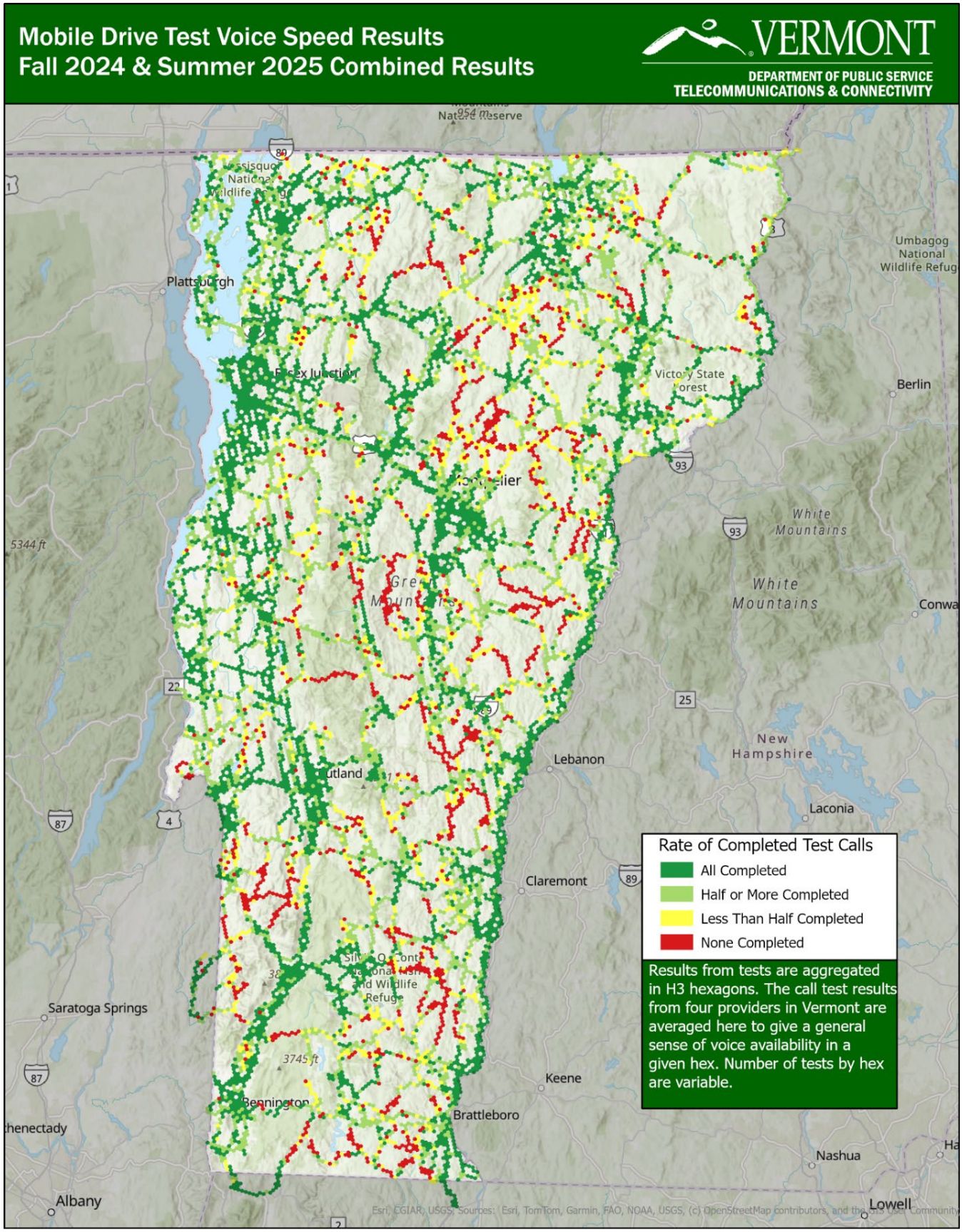

Broadband Availability by E911 Address
Served 100/100 or faster
VERMONT
DEPARTMENT OF PUBLIC SERVICE
TELECOMMUNICATIONS & CONNECTIVITY
Broadband Speed Tiers
Served at less than 100/100
Served at 100/100 or better
The locations depicted on this map indicate locations where speeds of 100/100 or faster are available as voluntarily provided by internet service providers in Vermont.
Berlin
Lebanon
Laconia
Claremont
Keene
Brattleboro
Nashua
Lowell
Albany
Saratoga Springs
White Mountains
New Hampshire
Umbagog National Wildlife Refug
5344 ft
3745 ft

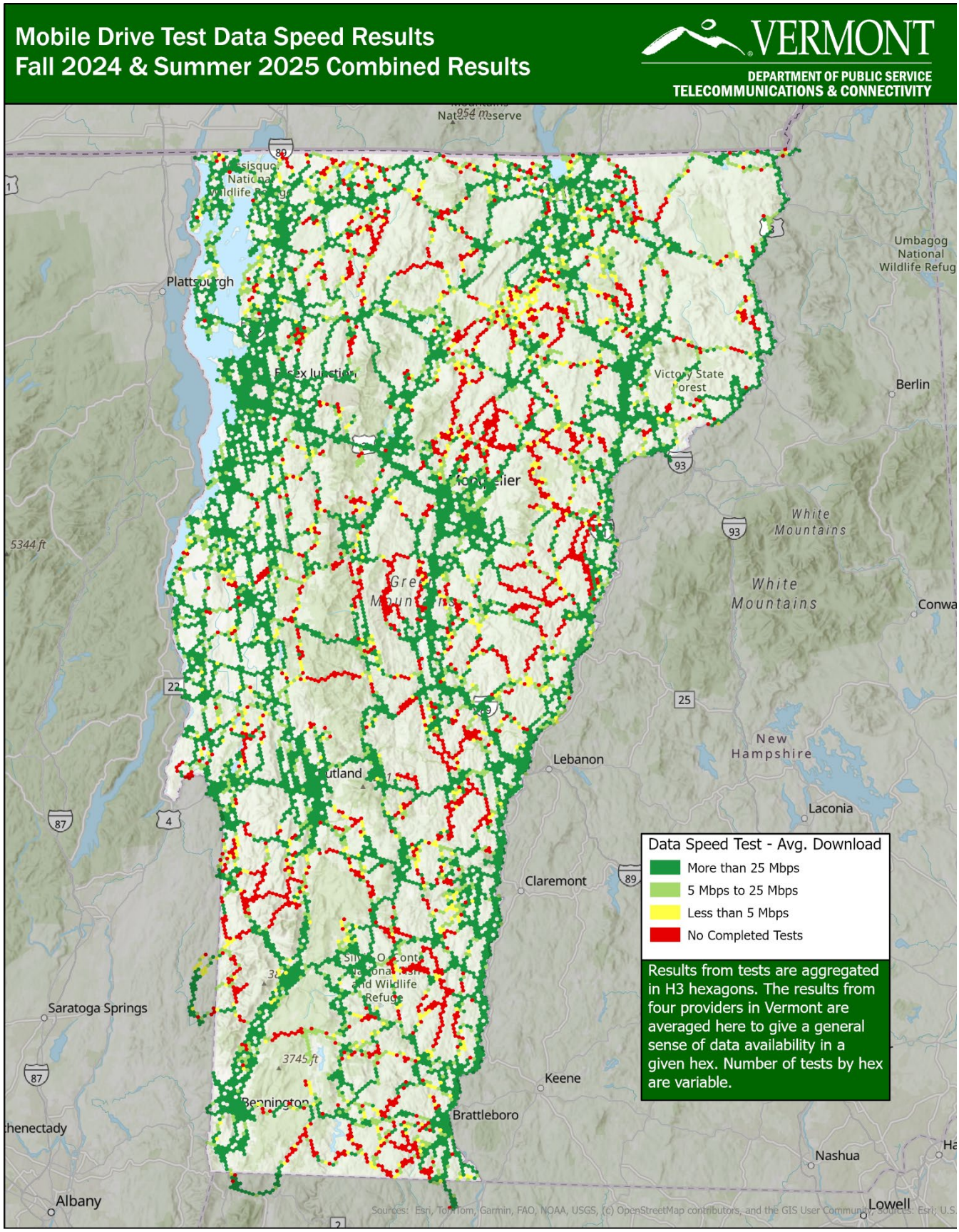
Appendix V-VI

2024/2025 Cellular Drive Test Maps

V: Cellular Voice Availability Map

I: Cellular Data Availability Map


Mobile Drive Test Voice Speed Results
Fall 2024 & Summer 2025 Combined Results
VERMONT
DEPARTMENT OF PUBLIC SERVICE
TELECOMMUNICATIONS & CONNECTIVITY
Rate of Completed Test Calls
All Completed
Half or More Completed
Less Than Half Completed
None Completed
Results from tests are aggregated in H3 hexagons. The call test results from four providers in Vermont are averaged here to give a general sense of voice availability in a given hex. Number of tests by hex are variable.
Plattsburgh
Essex Junction
Victory State Forest
Umbagog National Wildlife Refuge
Berlin
White Mountains
Lebanon
New Hampshire
Laconia
Claremont
Rutland
Saratoga Springs
Bennington
Brattleboro
Keene
Nashua
Albany
Lowell
5344 ft
3745 ft
Esri, CGIAR, USGS, Sources: Esri, TomTom, Garmin, FAO, NOAA, USGS, (c) OpenStreetMap contributors, and the GIS User Community


Mobile Drive Test Data Speed Results
Fall 2024 & Summer 2025 Combined Results
VERMONT
DEPARTMENT OF PUBLIC SERVICE
TELECOMMUNICATIONS & CONNECTIVITY
Plattsburgh
Umbagog National Wildlife Refug
Victory State Forest
Berlin
White Mountains
White Mountains
Conwa
Lebanon
New Hampshire
Laconia
Claremont
Keene
Brattleboro
Saratoga Springs
Bennington
Albany
Nashua
Lowell
5344 ft
3745 ft
Data Speed Test - Avg. Download
More than 25 Mbps
5 Mbps to 25 Mbps
Less than 5 Mbps
No Completed Tests
Results from tests are aggregated in H3 hexagons. The results from four providers in Vermont are averaged here to give a general sense of data availability in a given hex. Number of tests by hex are variable.