DEEP ConneCTed Communities Grant Program: Round 2

FAQs for Property Managers
Date: June 12, 2025

Number	Question	Response
1	I'm not sure if this grant program is right for my property. What exactly does the program do?	The ConneCTed Communities Grant Program (CCGP) is designed to support improvements to internet infrastructure in multi-dwelling units (MDUs), such as apartment buildings or affordable housing complexes, where internet service is currently outdated or insufficient. The goal is to expand access to reliable, high-speed internet, typically through new or upgraded fiber and Wi-Fi networks. If your property would benefit from better internet infrastructure, this program might be a good fit. There are two main ways to participate: 1. **Apply for funding directly** in partnership with an eligible entity such as an internet service provider to install the upgrades, or 2. **Help qualify your property as "underserved" by submitting the MDU Intake Form.** This could make your property eligible to be included in a competitive bid process for upgrades. Once you submit the MDU Intake Form, DEEP will: 1. Review your submission, 2. Evaluate supporting evidence to determine if your property qualifies, 3. Request additional site-specific information (if eligible), and 4. Post the qualified property for bid by interested broadband providers.

2	When does the grant program end? And how long will it take for my property to go through this process?	Awards are subject to the availability of funds and must be completed by December 31st, 2026. The timeline for the grant process can vary significantly depending on a range of factors. While some projects may proceed from application to award and construction within 6 to 12 months, this is not guaranteed. Timelines can be influenced by the volume of applications, the complexity of project proposals, the duration of the review and approval processes, permitting requirements, and other regulatory or logistical considerations. We are committed to moving projects forward as efficiently as possible, but flexibility is often necessary as each project may encounter unique circumstances.
3	Will property managers have to complete both an application and survey?	No, property managers are not required to complete both an application and the MDU Intake Form. These are two distinct pathways, and only one is necessary depending on how the property is participating in the program. If a property is partnering with an eligible entity such as an internet service provider to submit a grant application directly, the property does not need to fill out the MDU Intake Form. In this case, the partner entity will include the necessary property information within the application itself. The MDU Intake Form is intended specifically for property managers who are not applying directly but want to provide DEEP with information about their property to help determine if it qualifies as underserved. If eligible, the property may then be posted for bid and considered by potential applicants through the competitive process.

4	What makes a property eligible for this grant program?	A property is eligible if it has at least four units and is underserved. In general, properties may be considered underserved if they…
		• experience slow speeds or high latencies
		• have unreliable connections
		• have high costs of service or installation
		• have outdated inside wiring
		• lack access to internet services
		DEEP will gather and evaluate evidence from property managers to determine whether a building is underserved as defined starting on page 14 of the CCGP application guidance.
5	I want to gather resident survey data to use as evidence because I don't have access to most of the quantitative data you're asking for. What information do I need for that?	Property managers conducting resident surveys to gather evidence should consider including questions on service availability, cost and affordability, service reliability (e.g., frequent outages), and type of connection (DSL, fiber, cable). DEEP has created a sample survey available on its website that may be customized to fit each property's unique needs.
		Property managers may print and distribute this survey if residents are unable to complete the survey online. To be considered valid, DEEP requires at least a 20% response rate. Responses should also come from a variety of units and/or floors to demonstrate the extent of the issue(s).
6	I've completed the MDU Intake Form and submitted data to your office. Is the evidence that I've provided sufficient, or will I have to provide more information?	DEEP will be in contact with property managers if additional information or clarification is needed to substantiate a property's status as underserved.

7	Will residents still have to pay for internet?	Yes, residents would still have to pay a monthly internet bill should they choose to subscribe to the resulting service. While the program does not subsidize monthly service costs, it lays the groundwork for better service options by bringing buildings up to current technological standards. This means that residents will be able to subscribe, if they choose, to improved internet service that is more competitive, more reliable, and better suited to today's digital needs.
8	Will operating costs increase because of the program (construction or service costs)? Will property managers be expected to pay for anything?	Property managers are not expected to pay for construction or service costs. However, broadband installation and upgrades may result in cost changes for internet service plans and infrastructure maintenance, depending on the internet service provider. The specific responsibilities for each party may vary depending on the agreement, often a Memorandum of Understanding (MOU), between the property and the participating provider. DEEP is not a party to these agreements and does not determine their terms. Property managers should carefully review any MOU or service arrangement proposed as part of the project to fully understand their role.
9	After installation/upgrades are complete, what will the resulting internet service look like for residents?	The internet service resulting from CCGP funding is required to have minimum upload and download speeds of 100 Mbps/100 Mbps and a minimum latency of 100 milliseconds. Available plans will vary depending upon location and provider.
10	Can projects result in free building-wide Wi-Fi for residents, or does the grant require individual service accounts for each unit?	Internet service resulting from projects funded through the Program must reach each individual unit, ensuring every resident has access to high-speed connectivity directly in their home. Building-wide Wi-Fi may be allowed as a supplemental feature, but not as a substitute for direct service to each unit. Proposals that include such costs will be reviewed on a case-by-case basis as part of the application process.
11	Can residents opt into or out of the new internet plans?	Residents can typically choose whether or not to subscribe to the internet service made available through projects funded by the CCGP, but the plan structure may

		vary depending upon the specific property and provider. The upgraded infrastructure will be designed to deliver significantly improved internet performance, including faster speeds, greater reliability, and better support for multiple users and devices.