



## New Broadband Contracts – (12/14/15)

VITA has awarded 18 new contracts for broadband services, effective Dec. 4, 2015 through June 30, 2017.

**Q: What has changed?**

A: There are new technologies, higher bandwidths, options for both month-to-month services and three year commitments; and more suppliers with increased coverage across the commonwealth. We encourage all customers to check the zip code search web tool, <http://vita2.virginia.gov/procurement/BroadBandZipSearch.cfm>, and view all the new offerings available.

**Q: Are the minimum download tiers the same?**

A: No. The tiers have been changed to accommodate higher bandwidths that now range from 768 Kbps to 10,000 Mbps. Here is a comparison:

Current		New	
Tier	Minimum Download Speed	Tier	Minimum Download Speed
1	768 Kbps	1	< 1 Mbps
2	1 Mbps	2	< 5 Mbps
3	3 Mbps	3	10 Mbps
4	6 Mbps	4	20 Mbps
5	10 Mbps	5	40 Mbps
6	20 Mbps	6	100 Mbps
7	40 Mbps	7	200 Mbps
8	100 Mbps	8	400 Mbps
9	155 Mbps	9	600 Mbps
		10	800 Mbps
		11	1,000 Mbps
		12	2,000 Mbps
		13	4,000 Mbps
		14	6,000 Mbps
		15	8,000 Mbps
		16	10,000 Mbps

**Q: Will my current service change?**

A: Yes, the tier of service you are receiving will probably change as the tier structure on the new contracts is different from the current contracts. The price of this service may have changed as well and most customers will see price reductions. VITA is working with the suppliers to adjust your service; no action will be required of you. VITA encourages all customers to visit the search tool and view all new services and prices available in your

service area. Customers can also reach out to the suppliers directly to discuss and determine the best option for them.

**Q: What if I want to change my service?**

A: *To change/upgrade current service with the existing supplier*, submit a new TSR with the following verbiage: upgrade existing circuit X from a tier X to a tier X.

A: *To install service with a new supplier*, submit a new TSR with the following verbiage in addition to all other required fields on the TSR: install a new broadband circuit with technology type X, tier X, and supplier name.

A: *To cancel an existing service*, submit a new TSR with the following verbiage: disconnect broadband service for my current circuit ID.

More information on placing an order is available here:

<http://vita.virginia.gov/services/default.aspx?id=11292#HowRequest>

*Note: Direct Service Participant (DSP) customer should contact the supplier directly to change service plans.*