

## News Release

# Brightspeed Helps Bridge the Digital Divide with New High-Speed Fiber Internet Service Across the Tri-Cities, Northeast Tennessee

*With support from local leaders, the company celebrates the official launch of reliable, high-speed fiber network with ribbon-cutting event.*

**Johnson City, TN – May 15, 2024** – Today, Brightspeed, the nation’s fourth largest fiber broadband builder, marked an important milestone with local leaders across the Tri-Cities area and Northeast Tennessee. Joined by state lawmakers, local dignitaries, leaders in the community and Brightspeed employees, the company officially launched the state-of-the-art, high-speed Brightspeed Fiber Internet service that will soon be available to more than 160,000 homes and small businesses in Johnson City, Kingsport, Bristol, Elizabethton and surrounding Tennessee and Virginia communities when the company’s multi-year fiber network build is complete.

More than 50,000 addresses in communities in Tennessee and Virginia already have access to the Brightspeed Fiber Internet network and gig-speed service. The table below illustrates the number of homes and businesses in each community that will gain access to the state-of-the-art Brightspeed Fiber Internet network when the company’s multi-year build is complete.

<b>COMMUNITY</b>	<b>PLANNED LOCATIONS</b>	<b>SERVICE READY LOCATIONS OF THE PLANNED LOCATIONS</b>
Johnson City	41,500+	~26,500
Elizabethton	13,000+	~11,000
Greeneville	12,500+	~11,000
Kingsport	26,500+	
Bristol	11,900+	
Oak Grove	11,500+	
Bloomington	8,200+	
Jonesborough	8,500+	
Church Hill	4,500+	
Bluff City	3,300+	
Mountain City	2,400+	
Blountville	2,400+	
Unicoi	1,300+	
Hunter	1,200+	
Telford	1,000+	
Fall Branch	500+	
Roan Mountain	300+	
Marion, VA	3,600+	~3,400
Abingdon, VA	3,200+	
Bristol, VA	3,100+	

Gate City, VA	1,700+
Chilhowie, VA	800+
Damascus, VA	400+

“In this era of rapid change, residents of the Tri-Cities and beyond need to be connected for education, healthcare, business and more,” remarked Heather McConnell, Brightspeed community affairs manager. “Our broadband connectivity and service will enable the communities we serve to flourish in today’s technology-driven world and empower residents to engage in the digital economy.”

Roughly one in ten Tennessee residents do not have access to an internet plan offering at least 25Mbps download and 3Mbps upload speeds. Brightspeed believes that no community should be left behind and is dedicated to deploying next-generation, fiber-optic technology to build a more reliable, super-fast broadband internet network that will reach more homes and businesses in Tennessee — a state that ranks 17<sup>th</sup> in the nation when it comes to internet coverage, speed and availability according to [BroadbandNow](#).

“As we celebrate here today, we’re embarking on a journey that will open doors to boundless opportunities for the Tri-Cities and communities like Kingsport,” said Kingsport Mayor Pat Shull. “Ushering in Brightspeed’s high-speed internet is about more than just connecting people, it’s about equipping individuals and small businesses with the tools they need to compete and thrive in this highly connected and fast-paced world.”

Beyond investing in connectivity, Brightspeed is supporting local nonprofits, community athletics and programs including [Connect Downtown Johnson City](#), [Johnson City Doughboys](#), [Science Hill Hilltoppers Baseball](#), [Blue Plum Festival](#), and most recently, [Family Promise of Greater Johnson City](#), whose mission is to help low-income and unhoused families achieve sustainable independence.

Additionally, Brightspeed was one of several recent recipients of a combined \$162.7 million dollar grant that was announced by Tennessee Gov. Bill Lee and the Department of Economic and Community Development (TNECD) last month to connect even more Tennesseans. The company will continue pursuing state and federal funding to augment its current fiber network build plan in Tennessee that will help close the digital divide across the state’s counties.

### **What to Expect During Construction**

Many residents are already seeing Brightspeed trucks in their local neighborhoods as crews work to bring families and businesses online. Brightspeed’s highest priority is working quickly and efficiently within local communities, keeping safety at the forefront.

Customers can check for Brightspeed Fiber Internet availability in their area by visiting [www.brightspeed.com/brightspeed-fiber-internet/](http://www.brightspeed.com/brightspeed-fiber-internet/) and signing up to receive alerts when service is available at their location. From installation to ongoing support, Brightspeed’s team is committed to providing the very best experience for customers.

For more information, please visit [www.brightspeed.com](http://www.brightspeed.com).

### **About Brightspeed**

Headquartered in Charlotte, N.C. and with assets and associated operations in 20 states, Brightspeed provides broadband and telecommunications services through a network platform capable of serving more than 6.5 million homes and businesses. Our more than 4,000 employees are committed to building a future where more communities benefit from a more connected life, deploying a state-of-the-art fiber network and a customer experience that makes being connected as simple as it should be.

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