



State of New Hampshire **Performance Report**

Capital Projects Fund 2025 Report

New Hampshire Counties

Legend

- Belknap
- Carroll
- Cheshire
- Coos
- Grafton
- Hillsborough
- Merrimack
- Rockingham
- Strafford
- Sullivan

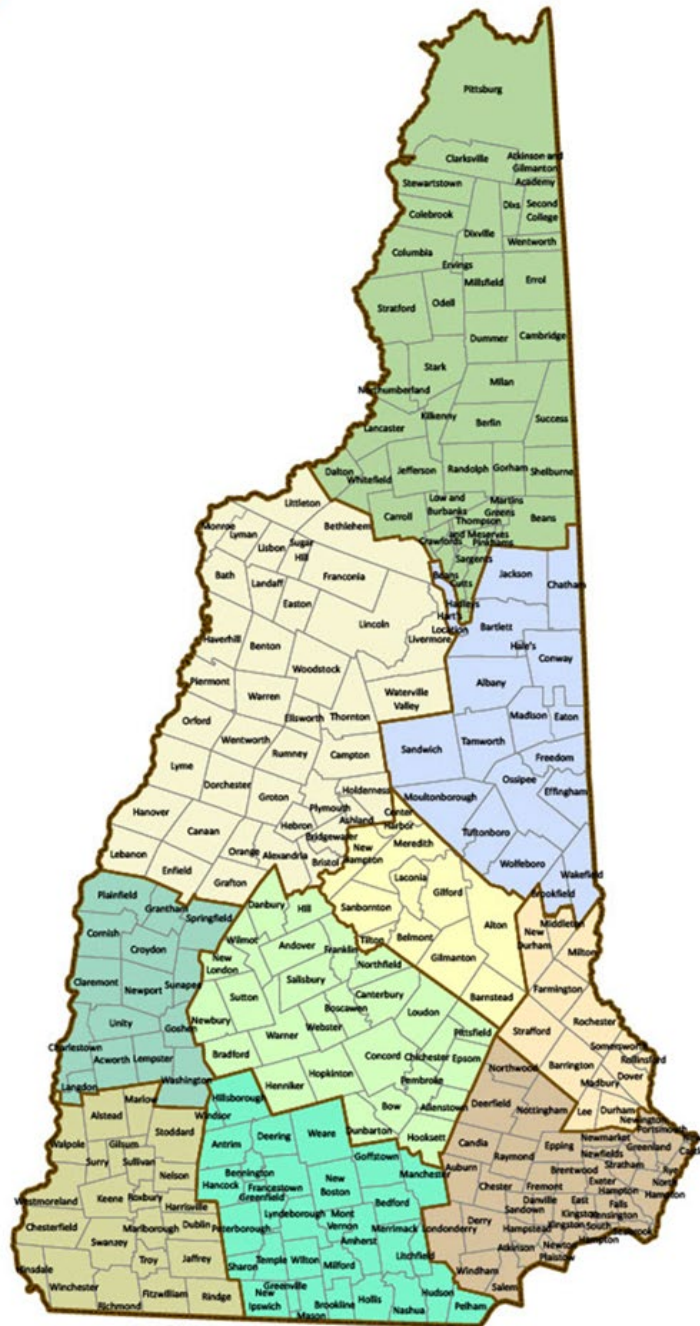


Figure 1. New Hampshire Counties. Source: NH Dept. of Administrative Services

State of New Hampshire
2025 Performance Report

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Executive Summary

Broadband Contract Program Plan Number	CPF_GP-000123
Broadband Matching Grant Initiative Program Plan Number	CPF_GP-000141
Program Start Date	September 22, 2022
Program End Date	December 31, 2026
Actual CPF funds allocated to Broadband Contract Program	\$90,000,000
Actual CPF funds allocated to the Broadband Matching Grant Initiative	\$23,866,072
Total CPF funds allocated to the State of New Hampshire*	\$122,066,151

*Plan outlining use of remaining funds is detailed on page 9

In today's increasingly digital world, where more core services and opportunities have moved online, New Hampshire continues to prioritize digital connectivity for all Granite Staters. The COVID-19 pandemic reinforced the need for reliable high-speed broadband to enable access to critical healthcare, education, and work-related services, in addition to opportunities to socialize and connect communities. New Hampshire is investing in the development and build-out of broadband infrastructure to unserved and underserved locations, as shown in *Figure 2*, where residents have little or no access to high-speed internet connection, using funding from the American Rescue Plan Act (ARPA) Coronavirus Capital Projects Fund (CPF) Program. New Hampshire has made significant progress towards the goal of connecting all residents and businesses to broadband over the past year: two projects have been completed, and over 20,000 additional addresses have been passed using CPF funds from July 1st, 2024 to June 30th, 2025. In total, 42,441 addresses have been passed since the beginning of the CPF program.

New Hampshire's Department of Business and Economic Affairs (BEA) Office of Broadband Initiatives is administering and overseeing ARPA CPF funding. BEA runs two CPF-funded programs: the Broadband Contract Program, designed to make as broad a geographical impact as possible, and the Broadband Matching Grant Initiative (BMGI), which uses matching funds to encourage private investment in communities across the state. BEA tracks and measures progress on ARPA CPF funded projects using several metrics, including buildout percentage and passings completed, which are collected monthly, paired with subrecipient monitoring and quarterly reporting requests detailed later in this report. These metrics allow BEA to ensure funded projects remain on track and in compliance. This information is posted publicly to BEA's public-facing dashboard on a quarterly basis,¹ and passings

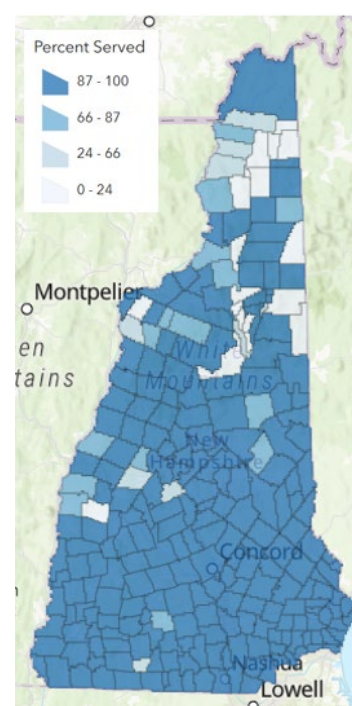


Figure 2. New Hampshire Counties, Percent Served. Source: New Hampshire Broadband Mapping Initiative

¹ New Hampshire Department of Business and Economic Affairs, Office of Broadband Initiatives, "Capital Projects Funds Completed Passings Dashboard," March 13, 2025. https://www.nheconomy.com/getmedia/025aa831-842f-43db-8473-9fa54520e63b/CPF_Dashboard_04_3-13-25_1.pdf

completed using CPF funds are updated through the New Hampshire Broadband Mapping Initiative’s interactive map.²

The State’s Goal for Broadband

New Hampshire, through its use of federal funding, is swiftly moving towards the goal of 100% broadband coverage across the state. “We’re running (fiber) by some of these places that have never had internet access, or high-speed internet access,” says Taylor Caswell, Business and Economic Affairs commissioner. “I often associate this, in the old days, with rural electrification. We need to be able to at least provide this access to families, individuals and businesses in areas that haven’t had it just to level the playing field, because we can’t have a state where some have it and some don’t.”³

As required under Treasury’s Coronavirus Capital Projects Fund Compliance and Reporting Guidance for States, Territories, and Freely Associated States, this report will cover five sections: uses of funds, addressing critical needs, labor, community engagement, and civil rights compliance.⁴

Uses of Funds

New Hampshire has historically used federal funds to deliver significant investments in broadband with wide-reaching impacts across the state. Drawing on lessons from prior broadband expansion efforts, BEA has directed CPF funding toward high-impact addresses most in need of improved broadband access. New Hampshire’s CPF funds are designed to allow internet service providers (ISPs) to bring service to areas where investment may otherwise not be viable. These areas are mostly rural, and lack previous investment in broadband expansion, making the investment from the state crucial to encourage ISPs to build out to these communities. The northernmost county in New Hampshire, Coos, has a population density of 17.4 people per square mile, as contrasted with the county of Hillsborough, with a population density of 482.5 people per square mile.⁵ ISPs face multiple financial disincentives to build-out broadband to these sparsely populated areas: first, the cost per passing for each household increases as population density decreases;⁶ second, the initial cost of buildout comes with financial risk of loss for ISPs given the lack of potential subscribers in rural areas. These factors make the state’s investment in rural areas integral to expanding broadband access.

² NH Broadband Mapping Initiative, “Broadband Mapping Applications.”

<https://broadbandnh.sr.unh.edu/portal/apps/experiencebuilder/experience/?id=31b1aeb597249239e588ae26ca759b>

³ Associated Press, “New Hampshire Getting \$191 Million for Universal Broadband.” *Broadband Breakfast*, 30 Dec, 2024. <https://broadbandbreakfast.com/new-hampshire-getting-191-million-for-universal-broadband/>

⁴ US Department of Treasury, “Coronavirus Capital Projects Fund Compliance and Reporting Guidance for States, Territories, and Freely Associated States.” March 2024. <https://home.treasury.gov/system/files/136/Revised-CPF-State-Guidance.pdf>

⁵ United States Census Bureau, “NEW HAMPSHIRE: 2020 Census.” August 25, 2021.

<https://www.census.gov/library/stories/state-by-state/new-hampshire.html>

⁶ Gong, Lily, Colby Humphrey, and Jake Varn. “How State Broadband Offices Are Using Initial Dollars from Capital Projects Fund.” The Pew Charitable Trusts, 23 May 2023, <https://www.pewtrusts.org/en/research-andanalysis/articles/2023/05/23/how-state-broadband-offices-are-using-initial-dollars-from-capital-projects-fund>.

Customer Impact Progress Spotlight

In the Town of Pittsburg, in northern New Hampshire, CCI's construction of fiber broadband infrastructure is now complete. Residents are enjoying new access to high-speed, reliable internet. A Coos County Broadband Committee representative for Pittsburg shared, "The Town of Pittsburg is very pleased to have fiber expansion to the Great North Woods and surrounding areas. Having access to reliable, fast and affordable internet is critically important for North Country residents who rely on the internet for work, healthcare, school and delivery of services such as food and other goods in a place where we have limited availability and access to goods and services. This will positively impact the North Country now and in the future."

To ensure the proper use of CPF funds, BEA follows the U.S. Treasury Department's reporting guidelines to track both quantitative and qualitative metrics. Through a series of tools, BEA monitors project progress and adherence to applicable guidance. On a monthly basis, BEA requests completed passings and take-rate on a per-project basis to monitor construction progress and uptake of services. Quarterly, BEA sends out a reporting and subrecipient monitoring request to provide Treasury updates on project status and compliance. Each ISP uses a Contractor or Subrecipient Reporting Tool to provide BEA the relevant updates to make in Treasury's Quarterly Project and Expenditure (P&E) report, as well as a project monitoring form used to track project milestones, finances, and flag any potential delays or labor and supply chain issues. Lastly, each ISP participates in a financial records request to ensure project funds are being used for applicable expenses and guard against fraud, waste, or abuse.

Town Testimonial

"Chatham eagerly awaits fiber optic internet access," said a representative for Chatham to the Carroll County Communications District. "We have long been challenged to get sufficient internet capacity to run home businesses and study for students. Cell signals are spotty, and we have never had cable TV. Life will be made a bit easier when we have first class connectivity. We have been working towards this goal for several years, going to many meetings. It is a thrill to see it come to reality."

Broadband Contract Program

The U.S. Department of Treasury (“Treasury”) approved New Hampshire’s Broadband Contract Plan in September 2022. The Broadband Contract Program encourages ISPs to build out high-speed symmetrical broadband (100/100 Mbps) to underserved (<100/20 Mbps) and unserved (<25/3 Mbps) addresses in the state through grant funding. The Program seeks to improve digital accessibility and reliability in rural areas, many of which have less broadband network coverage due to challenges such as physical geography, tree cover, and lack of population density.

BEA has allocated \$90 million in CPF funds to this program and has awarded funding to two contracts through a competitive bid process. Because of the lack of broadband access across the more rural parts of the state, New Hampshire encouraged projects to encompass as broad of a geographical area as possible. The projects funded by both contracts will provide broadband access to 48,016 homes, community anchor institutions, and businesses.

The first awardee is New Hampshire Electric Co-op (NHEC), which is using its \$50 million award to serve 23,259 unserved and underserved addresses. The second awardee is Consolidated Communications (CCI), which is using its \$40 million award to serve 24,757 unserved and underserved addresses. As part of the Broadband Contract Program, these ISP awardees are required to provide at least one low-cost option offered at speeds that are sufficient for households with multiple users to engage in remote learning, telework, and other activities that require high-speed internet at the same time.⁷

Towns that will be technologically improved by the Broadband Contract Program have expressed excitement towards receiving imminent broadband service. The access to affordable, high-speed internet will allow residents in broadband project areas to more easily use the internet for work, school, and healthcare, along with other social and economic opportunities. With much of daily life becoming more reliant on online connectivity, town officials are looking forward to the positive impact broadband access will have on their communities.

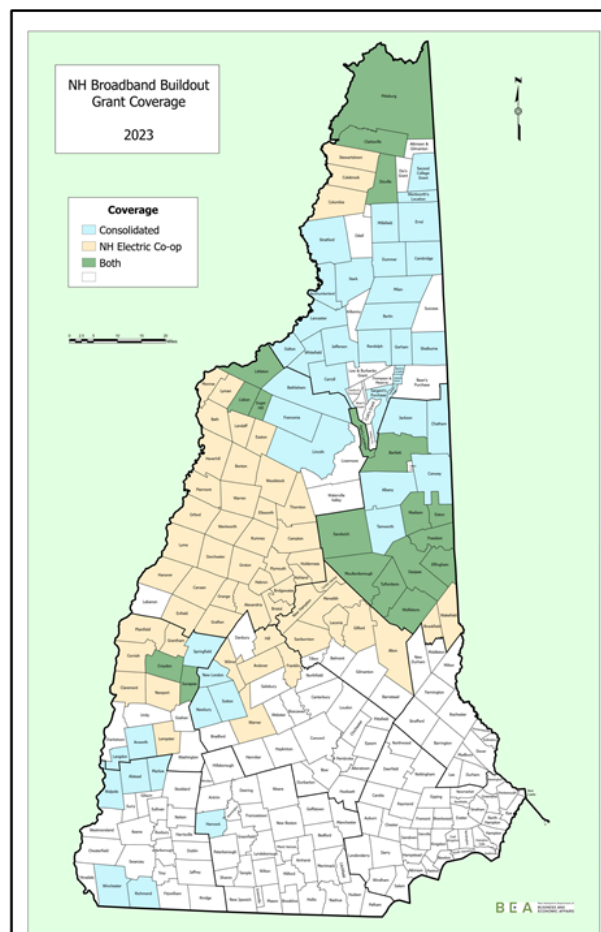


Figure 3. NH Broadband Contract Program Planned Buildout Coverage. Source: BEA

⁷State of New Hampshire Capital Projects Fund Program Plan, *Broadband Contract Program*.

Town Testimonial

“This is a huge step forward for residents of Whitefield and neighboring towns,” said a representative to the Coos County Broadband Committee for the Town of Whitefield. “I am so pleased to witness the installation of fiber throughout the areas served by Fidium (CCI). Living in one of the more remote areas of town for more than 20 years without adequate broadband service has been a source of frustration, especially with so much of our daily life dependent on good internet service.”

As of the 2024 annual report, NHEC had served 9,836 addresses. Now, NHEC has passed a total of 19,571 addresses, making up 84% of the planned 23,259 addresses to be served via the award.⁸ NHEC has fully activated service for the Fairgrounds, Rumney, Haverhill, Lisbon, Monroe, Bridgewater, Thornton, Goose Pond, Meredith, Center Harbor, Moultonborough, Melvin, and Tuftonboro substations, and has completed make-ready construction for all but two substations.⁹ One challenge this project faced in this past year was issues with delays in permitting on one substation.¹⁰ While delayed, they were eventually able to come to an agreement and receive the necessary permitting needed to continue work. NHEC has assured BEA that this delay will have no broader impact on the project’s timeline.

CCI has also met significant construction milestones for its project. CCI has passed 21,205 addresses in total. This comprises 86% of the total addresses planned to be served via the award. CCI has completed construction on its Alstead, Berlin, Bethlehem, Center Harbor, Errol, Gorham, Groveton, Hancock, Littleton, Madison, and Milan substations, and is preparing to finish construction for all planned project areas during the fall of 2025.¹¹

Broadband Matching Grant Initiative

Under the Broadband Matching Grant Initiative (BMGI), the state, through BEA, is administering a grant program subsidizing up to 75 percent of project costs for broadband infrastructure projects that bring service to unserved or underserved addresses. Under this program, \$23,866,072 has been obligated to subsidize project costs to serve 3,087 addresses. BEA believes BMGI will alleviate the fiscal impact of community-driven broadband investment for both ISPs and municipalities, as well as reduce the reliance on bonding. BMGI encourages buy-in from local leaders by asking that providers partner with municipalities and requiring that completed projects receive municipal sign-off.

Three ISPs were awarded funds under BMGI in late summer 2024. Hub66 was awarded \$8,410,592 to serve 988 addresses for seven projects across seven towns, Comcast Cable Communication was awarded \$3,581,664 to serve 592 addresses for four projects across thirteen towns, and Consolidated Communications (CCI) was awarded \$11,873,815 to serve 1,507 addresses for one project across ten towns. In total, BMGI’s matching funds will help support ISPs to build out to over 3,000 unserved and underserved locations, allowing Granite Staters in these communities to access high-speed, reliable

⁸ NHEC Monthly Data Request, June 2025.

⁹ NHEC Project Monitoring Form, Q1 2025.

¹⁰ NHEC Project Monitoring Form, Q4 2024.

¹¹ CCI Project Monitoring Form, Q1 2025.

broadband internet. Two projects, Hub66’s Gilford project and Comcast’s Lyndeborough project, have already been completed, extending broadband to 122 and 56 addresses respectively.

Completed Projects Spotlight: Hub66 Gilford

Over the year since the previous annual report, Hub66 completed a project serving 122 addresses in Gilford. As these addresses were located on an island, this presented challenges in construction, requiring Hub66 to utilize a boat to access the island itself. Despite these challenges, Hub66 now provides access to high-speed internet on this island, offering speeds exceeding 100/100Mbps.

Completed Projects Spotlight: Comcast Lyndeborough

Comcast has successfully connected 56 addresses in the town of Lyndeborough using CPF funds. As of June 1, 2025, 79% of households receiving service as a result of CPF funds on this project subscribed to Comcast’s services.¹² Many residents are taking advantage of newfound access to high-speed internet.

As of June 30, 2025, apart from the two complete projects, ISPs are beginning construction or planning for construction to begin. CCI has begun construction on its project, with 1,307 addresses passed as of June 30, 2025. Comcast has initiated walkouts for its remaining project areas, encompassing field surveying, on-the-ground assessments of broadband infrastructure sites, and make-ready engineering. Once design is completed and required permitting is obtained, Comcast will begin construction on its projects. Hub66 has also begun its project planning phase, including developing schedules and preparing resources ahead of starting construction.

¹² Comcast Monthly Data Request, June 2025.

Program	Provider	Project	Addresses to be served	Addresses passed (as of June 30, 2025)	Status (As of June 30, 2025)
Broadband Contract Program	NHEC	-	23,259	19,751	More than 80% complete
	CCI	-	24,756	21,205	More than 80% complete
Broadband Matching Grant Initiative (BMGI)	Comcast	Lyndeborough	56	56	Complete
		Candia et al	206	0	Planning
		Claremont	116	0	Planning
		Milton	214	0	Planning
	CCI	Barnstead et al	1,507	1,307	More than 80% complete
	Hub66	Alton	199	0	Planning
		Bridgewater	115	0	Planning
		Bristol	39	0	Planning
		Canaan	166	0	Planning
		Cornish/Plainfield	295	0	Planning
		Enfield	52	0	Planning
		Gilford	122	122	Complete

State's Plan for Remaining CPF Funds

New Hampshire is committed to best utilizing federal funding to pursue its goal of 100% coverage. The state is currently preparing to release an additional Request for Proposal (RFP) under the Broadband Contract Program to use up to \$2,190,000 in CPF funds remaining to cover additional unserved or underserved addresses. The goal is to serve some of the hardest-to-reach areas of the state that currently lack high-speed connection.

Addressing Critical Needs

New Hampshire's greatest challenge in providing high-speed broadband services is the prevalence of rural communities with critical need for improved broadband: 47% of the population and 84% of the landmass in New Hampshire is considered rural.¹³ As previously mentioned, geography deters private sector funding for broadband in the most rural areas of the state. New Hampshire's CPF programs are explicitly designed to incentivize ISPs to reach these areas – leading to the outcome of many rural communities receiving high-speed broadband in pursuit of the goal of 100% coverage.

BEA also acknowledges that the affordability of broadband is crucial to its adoption. While larger-scale federal affordability programs have been sunset since the beginning of CPF, many providers voluntarily

¹³ US Department of Health and Human Services Health Resources and Services Administration, "III.B. Overview of the State – New Hampshire – 2022." <https://mchb.tvisdata.hrsa.gov/Narratives/Overview/9510ebf8-ac54-4449-ab5c-eb868c982cbe>

participate in the Lifeline program, which offers a stipend to low-income households for broadband services. In addition, the NH CPF programs mandate that providers offer at least one low-cost option.¹⁴ ISPs receiving CPF funds from the State of New Hampshire provide details on their efforts to make broadband affordable and accessible to residents on a quarterly basis. For example, Comcast touts their Internet Essentials plan, a low-cost plan that also subsidizes devices for qualifying customers as well as hundreds of hours of digital skills trainings.¹⁵ These programs help incentivize adoption where it may not otherwise be affordable. In addition, to make residents aware of broadband services becoming available, many ISPs engage in community events and awareness campaigns prior to and after the launch of services, as described in the Community Engagement section of this report. Affordability programs, partnered with awareness campaigns, have made it easy for residents to become aware of service coming to their communities and have helped spur widespread adoption – resulting in steadily climbing take rates across CPF-funded projects, some reaching as high as 79%.

Labor

BEA upholds state and national values and standards regarding labor practices, ensuring that CPF funding recipients adhere to these guidelines. Through its quarterly reporting tools, BEA regularly monitors adherence to labor guidelines: all labor on CPF-funded projects is compensated at or above the national and regional prevailing wage. Generally, wages in New Hampshire match or exceed the national average and local prevailing wages for construction-related jobs, which contributes to the state's competitive employment environment. Given this competitive environment, many private construction firms provide their employees with full benefits, including health insurance, paid sick leave, paid vacation, and retirement contributions.

New Hampshire requires licensing for many professional occupations, including electricians, gas fitters, plumbers, heating equipment technicians, architects and landscape architects, asbestos and lead abatement professionals, elevator and lift mechanics, engineers, explosives workers, and well contractors and installers. Many of these licenses include requirements for education, certification, and experience. If any of these requirements are not followed, the Office of Professional Licensure and Certificate administers a portal where individuals can easily report violations of licensure requirements. This system ensures consistent, high-quality labor and workplace safety for all employees working on projects in these fields.

New Hampshire recognizes that there is a potential for supply chain and labor shortages as a result of the increase in federal broadband funding, which could delay investment in construction materials and fiber-optic cable. However, BEA and its contractors have prepared for this challenge by securing inventory to have on-hand and ensuring fair labor standards and supply chain processes. In addition, BEA asks providers to flag any concerns as they happen. Through routine monitoring, BEA ensures that any and all concerns are addressed and that projects remain on-track. Finally, although inclement weather, seasonal limitations, and terrain difficulties are common construction risks in northern New

¹⁴ State of New Hampshire Capital Projects Fund Program Plan.

¹⁵ Comcast Project Monitoring Forms, Q1 2025.

Hampshire, providers have developed and followed strict processes to secure the safety and wellbeing of all stakeholders and mitigate weather delays.

Community Engagement

BEA and its contractors have a strong record engaging with local communities throughout the state. BEA, for example, holds “BEA Days” in different locations and regions across the state, featuring presentations from various offices that provide updates on progress towards goals and impact in those areas. At BEA Days, the Office of Broadband Initiatives typically shares the number of addresses in the given community that are served by BEA programs and other broadband infrastructure construction updates.

ISPs receiving CPF funds engage with communities impacted by their construction projects in a variety of ways, including through attending board meetings, community events, meeting with town officials, and sharing relevant information through communications campaigns.

CCI initiates direct communication to the select board or town for each project area to notify them of CCI’s intentions to build a fiber network for the town, including information on how residents can access a landing page with additional information about the service and options to preorder.¹⁶ Before beginning construction, CCI attends select board meetings and meets with town officials. CCI also collaborates with town officials to plan a construction kickoff meeting to provide a forum for residents to share any relevant concerns or information. Sixty days before beginning construction, CCI initiates an extensive mail and door hanger campaign that concludes 280 days after service is activated. As part of the campaign, CCI sends direct mail and door hangers to homes, engages with the community through door-to-door presales and on social media posts, and runs email, text message, and outbound calling campaigns. CCI also runs mass media in select markets, including TV, radio, print and digital advertising, sends out press releases, and seeks out local events to sponsor and attend. Once construction is ongoing, CCI provides each town with a project status spreadsheet that is updated on a regular basis with project percentage completion and milestones achieved. CCI’s media team is also working to publish articles in local papers or newsletters that will provide residents with status updates and resources to find more information.

Town Testimonial

“In 2023, Barrington residents voted, by an overwhelming majority, to support partnering with Fidium to bring fiber internet to the premises throughout our community,” said a town administrator for the Town of Barrington. “We worked quickly and collaboratively with our state partners and Fidium to secure federal grant funds to bring this multi-million-dollar infrastructure investment to Barrington at no expense to local taxpayers. Access to high speed and high bandwidth internet is essential from a community and economic development standpoint to ensure our residents and businesses stay connected in an increasingly digital world. As a bedroom community with strong rural character, our advocacy and the support from Fidium was necessary to ensure Barrington homes and businesses had access to this cutting-edge technology.”

¹⁶ CCI Project Monitoring Form, Q1 2025

NHEC engages with its Co-op members, local businesses, and public officials through emails, events, and in-person meetings. Using social media, NHEC engages directly with communities and gathers feedback to help inform service improvements. Before beginning a project, NHEC launches digital advertising campaigns to raise awareness of construction. Additionally, NHEC conducts targeted email and direct mail campaigns to ensure all residents are aware of upcoming availability of internet service.¹⁷ NHEC includes one article about NH Broadband in each monthly newsletter, which is distributed to members when they receive their monthly bill. Prior to activating service in a new community, NHEC actively engages in local events to gain community perspective. For example, in 2024, NHEC visited towns halls and local business events in Holderness, Meredith, Center Harbor, and Moultonborough. At these events, NHEC solicits feedback from residents, who most commonly want to know how quickly they will be served and are excited to have access to fast and reliable internet.

Town Testimonial

A Sandwich, NH resident and Co-op member told NHEC: “NH Broadband has been very consistent for us, very reliable in its speed. My family also has a very old camp in Moultonborough which is used by a lot of family members at the same time. We are really looking forward to having NH Broadband coming to Moultonborough.”

Comcast makes dedicated outreach efforts in communities where it is engaging in construction activity. Once a project is proposed, Comcast meets with town stakeholders to gain buy-in and support for the project. After approval by the town, Comcast includes in its application for BMGI funding the minutes from town votes to approve the project. Comcast also has a local Government Affairs representative for each town who is available to answer questions and handle concerns. For each project, Comcast provides regular updates to impacted towns. Once construction begins and subsidy locations are scheduled to become serviceable, Comcast sends mailers announcing availability of service. Comcast’s sales team is also available to assist residents with signing up for service.¹⁸

Hub66 prioritizes community outreach in its broadband infrastructure projects. Before beginning a project, Hub66 attends town meetings, interacting directly with key leaders in the community. In its conversations with community members and leaders, Hub66 focuses on understanding community needs and determining how Hub66 can best serve residents. While construction is ongoing, Hub66 engages community leaders to provide updates. Additionally, Hub66 uses social media and their website to share information with impacted households, residences, and businesses.¹⁹

¹⁷ NHEC Project Monitoring Form, Q1 2025

¹⁸ Comcast Project Monitoring Form, Q1 2025

¹⁹ Hub66 Project Monitoring Forms Q1, 2025

Civil Rights Compliance

BEA follows regulatory and compliance protocols to ensure contractors fulfill legal requirements relating to nondiscrimination and nondiscriminatory use of federal funds. Through the use of a standardized New Hampshire P-37 contract form for all Broadband Contract Program recipients and a G-1 grant agreement for all Broadband Matching Grant Initiative recipients, BEA has communicated the contractual agreement that Title VI of the Civil Rights Act of 1964 (Pub. L. 88-352), Title IX of the Education Amendments of 1972, as amended, (Pub. L. 92-318, Pub. L. 93-568, and Pub. L. 94-482), Section 504 of the Rehabilitation Act of 1973 (Pub. L. 93-112), the Age Discrimination Act of 1975 (Pub. L. 94-135), and Title VIII of the Civil Rights Act of 1968 (Pub. L. 90-284) are followed. By signing this contractual agreement, contractors agree to the policies and procedures set forth. In connection with the performance of broadband services, the contractors must comply with all applicable statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the contractor, including, but not limited to, civil rights and equal employment opportunity laws. During the term of this agreement, the contractors must not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination. These measures taken by BEA assure compliance with all nondiscrimination Federal laws laid forth by the Treasury.

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