



Frequently Asked Questions

1. How do I know if I'm eligible for the WIA Program?

The WIA Program represents the first MCA program where individuals can apply directly. If your home or business currently does not have any technology available for internet connectivity, you may be eligible for the WIA Program. Approximately 9,000 homes and businesses in Maine that have no service or technology of any kind (including cable, DSL, or fixed wireless) are eligible.

You can use the map currently on our website as a visual tool to see WIA-eligible locations in your area: www.maineconnectivity.org/wia.

2. How do I enroll?

Starting in December, MCA will open the WIA Program enrollment portal where eligible homes and businesses can follow the steps to enroll online at www.maineconnectivity.org/wia-enroll. You will need an email address at the time of enrollment. If you do not have an email address, we suggest creating a Google email account by following the steps outlined in this guide: [Create a Gmail account](#).

After completing the enrollment form, MCA will validate your address, then you will receive an email from MCA with a secure link to upload proof of residency (e.g. utility bill, property deed, tax bill, document issued by a government entity). You will not be moved to the installation process until you have submitted that documentation.

Following successful enrollment into the WIA Program, you will be moved into Starlink's Portal and will receive direct communication from Starlink to coordinate delivery of the hardware and set up internet service. If you opted in for installation support, you should expect to hear from the installation partner within 10 business days. The installation partner will work with your schedule to coordinate installation. If you did not opt in for installation support, the Starlink hardware will be mailed directly to your home or business and can be installed immediately.

3. What are the costs I should expect? What is MCA covering?

There will be no cost for the hardware (including shipping and handling) and installation for eligible homes and businesses, MCA is fully subsidizing these costs. Consistent with other MCA grant programs, each customer will manage their own monthly subscription with Starlink. The monthly cost for this internet service is \$120/month.

4. How will eligible homes and businesses hear about the WIA Program if they are so remote and hard-to-reach?

MCA will conduct outreach to all eligible locations through a marketing campaign, targeted advertising, direct mail, and coordination with local and regional organizations like [Regional & Wabanaki Broadband Partners](#).

Starting in December, eligible homes and businesses with mailable addresses will receive a mailer with information about how to enroll. There are some eligible homes and businesses which do not appear to



Frequently Asked Questions

have mailable addresses when the [FCC National Broadband Map](#) data for Maine was cross-referenced with the USPS. These locations have been marked with an asterisk on the [WIA map](#). These homes and businesses could be off-grid, new construction, or have not been accurately captured by the FCC National Broadband Map. These homes and businesses *will still be eligible for the WIA Program*, but in order to continue in the enrollment process, a viable mailable address must be identified so that the Starlink hardware can be shipped.

5. When I look up my location on the WIA map, my address is wrong. Does this mean I do not qualify?

Some address information we have may need corrections. If you see a dot on the map at or near your location, you can complete the enrollment form by providing the address as it appears on the map and by providing your actual address. We will follow up to confirm your eligibility.

6. I don't see my location on the WIA map, but think I am eligible based on the program requirements. What should I do?

If you think you are eligible based on program requirements (you do not have access to any other technology option including DSL, cable, fixed wireless, or fiber) you should follow the steps outlined in #2 above. You may be asked for further information about your lack of service such as an email correspondence for an internet provider that states your location cannot be serviced.

7. If I have access to the internet through a hotspot connection, do I qualify for the WIA Program?

A hotspot connection does not always mean that there is fixed wireless internet available to the location where you are using this service. You can still follow the steps outlined in #2 above to enroll and see if you are eligible for the WIA Program.

8. What internet provider is MCA working with for the WIA Program?

Through the WIA Program, MCA will coordinate the bulk purchase of Low-Earth Orbit (LEO) satellite hardware and service reservations from Starlink. Starlink, the world's largest LEO satellite provider, was selected by MCA through a competitive Request for Proposal earlier this year.

Because many of the WIA-eligible locations are remote, and not only distant from wired networks, but also from each other, LEO satellite technology was identified as the best current solution to provide an option for internet connectivity to these Maine homes and businesses.

9. Does Starlink accept the Lifeline benefit?

Starlink does not currently accept the Lifeline benefit. If you are interested in learning more about Lifeline, [follow this link](#).

10. What if I'm eligible but my property has obstructions from trees (or otherwise)?

Low Earth Orbit (LEO) satellite technology, including Starlink, does have certain requirements in order for the internet service to work as intended. MCA is covering the cost of, and facilitating, LEO hardware installation for all WIA-eligible homes and businesses in order to increase the likelihood of successful



Frequently Asked Questions

installation, use and adoption. If a WIA-eligible home or business has significant obstruction, MCA will review those needs on a case-by-case basis.

11. For apartments or multiple dwelling units, is the landlord or the tenant eligible?

For apartments or multiple dwelling units, the eligible applicant can be the landlord or the tenant. Tenants should review their lease agreement for any stipulations related to permanent changes of the property.

12. I am at a WIA-eligible location and I already have Starlink, can I receive a reimbursement for the hardware and installation costs?

For those who have purchased a Starlink after August 1st, 2024, we are able to offer a credit for the value of the hardware to the user's Starlink account that can be used towards monthly service payments.

13. How much money is allocated for the program overall?

The WIA Program will braid state and federal funding to provide an internet option to the 9,000 identified eligible locations that have no other access to internet technology (including cable, DSL, or fixed wireless). MCA will coordinate the bulk purchase of the LEO satellite hardware and service reservations as well as conduct a multi-pronged outreach effort with local and regional partners and help facilitate hardware installation for those who request the support.

14. Are WIA-eligible locations still eligible for BEAD Program funding?

WIA-eligible homes and businesses will still remain eligible for BEAD Program funding. The WIA Program provides an option for internet connectivity on a much shorter timeline. Currently, 4% of locations (~26,000) in Maine are unserved/underserved by modern high-speed, reliable internet (as defined by Federal Communications Commission, FCC). These are all eligible for the BEAD Program. The WIA Program will provide an internet option to the most remote 1.5% of those locations (~9,000) that have no type of internet service or technology.

Learn more about where MCA is in the BEAD Program process here:

<https://www.maineconnectivity.org/bead>

15. What will MCA do after all the locations in Maine are connected?

MCA has three statutory obligations: (1) expand connectivity in every part of the state, (2) support future-proof internet infrastructure, and (3) ensure that all Maine people can take full advantage of internet connectivity.

1. Even after the BEAD Program, there will inevitably be more locations which need reliable, high-speed internet. As Maine continues to develop, there will be new homes and businesses built. There could be future connectivity technologies that will have different deployment needs. MCA will continue to focus on internet access.



MAINE
CONNECTIVITY
AUTHORITY

/ Working Internet ASAP

Frequently Asked Questions

2. MCA is currently building MOOSE Net, a middle-mile internet “highway” that will cover 530 miles across 131 communities, representing connections to over 11,000 unserved local businesses and residents. MOOSE Net will need regular operational and maintenance support from MCA once in use.
3. To complement investments into internet infrastructure, MCA supports holistic connectivity needs by ensuring that all Maine people have the devices, skills, and knowledge they need in order to use an internet connection. By empowering people to use all of the opportunities that connectivity affords, MCA will continue to support further education, workforce development, economic and community development, and access to health care.