



FAQS: INTERNET SERVICE

1 Does St. Mary's County Government (SMCG) have regulatory authority over local internet service providers?

- No. The Federal Communications Commission (FCC) regulates internet services. For more information or resources, visit fcc.gov.
- SMCG does have "Cable Franchise Agreements" which allow companies to use the public right-of-way to provide cable television services in the county. These agreements **do not** address other services that the provider may offer, such as internet or phone.

Learn more at: stmaryscountymd.gov/cable

2 Is there a "monopoly" on cable service in St. Mary's County?

- No. The current franchise agreements in place between St. Mary's County Government and local cable/internet providers are **not exclusive** ("monopolies").
- Currently, SMCG has franchise agreements in place with Breezeline and ComCast. There is no restriction in our [Cable Ordinance](#) or either of these agreements which would limit service areas or prevent expansion of areas served.

3 Can we get other internet service providers in St. Mary's County?

- St. Mary's County Government would welcome additional internet service providers to our community - And because our franchise agreements are **not exclusive**, other cable companies can invest in our community.
- SMCG has been working with several internet providers to expand available options. View the [Wired Broadband Service Areas](#) map to see where services are currently available and planned expansions.

4 What is St. Mary's County Government doing to address internet connectivity?

- Through various grants, SMCG works to improve and expand the local broadband infrastructure to ensure options for affordable, ultra-high capacity, high-speed broadband and expanded cable offerings are available in the county.
- SMCG is actively working with multiple internet services providers to improve high-speed internet access to addresses in St. Mary's County. View the [Connected Addresses](#) map to see what has been accomplished.

Learn more at: stmaryscountymd.gov/broadband



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5 Can I see the progress of work being done by the county to expand broadband access?

- Yes. You can view the Broadband Data Dashboard, check broadband availability for your address, see areas where we have installed infrastructure, what areas we are working in, and more at: stmaryscountymd.gov/broadband.

Learn more at: stmaryscountymd.gov/it

6 I live in Leonardtown, does the Town limit or control the internet services available to me?

- The Town of Leonardtown is its own municipality - please reach out to them for any questions or concerns at: leonardtown.commissioners@leonardtownmd.gov.

Learn more at: leonardtown.somd.com

7 I have an issue with my internet service, what should I do?

- Contact your internet service provider to see if they can resolve your issue.
- The Federal Trade Commission, the nation's consumer protection agency, collects complaints about companies, business practices, identity theft, and episodes of violence in the media. You can file a complaint online at: ftc.gov.



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STILL HAVE QUESTIONS?

CONTACT US!

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