

Jackson County, North Carolina

Connectivity Plan



Prepared By

Jackson County Economic Development and Southwest Commission

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Acknowledgements

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EXECUTIVE SUMMARY

Executive Summary

The Jackson County Economic Development Office conducted the following Connectivity Plan Assessment to gather the information needed to analyze, select, and implement the best solutions to improve broadband connectivity and affordability locally and prepare Jackson County for the upcoming implementation of the Broadband Equity, Access, and Deployment (BEAD) and Digital Equity Act (DEA) federal funding programs.

Broadband networks are community assets that enhance the quality of life for residents and catalyze economic growth in the 21st-century global marketplace. Robust network infrastructure and access enable e-commerce, remote work, distance learning, telehealth, entrepreneurial innovation, and more—all of which drive societal progress.

Today's broadband users expect a connection that is accessible, affordable, and reliable, which was amplified by the COVID-19 pandemic and its impact on day-to-day lives. Hurricane Helene further amplified the importance of connectivity in September 2024 when Western North Carolina experienced significant and lengthy cellular and internet service disruptions for several days. We have come to rely on connectivity, which means that those still unable to connect to a reliable, high-speed internet service will continue to be at a significant disadvantage.

Jackson County continues to work with private Internet Service Providers (ISPs) to facilitate broadband infrastructure expansion through various state and federal grant programs; however, much of our Connectivity Plan will focus on how to assist community members with broadband access and adoption. This work requires and incentivizes cross-collaboration with community organizations and institutions that actively engage with residents. While much of the current work is grant-funded, Jackson County and its partners are actively working towards developing a sustainable digital access model to ensure continued adaptation to future needs.

Ensuring that all residents of Jackson County have access to broadband and the necessary tools to use it effectively is a key focus of this plan. Access to the internet—or lack thereof—significantly impacts the quality of life for Jackson County residents. This plan outlines our approach to addressing this issue within our communities. We would like to thank Connect Humanity and the various technical assistance providers listed within this document for their guidance, assistance, and support in developing this plan.



SECTION 1

Preliminary research & readiness

Section 1. Preliminary Research and Readiness

A. Geographic and Demographic Profile

General Community Demographic Information

Jackson County utilized 2023 demographic data from the United States Census Bureau to obtain the following information:

Demographic	Demographic Data
Total Population Number (2023)	44,574
Land Area in Square Miles (2020)	490.76
Population Per Square Mile (2020)	87.8
White Alone, Percent (2023)	85.0%
Black Alone, Percent (2023)	2.6%
American Indian and Alaska Native Alone, Percent (2023)	8.8%
Asian Alone, Percent (2023)	1.2%
Two or More Races, Percent (2023)	2.5%
Hispanic or Latino, Percent (2023)	8.0%
Total Number of Households (2023)	18,164
Owner-Occupied Housing Unit Rate (2023)	62.6%
Median Household Income (2023)	\$53,479
Per Capita Income (2023)	\$32,937
Persons in Poverty, Percent (2023)	17.0%

Source: United States Census Bureau. QuickFacts: Jackson County, NC, 2023.

Observations

The social determinants of health are the conditions in the environments in a service area that affect a wide range of health, functioning, and quality-of-life outcomes and risks. The five major social determinants of health are:

1. Economic Stability
2. Education Access and Quality
3. Healthcare Access and Quality
4. Neighborhood and Built Environment
5. Social and Community Context

For the Connectivity Plan, we will focus on several significant factors for Jackson County and the community's broadband access needs. We also recognize that the social determinants of health are interconnected, and access to the Internet is a key factor in moving the community forward in each area.

Jackson County has a higher percentage of the population below the poverty line than the state of North Carolina or the United States. In addition, the median household income (\$53,479) is over \$16,000 below that of the state of North Carolina (\$69,904) and \$25,000 below that of the United States (\$78,538).

It is also important to note that Jackson County's population has a higher percentage of persons 65 or older (20.6%) than North Carolina (17.6%) or the United States (17.7%). For older adults who experience transportation challenges, local transit options are limited, making telehealth an ideal option for many of our residents. To access telehealth, an individual would need access to the internet, a device, and the digital skills required to access this service. This is just one example of how connecting to the internet can improve the lives of many of the residents in Jackson County.

Based on social determinants, geographic, and demographic information of Jackson County, the following observations can be made:

- Improving digital opportunities can enhance employment opportunities and income stability for low-income residents of Jackson County, leading to greater economic resilience
- Improving access to broadband, devices, and digital skills can provide greater access to telehealth opportunities
- Improving transportation and housing infrastructure will foster greater economic development and community growth in Jackson County
- Establishing support networks within the community will help disrupt cycles of systemic poverty, promoting long-term stability and opportunity

B. State Data

Previous Broadband Studies

Jackson County has been included in several previous broadband study(ies) or reports:

<i>Broadband Plan/Study Name</i>	<i>Date Completed</i>	<i>Relation to [Community Name]'s Proposed Project</i>
<i>Full Region A Plan</i>	2019	Written by Southwestern Commission for the counties of Cherokee, Clay, Graham, Haywood, Jackson, Macon, and Swain.

<i>NC Broadband Profile NC DIT</i>	2023	NC DIT is <i>in the Jackson County, North Carolina region.</i>
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Jackson County's Connectivity Plan is not duplicative of any previous or existing broadband study.

North Carolina Priorities

According to the State of North Carolina's BEAD Five-Year Action Plan, the following priorities are being implemented:

Priority	Description
Infrastructure deployment	Increase high-speed internet access to 100 percent of homes and businesses through infrastructure grant programs that reduce the cost of deployment.
Adoption	Increase adoption rates among covered populations. Increase opportunities for community-based organizations and other stakeholders to support broadband adoption and digital inclusion.
Affordability	Incentivize deployment of more affordable service offerings through partnerships with ISPs.
Community Engagement	Identify unserved and underserved areas to guide investment decisions.
Facilitate Access to Infrastructure	Ensure efficient use of and access to existing infrastructure, including poles, rights-of-way, conduits, and towers, to support broadband expansion and connectivity improvements.
Public-Private Partnerships	To expand digital access initiatives, foster partnerships with private internet service providers, non-profits, and other organizations.
Minority/Women Owned Business Enhancement	Prioritize hiring historically disadvantaged small businesses.
Enable Participation of Non-Traditional Service Providers	Engage participants in competitive processes, including telephone and electric membership cooperatives and small businesses.

Summary of the State Digital Equity Priorities

According to the State of North Carolina's BEAD Five-Year Digital Equity Plan, the following strategies are being implemented across both the BEAD and Digital Equity Act programs:

Priority	Description
Strategy 1	All North Carolinians have access to high-speed internet and to affordable, low-cost internet services.
Strategy 2	Promote practices that support online accessibility and inclusivity of public resources and services.
Strategy 3	Ensure that North Carolinians can acquire the digital skills and understanding to meet their personal needs and the state's workforce needs.
Strategy 4	Promote practices and leverage tools to ensure online privacy and security.
Strategy 5	Ensure that North Carolinians have access to digital devices to meet their needs.

The County will continue to assist with efforts to expand broadband infrastructure, facilitating the public-private partnerships critical to connecting all residents of Jackson County to the internet. A key role for Jackson County will be to facilitate access to infrastructure where possible while also engaging the community and connecting residents with the tools they will need to access the internet in a way that will most benefit them.

C. Current Internet Adoption and Use

This section aims to provide Jackson County with a diagnosis of the current health of broadband infrastructure and services in the community. The results of this Connectivity Plan will enable Jackson County to strategically target and prioritize areas to bridge the digital divide and offer

equitable broadband opportunities to all residents and businesses while minimizing risk and amplifying the likelihood of success.

Data analyzed by Jackson County includes, but is not limited to:

- Availability
 - North Carolina Department of Information Technology County Broadband Profile
 - Southwestern Commission's Regional Broadband Assessment
- Adoption
 - North Carolina Department of Information Technology County Broadband Profile

Current State of Availability and Adoption in Jackson County

Percent Unserved Eligible	18.34%, 4,694 Total Locations
Percent with Fiber Broadband Available	15.05%, 3,852 Total Locations
Percent with DSL or Fixed Wireless Only	39.23%, 10,041 Total Locations
Percent with Broadband Subscription	52.65%
Percent with No Internet Access	17.52%
Percent with No Internet Devices	8.39%

Currently Available Internet Services

To perform the analysis of currently available internet services, Jackson County's project team collected and evaluated data from publicly available broadband data sources and local datasets, and then compiled these sources to reflect the competitive landscape, including:

- An inventory of existing fiber networks within the county, including ownership and availability for use by other network providers;
- An overview of current broadband providers' services, pricing strategies and coverage areas;
- To the best extent possible, the investment and deployment plans of incumbent providers;
- To the best extent possible, the locations of existing fiber and broadband-related electronics; and
- The available broadband speeds by provider.

The following sections identify current ISP service offerings and pricing, existing broadband networks, and priority areas within Jackson County for additional broadband infrastructure investment.

Data Sources and Purpose:				
Source Name	Source Type	Source Description	Data Collected & Analyzed	Purpose

Federal Communications Commission (FCC)	Public	Federal Agency responsible for implementing and enforcing America's communications law and regulations (Federal Communications Commission (2022). About the FCC. Available at: https://www.fcc.gov/about/overview)	FCC Form 477	Determine broadband incumbents and technology penetration
BroadbandNow & BroadbandSearch	Private	Online databases of internet service options available in a given area (BroadbandNow (2022). About BroadbandNow's Team. Available at: https://broadbandnow.com/about ; Broadbandsearch (2022). About. Available at: https://www.broadbandsearch.net/about)	Advertised internet service offerings including providers, speed, price and technologies	Determine broadband speed and corresponding price
FiberLocator	Private	Online telecommunications database of fiber infrastructure (FiberLocator (2022). Resources: Available at: https://www.fiberlocator.com/)	Existing fiber infrastructure in the County	Define metro fiber networks (regional level - middle mile; local level - last mile) to evaluate network redundancy. Define long haul fiber networks (national level) to be leveraged by the County to connect middle mile

Truth on the Ground

The FCC Broadband Deployment Data identifies the following ISPs in Jackson County with the corresponding broadband technology and speeds they are currently providing.

Analysis of the FCC Mapping data results in this list of active ISP providers in Jackson County in North Carolina.			
Provider Name	FCC Provider Analysis	Already in Jackson County?	Deploying Fiber?
AT&T Inc	DSL in Jackson with a rating of 2 (unserved)	Yes	No
BalsamWest FiberNET, LLC	Fiber in Jackson with a rating of 6 (served).	Yes	Yes
Comporium Brevard	Fiber in Jackson with a rating of 6 (served).	Yes	No
ERC Broadband	Fiber in Jackson with a rating of 6 (served).	No	No

FRONTIER	Fiber in Jackson with a rating of 6 (served).	Yes	Yes
Hotwire Communications	Fiber in Jackson with a rating of 6 (served).	No	No
Optimum	Fiber in Jackson with a rating of 6 (served).	Yes	Yes
Skyrunner Inc	Fiber in Jackson with a rating of 6 (served).	Yes	Yes
Vyve Broadband	Fiber in Jackson with a rating of 6 (served).	No	No
Charter(Spectrum) Communications Inc	Fiber in Jackson with a rating of 6 (served).	Yes	Yes
Cherokee Cablevision(Qualla)	Cable Modem in Jackson with a rating of 5 (served).	Yes	Yes
Mediacom_Southeast_LLCC	Cable Modem in Cherokee with a rating of 6 (served).	Yes	No
OpenBroadband LLC	Fixed Wireless in Jackson with a rating of 4 (underserved).	Yes	No
T-Mobile US	Fixed Wireless in Jackson with a rating of 5 (served).	Yes	No
UNITED STATES CELLULAR CORPORATION	Fixed Wireless in Jackson with a rating of 3 (underserved)	Yes	No
VERIZON	Fixed Wireless in Jackson with a rating of 3 (underserved)	Yes	No
Zito Media	Cable Modem in Jackson with a rating of 5 (served).	Yes	Yes

According to this table, there are currently two technologies deployed in Jackson County, both for residential and business purposes, which can be categorized as follows:

1. Wired Broadband: Asymmetric DSL, Cable, and Fiber
2. Wireless Broadband: Fixed Wireless



SECTION 2

Digital Equity

Section 2. Digital Equity

A. Introduction and Vision for Digital Equity

Over the past decade, Jackson County has prioritized broadband expansion, leading to significant deployments through federal and state grant programs. As more residents gain access to this evolving infrastructure, the County has also taken steps to connect organizations and partners working in digital equity. These efforts focus on identifying gaps and developing strategies to bridge them.

Jackson County's vision for Digital Equity is rooted in increasing broadband access and ensuring all residents can fully participate in the digital world.

Problem Statement

The **digital divide** became especially evident during the COVID-19 pandemic, when remote work, online learning, and telehealth services became essential. Those unable to transition quickly faced immediate setbacks, further widening existing digital inequities. The region continues to struggle with these challenges:

- **21.5% of residents lack internet access entirely.**
- **60.5% rely on outdated DSL (copper landline) connections, which are inadequate for modern needs.**

Vision Statement

Jackson County envisions a future where all residents can effectively use the internet through:

- Access to broadband infrastructure
- Affordable internet service
- Availability of digital devices
- Basic computer skills training and support

By achieving these goals, we will empower individuals, businesses, and communities to fully engage in the regional economy and society.

Mission Statement

The mission of Digital Inclusion in Jackson County and Region A is to eliminate digital barriers and ensure that all citizens can participate in the evolving digital world. We are committed to enhancing quality of life and driving economic prosperity through inclusive, sustainable digital access.

Current Broadband Landscape

Jackson County relies on private internet service providers (ISPs) to deliver broadband access. While this approach offers convenience, it also presents challenges, including:

- Limited competition, which can lead to fewer service options
- Inconsistent service quality, particularly in rural areas
- Higher costs, making access unaffordable for some residents

The County aims to address these challenges through strategic partnerships, infrastructure investments, and digital inclusion initiatives.

Alignment with Existing Goals

Jackson County's vision, mission, and values for digital access align with the following core goals:

- **Improve Availability** – Expand broadband access throughout Jackson County.
- **Improve Adoption** – Develop digital programs that enhance literacy, build skills, boost confidence, and empower residents to fully engage in the digital world.
- **Improve Access** – Ensure all residents have access to a device that meets their needs for full participation in the digital landscape.
- **Support Long-Term Success** – Establish sustainable structures and organizations to advance digital inclusion efforts.

Additionally, these goals align with North Carolina's Digital Equity priorities, which state:

"We envision a future where all North Carolinians have access to reliable, affordable high-speed internet (100 Mbps symmetrical preferred) and the digital tools, resources, and skills to fully and equitably participate in our society, democracy, and economy."

Planning Process Summary

Jackson County's digital access vision, mission, and goals were developed with input from key stakeholders, including:

- The Public
- County Commissioners & County Manager
- City Leaders
- Southwestern Commission
- Dogwood Health Trust
- WNC Communities
- UNIDXS (Hispanic Engagement)
- Department on Aging (Meals on Wheels)
- Director of Economic Development
- Jackson County Public Schools
- Harris Regional Hospital

- Jackson County Business & Industry Committee
- Jackson County Broadband Committee

Tiffany Henry, the Director of Economic Development, will work closely with the Board of Commissioners, County Manager, and stakeholders to identify digital access challenges and develop solutions. These stakeholders will also implement strategies to achieve the County's vision.

B. Community Digital Equity Asset Mapping

As part of its Digital Equity planning process, Jackson County developed a Digital Equity Asset Mapping tool, designed to:

- Identify key community organizations and resources that can serve as digital access points.
- Highlight gaps in broadband availability and digital literacy programs.
- Support targeted outreach efforts to underserved populations.

A full copy of the Digital Equity Asset Inventory is available in the Appendix of the Connectivity Plan.

Asset Mapping Development & Data Collection

To build the Digital Equity Asset Mapping tool, Jackson County followed these steps:

1. **Identifying Key Organizations & Locations** – The County created a list of community "anchor points" that serve large populations, particularly those in need of digital access. This list is still evolving as new partners are identified.
2. **Partner Collaboration** – Jackson County leveraged partnerships with:
 - Southwestern Commission
 - Dogwood Health Trust
 - Jackson County Public Schools
 - Department on Aging
 - Jackson County Board of Commissioners
3. **Community Engagement & Data Collection** – These partners assisted in gathering data, promoting the Digital Equity Community Survey, and refining the Asset Mapping inventory.

Since digital equity needs are evolving, this effort will continue to expand as more stakeholders are engaged.

Asset Mapping Data Sharing & Community Access

To ensure broad community access to this information, Jackson County is implementing the following strategies:

- **Public Access** – The Asset List will be available on the County’s Broadband Landing Page: <https://www.jacksonnc.org/broadband-initiatives>
- **Regional Collaboration** – The Southwestern Commission will help share this data with strategic partners.
- **Local Advocacy** – The Jackson County Broadband Committee, which includes representatives from K-12 education, higher education, regional libraries, and state technology, will play a key role in dissemination.

C. Meaningful Community Engagement

Identifying Priority Populations

Based on Jackson County's demographics and internet usage, the following groups are most at risk of being impacted by the digital divide:

- **Aging Individuals:** 8,634 (20.3%)
- **Individuals with Disabilities:** 5,579 (13.2%)
- **Persons Below the Poverty Line:** 7,476 (17.6%)
- **English as a Second Language:** 3,302 (8.1%)
- **Hispanic/Latino:** 2,768 (6.5%)
- **Black/African American:** 877 (2.1%)

Future Engagement Initiatives & Potential Partners

Jackson County will continue working with partners to expand digital access and literacy efforts. Ongoing and planned initiatives include:

- **Bi-Annual Resource Fairs** (Jackson County Department of Aging, Fontana Regional Library)
 - *Potential Needs:* Digital navigators, devices for participants
- **4-Week Digital Literacy Training** (Jackson County Department on Aging, Southwestern Commission, Fontana Regional Library)

- *Potential Needs*: Digital navigators, devices for participants
- **Community Centers as Digital Hubs** (WNC Communities, Fontana Regional Library, Southwestern Community College)
 - Work with *WNC Communities* to explore funding and resources.
 - Identify leaders at each center to coordinate digital initiatives.
 - *Potential Needs*: Broadband access, digital navigators, devices
- **Expanding Digital Literacy for Non-English Speakers**
 - Partner with nonprofits such as UNIDXS, Vecinos, and the International Friendship Center
- **Equipping Volunteer Fire Departments with Public WiFi**
 - Secure funding through State Fire Marshal grants, FEMA, or local fundraising

Stakeholder Engagement & Collaboration

Jackson County is committed to an inclusive Digital Equity planning process, ensuring priority populations are engaged throughout implementation. Many initiatives will require the support of Digital Navigators.

In Summer 2025, Jackson County will collaborate with community partners to conduct an in-person Digital Literacy Survey targeting:

- **Aging Individuals**: Meals on Wheels, Senior Center, Area Agency on Aging, VA Office
- **Persons Below Poverty Line**: Department of Social Services
- **ESL/Hispanic/Latino Communities**: St. Mary Catholic Church, Vecinos INC, UNIDXS
- **K-12 Students**: Jackson County Public Schools

Digital Equity Community Survey

Jackson County will release a Digital Equity Community Survey in Summer 2025 to gather feedback from stakeholders and priority populations. This survey will build on a prior broadband access survey that assessed infrastructure needs and service gaps.

Key Survey Findings:

- **Current Broadband Access:** While 84% of respondents reported some form of internet, most relied on outdated DSL or cellular service.
- **Speed & Capacity Concerns:** Over 80% of respondents said their internet service was insufficient.
- **Impact of Connectivity Issues:** The COVID-19 pandemic and Tropical Storm Helene highlighted the county's digital vulnerabilities.

Demographics of Respondents (963 total):

- 50–65 years old: **36%**
- 35–50 years old: **34%**
- 19–34 years old: **34%**
- K-12 students: **26%**

Key Takeaways:

- **75%** would take online courses if broadband improved
- **63%** would consider telecommuting or starting an online business
- **66%** would use telehealth services
- **70%** said adequate broadband is critical to their livelihood

This data will help shape future broadband expansion and digital literacy initiatives across Jackson County.

Existing Programs

Jackson County has identified several existing programs that help address digital equity challenges for different covered populations. While these programs provide valuable support, many face sustainability concerns due to reliance on grant funding.

Individuals in Covered Households

- **Lead Entity:** Fontana Regional Library
- **Program:** On-site Digital Navigators & Device Access
- **Needs Addressed:** Internet access, computer literacy support
- **Funding/Sustainability:** Part of Fontana's annual budget but faces long-term sustainability challenges

Aging Individuals

- **Lead Entity:** Southwestern Commission – Area Agency on Aging

- **Program:** Starlink-Equipped Resource Van & Digital Navigator
- **Needs Addressed:** Mobile access to the internet and digital literacy training
- **Funding/Sustainability:** Currently grant-funded, with uncertain long-term sustainability

Veterans

- **Lead Entity:** Jackson County Veterans Association (partnering with the Department of Aging)
- **Program:** In development
- **Needs Addressed:** Digital literacy support for veterans with disabilities or low income

Individuals with Language Barriers (Non-English Speakers)

- **Lead Entities:** International Friendship Center, UNIDXS
- **Program:** Digital Literacy Training & Device Distribution
- **Needs Addressed:** Providing low-income, non-English-speaking participants with laptops and training to improve employment and access to social services
- **Funding/Sustainability:** Grant-funded

Individuals with Low Literacy Levels

- **Lead Entity:** (Program in development)
- **Program:** (Currently being developed to address digital literacy needs)

Racial & Ethnic Minority Groups

- Some digital equity support is currently being provided through programs for individuals with language barriers.

Workforce Population

- **Lead Entities:** Jackson County Economic Development, Workforce Development, Jackson County Public Schools (JCPS), Southwestern Community College
- **Program:** Workforce Digital Literacy Initiative (under evaluation)
- **Needs Addressed:** Digital literacy for Jackson County businesses and workers
- **Funding/Sustainability:** Currently being assessed

Outreach and Engagement Plan

Jackson County recognizes the importance of diverse outreach strategies to encourage participation and engagement in digital access planning. The county values input from

community members, especially trusted partners who represent populations most affected by the digital divide.

Outreach and Engagement Planning Table

Component	Description	Key Activities	Timeline	Responsible Party
Needs Assessment	Identify digital access needs of target communities	Conduct surveys and focus groups on digital access and literacy	Summer 2025 (initial survey)	Jackson County Economic Development
Stakeholder Mapping	Identify key stakeholders and partners	Identify local nonprofits, government agencies, and businesses (see Digital Asset Mapping Inventory)	Completed Q4 2024	Jackson County Economic Development
Community Engagement	Connect with underserved communities to understand their challenges	Host engagement events, including the Digital Resource Fair on March 18 at the Department on Aging	Q1-Q4 2025	Jackson County Economic Development and Department on Aging
Digital Literacy Programs	Develop tailored digital literacy curricula for different groups	Partner with libraries, SWC, DOA, and community centers to offer training workshops	Q2-Q4 2025	Jackson County Economic Development, SWC and WNC Communities
Device Distribution	Ensure underserved populations have access to affordable devices	Establish partnerships with manufacturers and ISPs; Organize distribution events	Q1-Q4 2025	Southwestern Commission, Fontana Regional Library
Broadband Expansion	Improve internet access in underserved areas	Partner with ISPs to expand coverage and install public Wi-Fi hotspots	Ongoing	NCDIT, Jackson County Economic Development

Technology Hubs	Utilize nonprofit community centers, the Department on Aging, and the Fontana Regional Library as digital access points	Work with WNC Communities to establish resource hubs; Support programs led by Digital Navigators	Ongoing	Jackson County Economic Development, Department on Aging, Southwestern Community College
Policy Advocacy	Support policies that improve digital access	Participate in regional cohort planning with government and nonprofit agencies	Q1-Q4 2025	Dogwood Health Trust
Private Sector Engagement	Engage local businesses for financial and program support	Seek corporate sponsorships and organize volunteer programs	Ongoing	Jackson County Economic Development, SWC
Progress Monitoring	Track and evaluate program success	Collect data on key performance indicators and adjust strategies as needed	Ongoing	All county partners involved in Community Health (CH)
Community Outreach Events	Promote digital access through public events	First event: March 18 Digital Resource Fair at the Department on Aging	Ongoing	Jackson County Economic Development

Following this plan, Jackson County has developed a detailed implementation matrix to guide stakeholders, outlining leadership roles, resource needs, and potential locations for these activities.

Engagement Activity Matrix

Activity	Description	Objective/ Outcome	Date/ Time	Location/ Venue	Lead/ Coordinator	Resources Needed	Notes
Digital Resource Fair	2-hour event introducing improved broadband capacity in Jackson County	Inform and excite the community about broadband benefits and available training resources	March 18, 2025 2-4 PM	Jackson County Dept. on Aging	Tiffany Henry	Presentation materials, AV equipment	Agenda and speakers confirmed

Establish Digital/Computer Training Labs	Set up training labs in 12 nonprofit community centers	Provide digital access and training for remote and rural residents	Q2-Q3 25	Jackson County Nonprofit Community Centers	WNC Communities, Jackson Co Econ Dev	Laptops/tablets Broadband access	Currently working with Susan Garrett with WNC Communities
Digital Training for English Learners	Host digital literacy sessions for Hispanic residents at Catholic churches	Equip participants with digital skills for employment and cultural integration	Q2-Q4 2025	St Mary Catholic Church (Sylva) St Jude Catholic Church (Sapphire)	UNIDXS, Vecinos, International Friendship Center	Bi-Lingual Digital Navigators, laptops/tablets	
Public Wi-Fi Access Points in Rural Areas	Establish free public Wi-Fi locations in underserved areas	Provide residents with reliable internet access in safe locations	Q3-Q4 2025	Jackson County Nonprofit Community Centers	Jackson Co. Econ Dev, WNC Communities	Broadband service, WiFi infrastructure	
Meals on Wheels Digital Needs Assessment	MOW volunteers assess homebound residents' broadband and device needs	Develop a plan for digital literacy training and device distribution	Q3-Q4 2025	MOW participant homes	Department on Aging	Digital Navigators, devices	
TeleHealth and Patient Portal Training	Train aged/homebound residents on TeleHealth and patient portal use	Improve access to health services via digital platforms	Q3-Q4 2025	DOA, SWC, Community Centers, participant homes (MOW)	Harris Regional Hospital, DOA	Digital Navigators, Devices, Broadband	
4-Week Digital Skills Training	Weekly training sessions at the Dept. on Aging	Equip residents with essential device and app skills	April 2025	Dept. on Aging	Jackson Co Econ Dev, DOA	Digital Navigators, Devices	

D. Developing Implementation Strategies

Implementation Strategies & DEA Measurable Objectives

Jackson County's Digital Equity Plan outlines strategies to address key digital access needs for all covered populations in the community.

Broadband Access Expansion

Objective: Increase the availability of affordable high-speed internet access.

- This topic is fully explored in the following section.

Objective: Improve digital literacy and technology skills among underserved populations.

- Jackson County will collaborate with Fontana Regional Library, Non-Profit Community Centers, Senior Centers, and Hispanic-serving churches to provide digital literacy workshops.
- **Upcoming Events:**
 - **March 18, 2025** – Digital Resource Fair at Jackson County Dept. on Aging
 - **April 2025** – 4-week digital skills training at Jackson County Dept. on Aging

Online Accessibility & Inclusivity of Public Resources

Objective: To enhance civic participation, ensure all residents can access public resources and services online.

- In partnership with WNC Communities, Jackson County is exploring the feasibility of Digital Resource Centers and Public Wi-Fi locations at 10 Non-Profit Community Centers.
- **Emergency Connectivity:**
 - During Hurricane Helene, rural areas and Volunteer Fire Departments lost access to emergency communication.
 - Jackson County is evaluating Starlink systems for select Volunteer Fire Departments to ensure emergency Wi-Fi and mitigate communication isolation.

Device Availability & Affordability

Objective: Ensure access to affordable consumer devices and software.

- Jackson County is pursuing multiple strategies for device acquisition:
 - **Government & Private Funding** sources

- **Collaborating with Non-Profit Organizations** to maximize financial resources
- **Partnering with ISPs** for “Goodwill” contributions toward device deployment

Community Technology Hubs

Objective: Establish technology-equipped community centers for digital training and access.

- Jackson County will collaborate with:
 - **WNC Communities** – Rural Community Centers
 - **Department of Aging & VA Office**
 - **Area Agency on Aging (Southwestern Commission)**
 - **Fontana Regional Library** – Open to all residents
 - **Local churches** serving Hispanic communities – Digital literacy training & device distribution

Public-Private Partnerships

Objective: Foster collaboration between government, businesses, and nonprofits to strengthen the Digital Ecosystem.

- Jackson County seeks partnerships to leverage financial resources, technical expertise, and physical locations for digital equity initiatives.

Digital Inclusion Policies

Objective: Implement policies that promote equitable digital access for all residents.

- The above strategies will significantly enhance digital access and literacy across Jackson County, ensuring inclusivity, connectivity, and long-term sustainability of its Digital Ecosystem.

Funding Sources for Implementation Strategies

Jackson County has identified estimated costs and potential funding sources to support existing programs and new digital inclusion initiatives outlined in the Digital Equity Plan.

To maximize resources, the county will leverage partnerships by utilizing:

- Digital Navigators for training and support
- Partner organizations' facilities for physical training spaces

These collaborative efforts will help ensure the successful implementation of digital equity strategies while optimizing available funding.

Funding Need	Amount of Funding Needed	Potential Funding Source(s)
Fontana Regional Library Digital Navigators	\$80,000.00 (+)	Private Foundations (Dogwood Health Trust)
DOA Digital Navigators	\$50,000.00 (+)	Private Foundations (Dogwood Health Trust)
300 laptop devices	\$60,000.00	Private Foundations (Dogwood Health Trust)
Community Center Infrastructure setup and annual recurring broadband subscriptions	\$ 1,500.00 (Infrastructure) \$7,200 (monthly recurring)	WNC Communities, Jackson County, Fundraising at the community level
Equipping Rural Volunteer Fire Departments with “Starlink” access	\$14,000.00	Possible FEMA, County, and Local Fundraising
	\$212,700 TOTAL	

Next Steps

Jackson County has already taken key steps toward implementing its Digital Equity Plan. Recently, the County hosted a Digital Resource Fair at the Department on Aging, where residents connected with resource providers and learned about available programs.

Immediate next steps include completing digital literacy training in partnership with the Department on Aging, which will also incorporate a device distribution component for attendees.

Long-term goals focus on securing funding and establishing a formalized implementation system to maximize efficiency and prevent stakeholder duplication. To achieve this, the County will continue to strengthen partnerships and expand the network of collaborators.

As digital access impacts multiple aspects of community life, ongoing engagement will help identify emerging needs and new opportunities to serve residents. Growing and strengthening this network will be a critical priority moving forward.



SECTION 3

Broadband Infrastructure

Section 3. Broadband Infrastructure

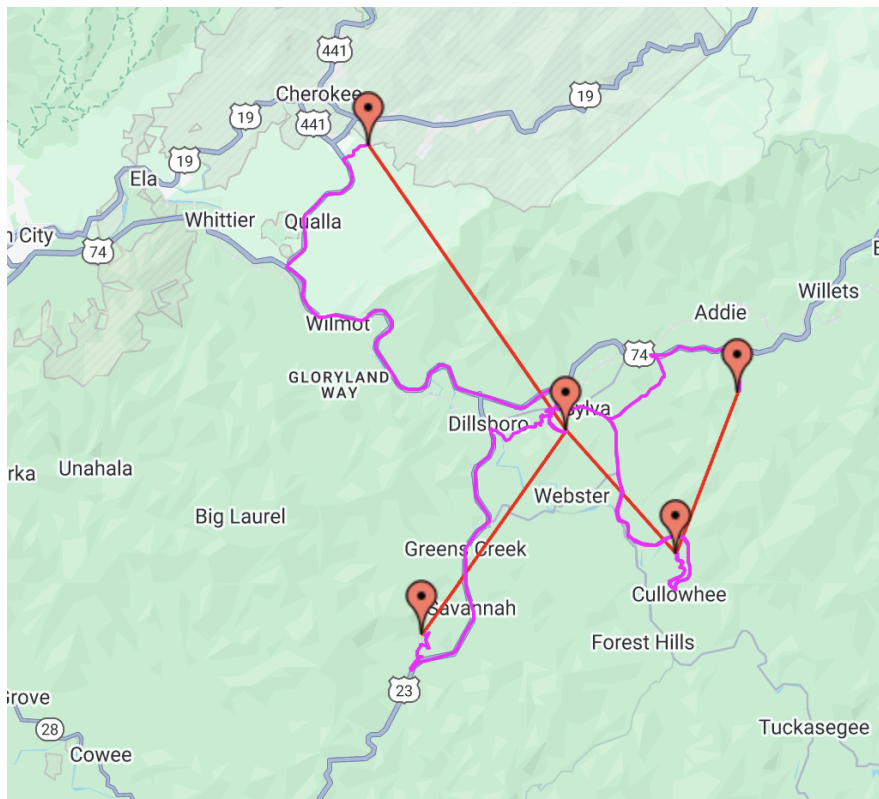
According to FCC data, 65% of Jackson County locations have access to service at speeds of 100 Mbps download and 20 Mbps upload. Various grant programs, such as the federal RDOF program and the state GREAT and CAB programs, have been facilitating broadband expansion into unserved and underserved areas of the county, although this will not provide complete access to all residents upon completion. As of Q1 2025, about 26% of the total locations funded through the RDOF program have been connected to service through Spectrum.

Jackson County intends to leverage available grant programs to facilitate continued service expansion throughout the county.

The section below provides information about priority areas identified as unserved and underserved based on information from the Appalachian Digital Accelerator and assistance from Breaking Point and Reid Consulting firms.

A. Service Area GIS

The Project Team coordinated with the team and stakeholders in Jackson County, NC ('Jackson'), to collect Geographic Information System (GIS) data to create a last-mile broadband network connecting residents and businesses. Breaking Point planned and completed the fiber backbone route below as an example of some of the data used to incorporate the following overview and recommendations.



Breaking Point Solutions and Reid Consulting obtained, analyzed, and utilized additional GIS maps to develop the design, technical details, and specifications of the proposed network infrastructure.

B. Network Architecture and Deployment

The Jackson County Connectivity Plan provides an overview of the community, including basic demographics and the current ISPs and WISPs that serve it. This data was obtained through various community engagement efforts and technical assistance provided through the Appalachian Digital Accelerator.

While Jackson County does not intend to become a broadband provider, it does plan to partner with the North Carolina Department of Information Technology to identify priority areas considered “unserved” and “underserved,” making them eligible for grant funding through state and federal grant programs. Work is underway to evaluate potential areas through the Completing Access to Broadband (CAB) program with NCDIT.

The technical assistance and community engagement have provided critical information that can be used to help inform an ISP or WISP on a potential build to expand high-speed internet access to homes, businesses, and community anchor points in Jackson County.

Jackson County envisions a broadband expansion effort to be fully owned and operated by an ISP or WISP, which would own all infrastructure and electronics while providing complete services to the end user. The ISP or WISP would complete the network's engineering, construction, installation, operations, and customer service. The county envisions its role in assisting with potential fundraising efforts as determined by the potential grant program, coordinating with an ISP or WISP to maximize efficiency with permitting or other make-ready efforts, and marketing new service availability within the community.



SECTION 4

Financial Plan

Section 4. Financial Plan

As mentioned above, Jackson County intends to leverage grant programs from state and federal agencies to facilitate further expansion. This will be done through the direction and guidance of NCDIT. The bulk of the financial burden to the County will be to promote digital access and literacy programs and initiatives rather than expanding infrastructure.

The financial information below can be used to inform the County for planning purposes or by any interested ISPs or WISPs that plan to expand service in the County.

A. Capital Cost Estimates

Broadband infrastructure expansion is costly, and deployment throughout the mountains of Western North Carolina is expensive due to the rugged terrain to traverse and the remote nature of many of the homes and communities. To create a comprehensive vision of broadband expansion in Jackson County, collecting information about the potential costs is imperative to fully understand the investment required to connect residents throughout Jackson County.

While Jackson County will not own the infrastructure, it plans to leverage existing and potential state and federal grant programs. Having estimates for the cost of buildouts will allow the County to negotiate with ISPs/WISPs, ensuring that the County can better advocate for its priority areas.

Based on the completion of the Breaking Point study and feedback from Jackson, we have created a financial model that services possible BEAD eligible areas and a model that includes building out an entire network (approximately 63 total miles to cover BEAD eligible locations) that services all residents who don't have access to fiber. These are based on early assumptions, and the next step recommendations would be to pursue engineering with the partner selected to improve accuracy.

BEAD Eligible Location Financial Assumptions

Opportunity	Jackson County, NC
Abbreviation	Jackson
Total Households	2,101
Total Businesses	50
Median Household Income	\$51,482
Estimated Mileage to Build	63
Aerial %	60%
Underground %	40%
Aerial Mileage	37.8
Underground Mileage	25.2
Engineering Per Foot	\$1.50
Underground Cost Per Mile Labor	\$115,000
Underground Cost Per Mile Materials	\$26,950
Aerial Cost Per Mile Labor	\$24,870
Aerial Cost Per Mile Materials	\$18,750
Make Ready Per Mile	\$25,450
Months to Complete ROW	24
Estimated Take Rate	50%
Months to Take Rate	36
Drop and Splicing Cost	\$600.00
Installation Cost	\$200.00
Estimated Engineering Start Date	10/1/2024
Estimated Make Ready Start Date	1/1/2025
Estimated Construction Start Date	3/1/2025
Time to First Customer	6/1/2025
Homes Per Mile	33
Home Passed Per Month	88
ARPU	\$65.00
Total Homes Receiving Service	1051
Greenfield growth post take rate	1%
Churn	1%

Full Network for Partner ISP Assumptions

This Financial Model assumes the ISP will be responsible for all tasks including the ones mentioned in Section 3. These are high level numbers and would need to be finalized during the engineering phases with the selected partner from the RFI and/or RFP. These costs could be adjusted to a specific pilot project area but in order for Jackson to understand the full needs to build out fiber connectivity to all residents we wanted to build that out.

Opportunity	Jackson County, NC
Abbreviation	Jackson
Total Households	13,155
Total Businesses	50
Median Household Income	\$49,254
Estimated Mileage to Build	378
Aerial %	60%
Underground %	40%
Aerial Mileage	226.8
Underground Mileage	151.2
Engineering Per Foot	\$1.50
Underground Cost Per Mile Labor	\$115,000
Underground Cost Per Mile Materials	\$26,950
Aerial Cost Per Mile Labor	\$24,870
Aerial Cost Per Mile Materials	\$18,750
Make Ready Per Mile	\$25,450
Months to Complete ROW	36
Estimated Take Rate	50%
Months to Take Rate	48
Drop and Splicing Cost	\$800.00
Installation Cost	\$200.00
Estimated Engineering Start Date	11/1/2024
Estimated Make Ready Start Date	1/1/2025
Estimated Construction Start Date	3/1/2025
Time to First Customer	6/1/2025
Homes Per Mile	35
Home Passed Per Month	365
ARPU	\$65.00
Total Homes Receiving Service	6577
Greenfield growth post take rate	1%
Churn	1%

B. Revenue and Operations Financial Model

The financial snapshots below are from Jackson's models which were created using Breaking Point's study, along with historical unit pricing from past experience and industry standards. Both the BEAD Eligible Locations and Full Network for a Partner financial models were created

using conservative estimates in order to successfully show Jackson what a network might cost to build and the possible revenue streams which would accompany them.

BEAD Eligible Locations Financial Model

This is the Annual Balance Sheet if the network was delivered by a single ISP to only BEAD qualifying areas over a 10 year period.

	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	Total
Capital Expense FTE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Capital Expense Office and Development	\$ 4,500	\$ 150,305	\$ 164,873	\$ 174,387	\$ 174,387	\$ 174,387	\$ 174,387	\$ 174,387	\$ 174,387	\$ 174,387	\$ 1,540,386
Capital Expense Construction in ROW	\$ -	\$ 2,385,390	\$ 2,862,468	\$ 684,978	\$ 249,480	\$ 249,480	\$ 249,480	\$ 249,480	\$ 249,480	\$ 249,480	\$ 7,429,716
Success Based Capex(1)	\$ -	\$ 157,575	\$ 420,200	\$ 420,200	\$ 265,464	\$ 7,602	\$ 7,647	\$ 7,693	\$ 7,740	\$ 7,786	\$ 1,301,907
CapEx	\$ 4,500	\$ 2,693,270	\$ 3,447,541	\$ 1,279,565	\$ 689,331	\$ 431,469	\$ 431,514	\$ 431,560	\$ 431,607	\$ 431,653	\$ 10,272,009
Cumulative Total CapEx	\$ 4,500	\$ 2,697,770	\$ 6,145,310	\$ 7,424,875	\$ 8,114,206	\$ 8,545,675	\$ 8,977,189	\$ 9,408,749	\$ 9,840,356	\$ 10,272,009	\$ 10,272,009
Annual Income Statement	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	Total
Subscription Revenue	\$ -	\$ 28,451	\$ 261,750	\$ 534,880	\$ 780,071	\$ 824,115	\$ 829,073	\$ 834,062	\$ 839,080	\$ 844,128	\$ 5,775,609
Cost of Goods	\$ 4,835	\$ 57,219	\$ 63,770	\$ 47,077	\$ 107,613	\$ 70,975	\$ 137,921	\$ 109,413	\$ 161,669	\$ 196,237	\$ 956,729
Gross Margin	\$ (4,835)	\$ (28,768)	\$ 197,980	\$ 487,803	\$ 672,458	\$ 753,140	\$ 691,153	\$ 724,649	\$ 677,410	\$ 647,891	\$ 4,818,881
GM%	n/a	-101%	76%	91%	86%	91%	83%	87%	81%	77%	83%
Selling	\$ -	\$ 196,476	\$ 297,542	\$ 312,542	\$ 246,066	\$ 225,000	\$ 195,000	\$ 225,000	\$ 210,000	\$ 210,000	\$ 2,117,625
General	\$ -	\$ 121,250	\$ 146,250	\$ 150,000	\$ 142,500	\$ 150,000	\$ 142,500	\$ 150,000	\$ 146,250	\$ 146,250	\$ 1,295,000
EBITDA	\$ (4,835)	\$ (346,494)	\$ (245,812)	\$ 25,261	\$ 283,892	\$ 378,140	\$ 353,653	\$ 349,649	\$ 321,160	\$ 291,641	\$ 1,406,256
EBITDA %	n/a	-1218%	-94%	5%	36%	46%	43%	42%	38%	35%	24%
Depreciation	\$ 19	\$ 49,519	\$ 213,815	\$ 345,662	\$ 389,441	\$ 415,598	\$ 437,172	\$ 458,749	\$ 480,328	\$ 501,910	\$ 3,292,213
Profit / (Loss)	\$ (4,854)	\$ (396,013)	\$ (459,627)	\$ (320,401)	\$ (105,549)	\$ (37,458)	\$ (83,520)	\$ (109,100)	\$ (159,168)	\$ (210,269)	\$ (1,885,957)
Profit / (Loss) %	n/a	-1392%	-176%	-60%	-14%	-5%	-10%	-13%	-19%	-25%	-33%
EBITDA / Total CapEx	-107%	-13%	-4%	0%	3%	4%	4%	4%	3%	3%	14%
Capital Needed Each Year	\$ 335	\$ (2,346,776)	\$ (3,201,729)	\$ (1,258,023)	\$ (689,331)	\$ (431,469)	\$ (431,514)	\$ (431,560)	\$ (431,607)	\$ (431,653)	\$ (9,653,326)
Cumulative Capital Needed	\$ (335)	\$ 2,346,441	\$ 5,548,169	\$ 6,806,192	\$ 7,495,523	\$ 7,926,992	\$ 8,358,506	\$ 8,790,066	\$ 9,221,673	\$ 9,653,326	Includes Rev

ISP Investment and Return

Based on the Assumptions shown above we are showing an overall investment needed of ~\$10 million and achieving positive EBITDA (Earnings before interest, taxes and depreciation) beginning in 2027 (Year 4), but not sufficiently returning principal investment needed during the project life based on limited growth and conservative expenses.

Full Network Build Out Financial Model

This is the Annual Balance Sheet if the network was Operated by a single entity or ISP to provide service to the end user. In our modeling we did not show any businesses receiving service as those are more difficult to predict based on this phase of the project.

	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	Total
Capital Expense FTE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Capital Expense Office and Development	\$ 4,500	\$ 150,305	\$ 164,873	\$ 174,387	\$ 174,387	\$ 174,387	\$ 174,387	\$ 174,387	\$ 174,387	\$ 174,387	\$ 1,540,386
Capital Expense Construction in ROW	\$ -	\$ 2,385,390	\$ 2,862,468	\$ 684,978	\$ 249,480	\$ 249,480	\$ 249,480	\$ 249,480	\$ 249,480	\$ 249,480	\$ 7,429,716
Success Based Capex(1)	\$ -	\$ 157,575	\$ 420,200	\$ 420,200	\$ 265,464	\$ 7,602	\$ 7,647	\$ 7,693	\$ 7,740	\$ 7,786	\$ 1,301,907
CapEx	\$ 4,500	\$ 2,693,270	\$ 3,447,541	\$ 1,279,565	\$ 689,331	\$ 431,469	\$ 431,514	\$ 431,560	\$ 431,607	\$ 431,653	\$ 10,272,009
Cumulative Total CapEx	\$ 4,500	\$ 2,697,770	\$ 6,145,310	\$ 7,424,875	\$ 8,114,206	\$ 8,545,675	\$ 8,977,189	\$ 9,408,749	\$ 9,840,356	\$ 10,272,009	\$ 10,272,009
Annual Income Statement	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	Total
Subscription Revenue	\$ -	\$ 28,451	\$ 261,750	\$ 534,880	\$ 780,071	\$ 824,115	\$ 829,073	\$ 834,062	\$ 839,080	\$ 844,128	\$ 5,775,609
Cost of Goods	\$ 4,835	\$ 57,219	\$ 63,770	\$ 47,077	\$ 107,613	\$ 70,975	\$ 137,921	\$ 109,413	\$ 161,669	\$ 196,237	\$ 956,729
Gross Margin	\$ (4,835)	\$ (28,768)	\$ 197,980	\$ 487,803	\$ 672,458	\$ 753,140	\$ 691,153	\$ 724,649	\$ 677,410	\$ 647,891	\$ 4,818,881
GM%	n/a	-101%	76%	91%	86%	91%	83%	87%	81%	77%	83%
Selling	\$ -	\$ 196,476	\$ 297,542	\$ 312,542	\$ 246,066	\$ 225,000	\$ 195,000	\$ 225,000	\$ 210,000	\$ 210,000	\$ 2,117,625
General	\$ -	\$ 121,250	\$ 146,250	\$ 150,000	\$ 142,500	\$ 150,000	\$ 142,500	\$ 150,000	\$ 146,250	\$ 146,250	\$ 1,295,000
EBITDA	\$ (4,835)	\$ (346,494)	\$ (245,812)	\$ 25,261	\$ 283,892	\$ 378,140	\$ 353,653	\$ 349,649	\$ 321,160	\$ 291,641	\$ 1,406,256
EBITDA %	n/a	-1218%	-94%	5%	36%	46%	43%	42%	38%	35%	24%
Depreciation	\$ 19	\$ 49,519	\$ 213,815	\$ 345,662	\$ 389,441	\$ 415,598	\$ 437,172	\$ 458,749	\$ 480,328	\$ 501,910	\$ 3,292,213
Profit / (Loss)	\$ (4,854)	\$ (396,013)	\$ (459,627)	\$ (320,401)	\$ (105,549)	\$ (37,458)	\$ (83,520)	\$ (109,100)	\$ (159,168)	\$ (210,269)	\$ (1,885,957)
Profit / (Loss) %	n/a	-1392%	-176%	-60%	-14%	-5%	-10%	-13%	-19%	-25%	-33%

Full Network Investment and Return

Based on the Assumptions shown above we are projecting an overall investment needed of ~\$40 million and achieving positive EBITDA (Earnings before interest, taxes and depreciation) beginning in 2026 (Year 3), cashflow positive in 2029 (Year 6), and fully returning principal investment needed and being cumulative cash flow positive ~26 years based on limited growth and conservative expenses.

Because the County does not plan to deploy infrastructure on its own, this expansion will need to be completed by internet service providers (ISPs) or wireless internet service providers (WISPs). In recent years, several expansion efforts in Jackson County have received significant grant funding from state and federal grant programs. Moving forward, we anticipate that grant funding will be a critical component of future expansion efforts to connect the areas of the County that are some of the hardest to reach.

Based on the information above, however, we plan to provide guidance to ISPs and WISPs where possible to support their efforts to expand and continue to maintain a high level of service in those grant-funded areas. This guidance will be provided in conjunction with NCDIT to ensure broadband deployment is successfully completed.

C. Funding Sources for Digital Opportunity Implementation Strategies

Jackson County has estimated the following costs and potential funding sources, based on the unique needs identified in Jackson County's Digital Equity Plan, needed to support existing programs and the implementation of new digital inclusion strategies. Jackson County will strive to take advantage and leverage "partner" organizations' assets; Specifically, Digital Navigators and physical training space.

Funding Need	Amount of Funding Needed	Potential Funding Source(s)
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Fontana Regional Library Digital Navigators	\$80,000.00 (+)	TBD
DOA Digital Navigators	\$50,000.00 (+)	TBD
3000 laptop devices	\$60,000.00	TBD
Community Center Infrastructure setup and annual recurring broadband subscriptions	\$1,5000.00 (Infrastructure) \$7,200 (monthly recurring)	WNC Communities, Jackson County, Fundraising at the community level
Equipping Rural Volunteer Fire Departments with "Starlink" access	\$14,000.00	Possible FEMA, County and Local Fundraising
TOTAL	\$212,700	



APPENDIX

Appendix

Appendix 1: Jackson County Asset Inventory

Organization Name	Program Name	Organization Type	Street Address	City	Geographic Service Area	Contact Phone
Department on Aging	Meals on Wheels	Local Nonprofit	100 County Services Park	Sylva	Jackson Co, NC	828-631-8036
Department on Aging	Caring Hands Support Cntr	Local Nonprofit	100 County Services Park	Sylva	Jackson Co, NC	828-631-8036
Department on Aging	Jackson Co Senior Cntr	Local Nonprofit	100 County Services Park	Sylva	Jackson Co, NC	828-631-8036
Jackson Co Dept of Public Health	Public Health	State Government	583 Scotts Creek Rd	Sylva	Jackson Co, NC	
Jackson Co Dept of Public Health	Public Health	State Government	217 Frank Allen Rd	Cashiers	Jackson Co, NC	
South Western Community College	Adult Ed	Local Government	447 College Dr	Sylva	Jackson, Macon, Swain	
Jackson Co Social Services	Community Resource		15 Griffin Street	Sylva	Jackson Co, NC	
Harris Regional Hospital	Patient Portal /TeleHealth	Private Sector	68 Hospital Rd	Sylva	WNC	
Cashiers Baptist		Private Sector	Hwy 64 East	Cashiers	Cashiers	(828)743-3040
Cashiers United Methodist		Private Sector	Hwy 107	Cashiers	Cashiers	(828)743-5298
Covenant Christian		Private Sector	Old School House Rd	Cashiers	Cashiers	(828)743-5915
Good Shepherd Episcopal		Private Sector	Hwy 107 North	Cashiers	Cashiers	(828)743-2359
Grace Christian		Private Sector	Hwy 107	Cashiers	Cashiers	(828)743-9814
Hamburg Baptist		Private Sector		Cashiers	Cashiers	(828)743-2979
Jehovah's Witnesses		Private Sector		Cashiers	Cashiers	(828)743-3802
Whiteside Presbyterian		Private Sector	Hwy 64	Cashiers	Cashiers	(828)743-2132
Cullowhee Baptist		Private Sector		Cullowhee	Cullowhee	(828)293-9024
Cullowhee Presbyterian		Private Sector	Speedwell Road	Cullowhee	Cullowhee	(828)293-5523
Cullowhee United Methodist		Private Sector		Cullowhee	Cullowhee	(828)293-9215
Jarrett Memorial Baptist		Private Sector		Dillsboro	Dillsboro	
Assembly of God		Private Sector	255 Henesey Circle	Sylva		(828)586-2005

Buff Creek Baptist		Private Sector	1274 Mineral Springs Drive	Sylva		(828)586-5784
Church of Christ		Private Sector	Josephine at Dills	Sylva		(828)586-2922
Covenant Christian and School		Private Sector	Fairview Road	Sylva		(828)586-0199
East Sylva Baptist		Private Sector	Dillardtown Road	Sylva		(828)586-2853
St John's Episcopal		Private Sector	18 Jackson Avenue	Sylva		(828)586-8358
First Baptist		Private Sector	669 West Main Street	Sylva		(828)586-2095
First Presbyterian Church		Private Sector	46 Presbyterian Drive	Sylva		(828)586-4256
First United Methodist		Private Sector	Jackson and Church Lane	Sylva		(828)586-2358
Jehovah's Witnesses Kingdom Hall		Private Sector		Sylva		(828)586-3791
Lifeway Community Church		Private Sector	31 Allen Street	Sylva		(828)631-9322
Lovedale Baptist		Private Sector	Lovesfield Community	Sylva		(828)586-2433
Love's Chapel United Methodist		Private Sector	801 Ashe Loop Road	Sylva		(828)586-4674
St Mary's Catholic		Private Sector	2 Bartlett Street	Sylva		(828)586-9496
Scotts Creek Baptist		Private Sector	Beta Community	Sylva		(828)586-2631
Shepherd of the Hills Lutheran		Private Sector	749 Hwy 107	Sylva		(828)586-2084
Victory Baptist Church & School		Private Sector	278 Victory Church Road	Sylva		(828)586-2120
Zion Hill Baptist Church		Private Sector	Pumpkintown Road	Sylva		
Tuckasegee Baptist		Private Sector		Tuckasegee		
Webster Baptist		Private Sector	Hwy 116	Webster	Webster	(828)586-4459
Olivet United Methodist Church		Private Sector	811 Olivet Church Road	Whittier	Whittier	
Rockdale Baptist		Private Sector	Barkers Creek	Whittier	Barkers Creek	
Whittier United Methodist		Private Sector	Church Street			(828)497-6245
Jackson County Rescue Squad		Local Government		Sylva		(828)226-5385
Cashiers-Glenville Rescue & FD		Local Government	62 Plastic Plant Rd	Cashiers	Glenville/Cashiers	(828)421-2778

Cherokee Sta 2		Local Government	2305 Old Mission Rd	Cherokee	Whittier	
Sylva FD		Local Government	24 Municipal Dr	Sylva	Sylva CBD	(828)734-4815
Cullowhee FD Sta 1		Local Government	4277 Little Savannah Rd	Cullowhee	Cullowhee/WCU	(828)508-3701
Cullowhee FD Sta 2		Local Government	10584 State Hwy 107	Cullowhee	Tuckasegee	
Cullowhee FD Sta 3		Local Government	4201 Caney Fork Rd	Cullowhee	Caney Fork	
Cashiers-Glenville FD Sta 2		Local Government	19 Catfish Run	Glenville	Glenville	
Cashiers-Glenville FD Sta 3		Local Government	4323 Hwy 64 East	Sapphire	Sapphire	
Cashiers-Glenville FD Sta 4		Local Government	3490 Yellow Mountain Road	Cullowhee	Glenville	
Savannah FD Sta 1		Local Government	18 Ralph Tatham Rd	Sylva	Southern Savannah	(828)-506-8984
Savannah FD Sta 2		Local Government	18 Sassafras Rd	Sylva	Greens Creek	
Balsam-Willeys-Ochre Hill FD Sta 1		Local Government	36 Mount Pleasant Church Rd	Sylva	Balsam	(828)508-1466
Balsam-Willeys-Ochre Hill FD Sta 2		Local Government	43 Woodfin Rd	Sylva	Balsam	
Qualla FD Sta 1		Local Government	147 Shoal Creek Church Loop	Whittier	Qualla	(828)507-7488
Qualla FD Sta 2		Local Government	972 West Piney Mountain Rd	Whittier	Whittier	
Canada FD		Local Government	149 Charleys Creek Rd	Tuckasegee	Canada	
Jackson County Public Library		Local Government	310 Keener St	Sylva	Jackson County	(828)586-2106
Jackson County VA Office		Federal Government	100 County Services Pk	Sylva	Jackson County	(828)631-2231
Balsam CDC		Local Nonprofit	PO Box 386	Balsam	Balsam	
Barkers Creek CDC		Local Nonprofit	Whittier	Whittier	Barkers Creek	(828)421-8513
Canada CDC		Local Nonprofit	Tuckasegee	Tuckasegee	Canada	(828)293-3686
Caney Fork CDC		Local Nonprofit	146 Larkspur Lane	Cullowhee	Caney Fork	(828)293-0678
Cashiers CDC		Local Nonprofit	PO Box 82	Cashiers	Cashiers	(828)226-4411

Glennville CDC		Local Nonprofit	4956 Hwy. 107N	Glennville	Glennville	(828)743-6395
Norton CDC		Local Nonprofit	PO Box 1370	Cashiers	Norton	(704)756-7191
Pine Creek CDC		Local Nonprofit		Cullowhee	Pine Creek	(828)743-3125
Pumpkintown CDC*		Local Nonprofit		Sylva	Pumpkintown	(828)586-3519
Qualla CC		Local Nonprofit		Whittier	Qualla	(828)497-9887
Savannah CDC		Local Nonprofit		Sylva		
Wolftown CC (EBCI)		Local Nonprofit		Cherokee		
Painttown CC (EBCI)		Local Nonprofit		Cherokee		
Big Y CC (EBCI)		Local Nonprofit		Cherokee		