

Media Alert

Brightspeed Advises Communities Cleaning Up After Helene to Beware of Fiber and Copper Infrastructure

CHARLOTTE, N.C. — October 8, 2024 — Brightspeed, a leading phone and internet service provider, is asking that local communities and its residents beware of fiber and copper communications lines as they clean up debris and damage as a result of Hurricane Helene. Brightspeed crews have been working to repair the damage to its network that has resulted in service interruptions for its customers. However, in some communities the repaired network has been inadvertently damaged again as residents and restoration crews clean storm debris.

Brightspeed is asking residents of the following communities that the company serves to be mindful of fiber and copper infrastructure as they remove debris and begin the rebuilding process:

Georgia counties	North Carolina counties	South Carolina counties	Tennessee counties	Virginia counties
Bryan	Clay	Greenwood	Carter	Bland
Liberty	Jackson	Laurens	Greene	Carroll
		Hampton	Johnson	Franklin
		Jasper	Washington	Grayson
		Orangeburg		Patrick
		Saluda		Scott
				Washington
				Wythe

Regardless of the cause, the company is asking anyone who is aware of damage to Brightspeed fiber or copper lines or poles to call 1-833-MYBRSPD to report the problem.

About Brightspeed

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

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