

Attachment J – Digital Inclusion Plan

Community Involvement

In preparation for this grant program, Charter has reached out to the Village of Mead to request their support for the Project. The Project will reach 100% of the currently unserved or underserved residents in the Village of Mead.

Project Objective

The proposal, if accepted, will provide reliable high-speed internet to 100% of the currently unserved locations identified in Spectrum’s application, utilizing FTTP EPON technology capable of delivering 1 Gbps speeds in both the downstream and upstream directions with extremely low latency to meet the broadband needs of the Village of Mead now, and scalable to higher speeds to meet broadband needs far into future, as discussed in the Technical Capabilities Statement (Attachment G).

New customers in the Project Area will have access to several Internet speed options, including Charter’s “Spectrum Internet” with a standard starting speed of up to 300/10 megabits per second (“Mbps”) and Charter’s “Internet Gig” service at up to 1000/1000 Mbps (1000 Mbps is equivalent to 1 Gbps), along with our affordable offerings discussed.

If approved, Charter’s proposal will ensure that the broadband infrastructure in the Village of Mead is sufficient to enable residents to meet households needs, including the ability to support the simultaneous use of work, education, and health applications.

Critical Need

After reviewing the most recent FCC BDC filings, Charter has reasonably confirmed that every location in the proposed project area is currently unserved.

According to Census Reporter,¹ 22% of the population in the Village of Mead is over the age of 60, the per capita income is around 90% of the amount in Nebraska, only 14.2% of residents have obtained a Bachelor’s degree or higher, and 9.5% of persons are living below the poverty line.

Every Nebraskan needs access to affordable, reliable, high-speed broadband to access vital services and become a part of the digital economy. If approved, this project would expand this access to currently unserved and underserved residents in the project area, address the critical needs of the community, and Charter’s affordable offerings and discounts for low-income consumers discussed below will ensure that every resident, regardless of income, will have access to the broadband service offerings they deserve.

Project Impact

In addition to our affordable offerings and low-income offerings and support, we support these digital equity programs to make a difference in the communities where we serve and work:

- **Spectrum Digital Education:** Too many U.S. families still do not have broadband at home. Charter is committed to supporting organizations that educate community members on the benefits of broadband. That’s why we created Spectrum Digital Education. Charter launched

¹ <https://censusreporter.org/>

this program in 2017, recognizing that education and digital literacy are as important as affordability relative to a household's lack of broadband service. To date, more than \$8 million cash and in-kind has been provided to 122 unique nonprofit organizations benefiting more than 108,000 people in 22 states and Washington, D.C. Nonprofit grantees have used the funding to provide computers to those without digital access and digital literacy training for older adults. Funding also has been used to help expand various nonprofits online programs, purchase software to make technology more accessible for people with intellectual and developmental disabilities, and to combat isolation among senior citizens.

- **Spectrum Community Center Assist:** Spectrum Community Center Assist is a strategic philanthropic program that aims to improve the physical condition of community centers in underserved rural and urban communities throughout Charter's 41-state footprint, as well as to support programs that provide job skills training for the people in those local communities. Launched in 2021, the goal of this \$30 million philanthropic initiative is to improve 100 community centers, impacting an estimated 50,000 residents. Through the end of 2022, we have invested \$3.1 million to revitalize 25 centers, enabling the centers to enhance their job-skills training programs and outreach to local communities, with more on the way. In fact, since SCCA launched,

The positive impact Charter projects bring to the Project Area is not just limited to broadband service, however. In addition to broadband services, which will be available to 100% of the currently unserved or underserved residents in the Project Area, all customers and potential customers obtain access to Charter's high-quality products, services, and customer-friendly policies, including Spectrum Mobile (the nation's fastest growing, cost-effective mobile product), Spectrum TV, and Spectrum Voice offerings.

Below is a short description of the additional services we offer:

Spectrum Mobile

All Spectrum Internet customers have access to Spectrum Mobile, the nation's fastest growing mobile service. Offering the fastest overall speeds, Spectrum Mobile delivers reliable mobile service and with 5G, Spectrum Mobile offers the next generation of wireless technology for an even better mobile experience for today and tomorrow. Our customers can stream 4K movies, quickly download large files, play multi-player video games on the go and video chat with friends and family in HD, all with savings of up to 40% compared to other single line unlimited plans. Even better, we recently announced our Spectrum One bundled offering, which offers our Spectrum Internet package at 300/10 Mbps together with an unlimited data Spectrum Mobile line for \$49.99 for 12 months (the regular price is only \$84.98 per month). See <https://www.spectrum.com/packages/spectrum-one> for details. See <https://www.spectrum.com/mobile> for more details.

Spectrum TV

Charter provides an all-digital network that offers hundreds of high-definition channels and thousands of video-on-demand titles, as well as an impressive lineup of culturally diverse programming that reflects the needs and interests of our customers. Spectrum TV continues to keep families entertained, and with the Spectrum TV App, all this incredible entertainment can be enjoyed when and how our customers want. Our website has more information: <https://www.spectrum.com/cable-tv>.

Spectrum Voice

Spectrum Voice is the second largest landline provider in the United States. We provide wireline voice communications services using voice over Internet protocol (“VoIP”) technology to transmit digital voice signals over our network. Our voice services include unlimited local and long distance calling within the United States, Canada, Mexico, and Puerto Rico. They also include, among other features, voicemail, call waiting, caller ID, call forwarding, and offer international calling either by minute, or through packages of minutes per month. In early 2021, we launched Call Guard, a new advanced caller ID and robocall blocking solution, for our residential and small business voice customers. Call Guard reduces customer frustration and improves security by blocking malicious calls while ensuring our customers continue to receive the legitimate automated calls they need from schools and health care providers. More information on our voice offerings may be found at <https://www.spectrum.com/home-phone>.

Affordable Offerings

As described below, Charter has engaged in several initiatives and established numerous business practices that benefit consumers in need and demonstrate our commitment to the community. Charter has established several programs to provide low-cost internet service, particularly for students and remote learning, and has assisted customers struggling to pay their bills for service. Charter has supported communities by providing good paying jobs and long-term careers and strengthening local organizations.

If awarded this grant, Charter agrees to commit to Participate in the Federal Communications Commission’s (FCC) Affordable Connectivity Program (ACP); or otherwise provide access to a broad-based affordability program to low-income consumers in the proposed service area of the broadband project that provides benefits to households commensurate with those provided under the ACP. Charter will participate in or provide access to these programs through the life of the ACP.

- **Affordable Connectivity Program:** To further assist in closing the Digital Divide, Charter is participating in the \$14.2 billion federal Affordable Connectivity Program (“ACP”) to help connect eligible households with high-speed internet. Broadband internet access is more important than ever. The ACP offers a tremendous opportunity to help low-income families stay connected, providing eligible households a discount of up to \$30 per month and up to \$75 per month for households on Tribal lands. The ACP credit is currently available to offset the cost of any of our broadband products for qualifying customers (see our pricing discussion in Attachment F). Charter also offers Spectrum Internet 100, a high-speed, low-cost broadband service with 100 Mbps download speeds available to households qualifying for ACP. Eligible new households can get Spectrum Internet 100 for just \$29.99 per month, which includes a modem, in-home WiFi and self-installation at no additional charge. Because ACP provides qualifying households up to a \$30 monthly credit (\$75 on qualifying Tribal lands) toward broadband service, eligible customers can receive Spectrum Internet 100 at no monthly cost. ACP offer details and additional information can be found at: <https://www.spectrum.com/cp/broadband-get-qualified>
- **Spectrum Internet Assist:** Charter also offers a low-cost broadband service to low-income students and seniors through our Spectrum Internet Assist (SIA) program. SIA provides high-speed broadband (30Mbps/4Mbps) at a rate of \$19.99 per month (plus \$5 per month for Wi-Fi service) to qualifying households (see our pricing discussion in Attachment F). SIA is available to qualifying households of which at least one member is a recipient of (1) the National School Lunch Program (“NSLP”), (2) the Community Eligibility Provision (“CEP”) of the NSLP, or (3) Supplemental Security Income (for applicants age 65+ only). Students or Seniors in need of

discounted service can apply online at <https://www.spectrum.com/internet/spectrum-internet-assist>.