



Frontier Digital Inclusion Plan Attachment J

Community Needs

Many residents in the proposed project area currently lack sufficient broadband service capable of adequately supporting telehealth, distance learning, remote work, job searches, training, participation in the Digital Economy, video communications, and entertainment applications in the marketplace today - endeavors that rely on robust download AND upload capabilities of a customer's data service.

Not only has the cost of extending adequate broadband to unserved areas inhibited availability of those services, but the exponential growth of bandwidth required to facilitate the rising use of data intensive applications has made much of the existing broadband network in the area inadequate to meet community needs.

Particularly affected by the lack of adequate broadband are students – both K-12 and college, individuals seeking job opportunities or career changes, senior citizens who are ill and/or isolated, and individuals with mobility challenges. When combined with low-income situations, the needs of these population groups increase exponentially.

Access to Broadband

The symmetrical download and upload capacity and scalability of fiber is essential for enabling access to current applications, as well as accommodating future innovations that will drive economic growth, enhance productivity, and even help address climate concerns. Fiber broadband services improve productivity, facilitate greater engagement in the community, and expand employment opportunities that support economic development in the area.

Local students will benefit from the increased opportunity offered by improved access to distance learning, online assignments, and the scheduling flexibility that comes with remote learning. Individuals seeking new job opportunities or career changes will have the opportunity to participate in job searches, training, and digital learning from home. Residents – particularly the elderly and those with mobility challenges--will also benefit from increased communications and entertainment options, often with associated cost savings (voice-over-internet-protocol, video communications, online news services, streaming video, online gaming, etc.).

The symmetrical fiber broadband services made available by the project would be particularly effective in facilitating participation in our increasingly digital society through greater access to effective and efficient distance learning, telemedicine, and telework opportunities—endeavors that rely on applications that require robust upload capabilities.

Affordability

Frontier’s national rate plans offer some of the lowest prices for symmetric gigabit service in the country. Affordability is further enhanced by the lack of installation fees, surcharges, equipment rental fees, data caps and usage limits, metering, term contracts, and early termination fees. Frontier also offers one-, two- and three-year price guarantees, depending on service tier.

Frontier is committed to helping qualified low-income households obtain affordable internet services with our targeted product offerings through participation in the Federal Affordable Connectivity Program (ACP). Frontier service plans currently available to ACP-qualified customers include:

Frontier Essentials 100/100 Mbps	\$29.99 per month (\$0.00 with a \$29.99 ACP credit)
Frontier 500/500 Mbps	\$39.99 per month (\$9.99 with a \$30.00 ACP credit)
Frontier Gig Service	\$59.99 per month (\$29.99 with a \$30.00 ACP credit)

Frontier also participates in the Federal low-income Lifeline program, which offers a monthly discount of up to \$9.95 per household, and can be combined with the ACP credit if the customer also purchases a voice service.

Adoption

Frontier is committed to partnering with community resources to ensure community awareness and adoption of deployed high-speed services. Frontier utilizes a variety of communications channels to alert the community about the project, new fiber broadband service availability in the area, and to otherwise advertise the Project and its services. Frontier expects to leverage past-proven outreach campaigns to raise community awareness and to drive adoption of deployed broadband services, including: collaboration with community-based organizations and local officials, direct mailers, local newsprint, outdoor signage, media ads, ribbon cuttings, and other local events.