

**Glenwood Telecommunications, Inc.**  
**Heartwell**  
**Attachment J – Digital Inclusion Plan**

The prospective Village of Heartwell and surrounding area currently lacks broadband internet services, as per the definition set by the Nebraska Public Service Commission, which specifies a minimum requirement of 25 Mbps Download / 3 Mbps Upload speeds. Glenwood's proposed fiber network is designed to not only meet but exceed the expectations of residents and businesses in Heartwell and rural Kearney County, both in terms of current needs and future requirements. All of this is offered at an affordable price point, ensuring accessibility to high-quality internet services for the community.

Glenwood's Digital Inclusion Plan includes the following benefits for all individuals and communities including those that are most disadvantaged:

**Critical Needs.** Glenwood's proposed fiber network plays a crucial role in strengthening the economic viability of Heartwell while addressing its distinct needs. Our fiber service is assured not only to attract new families to the region but also to serve as a valuable asset facilitating growth and development opportunities. With robust connections, residents will have the capacity to work remotely, students can actively engage in remote learning, and the community will experience enhanced healthcare processes. Furthermore, the network will create avenues for both current and future businesses to thrive.

**Work / Education / Healthcare.** Glenwood's Fiber-To-The-Home (FTTH) goes beyond the minimum bandwidth requirements for all broadband applications. In the majority of cases, residents in Heartwell and the rural area along the proposed route will enjoy greater bandwidth at home than in their workplaces, rendering remote work feasible for all customers. Glenwood subscribers with students at home will encounter no challenges in facilitating virtual classes for remote learning. Additionally, with the increasing prominence of telehealth, our customers can utilize our service to seamlessly connect with healthcare providers remotely.

**Affordability Connectivity Program (ACP).** Glenwood has been actively engaged in the Affordable Connectivity Program (ACP) since its inception. This commitment ensures that qualifying households have access to affordable broadband services, addressing essential household needs and contributing to an enhanced quality of life. Through the ACP, eligible households can benefit from a discount of up to \$30 per month for internet services.

**Lifeline.** In compliance with FCC requirements, Glenwood offers Lifeline service to eligible households across the entirety of the Company's service area. Aligned with section 54.403(b) of the FCC's rules, qualifying households have the opportunity to apply the Lifeline voice discount (\$5.25) to their local telephone service. Furthermore, they can aid themselves with the Lifeline voice and broadband discount (\$9.25) applicable to any of Glenwood's broadband Internet access plans that meet the minimum service standard.

*\*Glenwood is proactive in promoting Affordable Connectivity Program (ACP) and Lifeline services, strategically targeting those who are likely to qualify. Our current advertising consists of the Company website, phone directory listings, customer invoices, various social media platforms, and local newspapers. These multiple channels are utilized to ensure widespread awareness and accessibility for eligible individuals.*

**Low-Income Availability.** Glenwood remains steadfast in its commitment to providing all residents with access to affordable and reliable services. As previously highlighted, we extend discounted services through Lifeline and ACP. Notably, the cost of our lowest speed package (300 Mbps / \$49.95) falls below the \$50 per month threshold even before these discounts are applied. Glenwood's service prices stand as some of the most competitive prices available in the project area.

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**Community Outreach.** Glenwood representatives met with Heartwell’s Village Council to formally present both the Community Feedback Letter and the Community Feedback Form. Copies of the aforementioned documents are attached.

**Community Consultation Process.** In the event Glenwood is successful in receiving the Capital Projects Fund-2 grant, we will conduct informative sign-up meetings for eligible residents to receive fiber connectivity. At these gatherings, Glenwood representatives will present the benefits of fiber services, explain the pricing details of our affordable internet packages, and provide comprehensive information on low-income programs. Additionally, special attention will be provided to educate senior citizens on the advantages and user-friendly aspects of internet utilization.