

Glenwood Telecommunications, Inc.
Thayer County Project
Attachment J – Digital Inclusion Plan

The rural areas of Thayer County are underserved by their incumbent local exchange carrier (ILEC) Windstream, based upon the Commission's definition of underserved (i.e., lacking broadband internet service at speeds of at least 100 Mbps downloading and 20 Mbps uploading.) Glenwood's proposed fiber network will provide speeds that will meet and exceed Thayer County residents and business' expectations of today and what lies ahead; all at an affordable rate.

Glenwood Telecommunications, Inc.'s digital inclusion plan includes the following benefits for all individuals and communities including those that are most disadvantaged:

- There will be no data caps on consumer usage.
- Educational opportunities for homeschooling, college degrees and continuing education will be available online. Education has a much different face than 15 years ago. Online classes will be made more widely available through our new FTTH networks allowing students to learn from home.
- Healthcare opportunities for consumers without leaving their home. Telehealth visits will be possible for patients needing to visit doctor's offices or hospitals. Being able to use video-chat to meet with and diagnose patients as well as prescribe needed medications or offer therapy virtually without having to leave their homes for non-emergent health issues.
- Work from home will be possible with reliable Internet service. High speed connectivity allows links to company computer and telephone networks allowing for office facilities at home. More companies are embracing the flexibility of allowing staff to work from home, resulting in a financial savings for both the employee and employer.
- In accordance with FCC requirements, Glenwood Telecommunications, Inc. will offer Lifeline service to eligible households throughout the Company's service area. Consistent with section 54.403(b) of the FCC's rules, qualifying households will be able to apply the Lifeline voice discount (\$5.25) to the local telephone service and the Lifeline voice and broadband discount (\$9.25) to any of the Company's broadband Internet access plans that meet the minimum service standard.
- Glenwood Telecommunications, Inc. also participates in the Affordable Connectivity Program (ACP) that helps low-income households pay for broadband services. The Program provides a monthly discount of up to \$30 for eligible households.
- Glenwood advertises and will continue to advertise the availability of its Lifeline & ACP services in a manner that is designed to reach those likely to qualify for such services. The Company currently advertises these services in the Company's phone directory, on the customers billing invoice, social media and in local newspapers. Applicant is engaged with members of the community to ensure that all residents will be able to afford broadband services. Discussions include access to education, health care, and other critical service, including cost of last-mile infrastructure.
- Glenwood Telecommunications, Inc. does offer discounted service through the Lifeline and ACP programs mentioned above and the standard service shown in the rate information submitted on Attachment F demonstrates less than \$50 per month prior to these discounts. Glenwood's service prices are some of the lowest price offerings available in the project area.