

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

The rural area of Thayer County is unserved by its incumbent local exchange carrier (ILEC), based upon the Nebraska Public Service Commission's definition (i.e., lacking broadband internet service speeds of at least 25 Mbps Download / 3 Mbps Upload) 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 price.

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 is critical to the economics & viability of Thayer Co. and its unique needs. Our fiber service will have the capability of attracting new families to this region and will serve as a valuable asset that will assist in growth and development opportunities. The robust connections will allow residents to work from home, students to participate in remote learning, provide improved health care processes, and opportunities for current and future businesses.

**Work / Education / Healthcare.** Glenwood's Fiber-To-The-Home (FTTH) provides much more than the minimum bandwidth levels needed for all broadband applications. In most instances, rural Thayer Co. residents (along the proposed route) will have more bandwidth available at home than they do at work, making working from home viable for all customers. Glenwood subscribers with students at home will have no issues with their students being able to join virtual classes for remote learning. And as telehealth has become more prevalent, our customers will be able to use our service to reach healthcare providers remotely.

**Affordability Connectivity Program (ACP).** Since its inception, Glenwood has participated in the ACP, which helps ensure that qualifying households can afford the broadband services they need for household necessities and improved quality of life. The ACP provides a discount of up to \$30 per month for internet service to eligible households.

**Lifeline.** In accordance with FCC requirements, Glenwood offers Lifeline service to eligible households throughout the Company's service area. Consistent with section 54.403(b) of the FCC's rules, qualifying households are able to apply the Lifeline voice discount (\$5.25) to their local telephone service and the Lifeline voice and broadband discount (\$9.25) to any of the Glenwood's broadband Internet access plans that meet the minimum service standard.

*\*Glenwood actively promotes ACP & Lifeline services in a manner that is designated to reach those likely to qualify. Current advertising consists of the Company website and phone directory, customer invoices, various social media platforms, and local newspapers.*

**Low-Income Availability.** Glenwood is committed to ensuring all residents have access to affordable and reliable services. Already mentioned, we offer discounted services through Lifeline & ACP. Our standard service price (Attachment F) demonstrates less than the \$50 per month, prior to these discounts. Glenwood's service prices are some of the lowest price offerings available in the project area.

**Community Outreach.** It is important for Glenwood to be visible and actively participate in the communities we serve. We do this through memberships with Chambers of Commerce, Rotary, Lions & Booster Clubs, Economic Development Corporations, partnering with and supporting our area schools

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and charitable contributions. Engaging in community involvement fosters a positive workplace culture and builds strong relationships with our local communities.

**Community Consultation Process.** Should Glenwood be successful in receiving Nebraska Broadband Bridge Program funding, we will conduct informational sign-up meetings for those residents who will be eligible to fiber connectivity. During these meetings, Glenwood Representatives will discuss the benefits of fiber services, as well as the pricing of our affordable internet packages. We will also educate attendees on low-income programs and provide senior citizens information on the benefits & ease of utilizing the internet.