

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Commission, on its own motion, to increase broadband adoption among low-income consumers through the development of a Nebraska broadband telephone assistance program.

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Application No. NUSF-91



Reply Comments of Center for People in Need

Center for People in Need (the “Center”) respectfully submits these Reply Comments in response to the Commission’s Order Opening Docket and Seeking Comments (the “Order”) entered on August 13, 2013. The Center is grateful for the opportunity to further articulate its position regarding the Commission’s investigation on ways to increase broadband adoption among low-income consumers in Nebraska.

Clarification to Previous Comments

The Center first needs to clarify a misstatement in its Comments filed on September 30, 2012 (“Original Comments”). In its Original Comments, the Center stated that it had received a \$1 million Accessing College through Technology Grant (“ACT Grant”) to address on-going concerns that low-income students attending Southeast Community College (“SCC”) lack the proper technology to succeed in their education. While the Center had requested \$1 million, it was awarded only \$350,000. While the Center has received permission to spend funds in excess of the granted amount, it has not received \$1 million as stated in its Original Comments.

Low Income Internet Usage in Lincoln, Nebraska

In its Original Comments, the Center discussed a survey it had administered to measure certain areas of low income internet usage among 157 clients of the Center who received food distributions from the Center on September 24, 2013 (“September Survey”). A second survey of

277 respondents consisting of the same questions was administered on October 15, 2013 ("October Survey"). A copy of the October Survey is attached hereto as Exhibit "1" and the results from the Survey are attached hereto as Exhibit "2".

The October Survey shows only 42.8% of respondents have a computer in their home. However, only 66% of those who have a computer have one in that is in working condition, leaving 33.8% of respondents without a working computer in their home. While 55.6% of the respondents reported that they had access to internet in their homes, 15% of the respondents stated that they did not own a device that had access to the internet, 10% of the respondents used tablets as their device to access the internet, 32.2% of the respondents use mobile phones to access the internet, and only 42.9% of respondents access the internet via a home computer. Additionally, of those who responded, 61% stated that the speed of their internet services was not adequate for their needs.

The survey also found that 44% of the respondents have children in school, of which 74% were in kindergarten through twelfth grade. Further, 60% of the respondents with children reported that their children need access to the internet for school work.

When asked about the affordability of internet services, 32% stated that they could not afford more than \$20.00 per month for internet service and 36% stated that they could not afford more than \$10.00 per month. In today's market, increased speed costs more per month. So while over half of those who responded stated that the speed of their internet services was not sufficient for their needs, the high cost of faster internet service will limit their ability to access sufficient internet service.

Conclusion

As mentioned in the Center's Original Comments, the Center believes the Commission should work to increase broadband access among low-income consumers in Nebraska. Affordable broadband service is of vital importance to Lincoln's low-income population as it is essential to furthering education, obtaining employment, and providing additional economic opportunities. The Center welcomes the opportunity to work with the Commission and to continue providing data to the Commission regarding the need in the community for broadband subsidies for low-income Nebraska consumers.

The Center looks forward to providing further comments and analysis as this Docket progresses.

DATED this 25th day of October, 2013.

CENTER FOR PEOPLE IN NEED

By: 

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CERTIFICATE OF SERVICE

The undersigned hereby certifies that on this 25th day of October, 2013, five paper copies and one electronic copy of Center for People in Need's Comments in Docket No. NUSF 91 were delivered to:

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A handwritten signature in black ink, appearing to read "Loel P. Brooks", written over a horizontal line.

Loel P. Brooks

CERTIFICATE OF SERVICE

The undersigned hereby certifies that on this 25th day of October, 2013 an electronic copy of Center for People in Need's Reply Comments in Docket No. NUSF 91 was delivered to:

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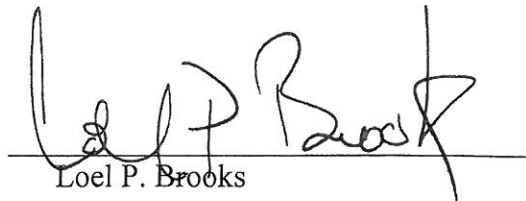
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Loel P. Brooks

EXHIBIT 1

Internet Usage Survey

Individual responses are kept confidential by the Center for People in Need and used only for research purposes

Please fill in the bubbles like this: ●

1. What is your gender?

Male ☐ Female ☐

2. What age are you?

Younger than 19 ☐ 30-39 ☐ 50-59 ☐
20-29 ☐ 40-49 ☐ 60+ ☐

3. What is your ethnicity?

African-American ☐ Multi-Racial ☐ Other ☐
Asian ☐ Native American ☐ White ☐
Hispanic ☐ Pacific Islander ☐ Prefer not to answer ☐
Karen ☐

4. How many children do you have in your household?

0 children ☐ 3 children ☐ 6 Children ☐
1 child ☐ 4 children ☐ 7+ Children ☐
2 children ☐ 5 children ☐

5. What is your household income per month?

\$0 - 500 ☐ \$1501 - 2000 ☐ Prefer not to answer ☐
\$501 - 1000 ☐ \$2001 - 2500 ☐
\$1001 - 1500 ☐ \$2501 + ☐

6. What is the highest level of education you have received?

Less than high school degree ☐ Associates degree ☐
High School degree ☐ Bachelor's degree ☐
Some college, no degree ☐ Post-undergraduate degree ☐
YES NO

7. Do you know what the internet is?

☐ ☐

8. Do you know how to use a computer?

☐ ☐

9. Do you have internet at your home?

☐ ☐

10. If yes on question 9, who is your provider?

Cox ☐ Windstream ☐ Mobile service provider ☐
Time Warner ☐ Other ☐

11. Please mark any devices that you use to access the internet

Personal computer ☐ Tablet ☐
Mobile phone ☐ I do own any devices that can access the internet ☐

12. Do you have a computer in your home?

YES NO
☐ ☐

13. If yes, does it work? (Leave blank if no on 12)

☐ ☐

Additional questions on back page

14. How much do you pay for your internet service each month?

I do not have internet	<input type="radio"/>	\$21-30 per month	<input type="radio"/>	\$51-60 per month	<input type="radio"/>
\$0-10 per month	<input type="radio"/>	\$31-40 per month	<input type="radio"/>	\$60+ per month	<input type="radio"/>
\$11-20 per month	<input type="radio"/>	\$41-50 per month	<input type="radio"/>	Do not know	<input type="radio"/>

15. Does the price you listed include your phone bill?

Yes ☐ No ☐

16. If yes on question 15, how much per month is your phone bill per month?

\$0-10	<input type="radio"/>	\$21-30	<input type="radio"/>	\$50+	<input type="radio"/>
\$11-20	<input type="radio"/>	\$31-40	<input type="radio"/>	Do not know	<input type="radio"/>

17. Is the internet speed you currently receive sufficient for your needs? (Is your internet fast enough?)

Yes ☐ No ☐

18. How many people in your household use a computer and the internet?

1 person	<input type="radio"/>	3 people	<input type="radio"/>	5 people	<input type="radio"/>	7+ people	<input type="radio"/>
2 people	<input type="radio"/>	4 people	<input type="radio"/>	6 people	<input type="radio"/>		

19. Do you currently receive financial assistance for telephone service from the Nebraska Lifeline program? (Assistance or discounted rate on your telephone bill?)

Yes ☐ No ☐

20. Id you do not currently receive internet, how much could you afford to pay for internet on a monthly basis? (If you do receive internet, leave blank)

\$0-10 per month	<input type="radio"/>	\$21-30 per month	<input type="radio"/>	\$50+ per month	<input type="radio"/>
\$11-20 per month	<input type="radio"/>	\$31-40 per month	<input type="radio"/>		

21. Do you have any children in school?

Yes ☐ No ☐

22. If yes on question 21, what level of education are your children enrolled in?

Elementary School	<input type="radio"/>	High School	<input type="radio"/>	Other	<input type="radio"/>
Middle School	<input type="radio"/>	College	<input type="radio"/>		

23. If yes on question 21, do your children need the internet for school work?

Yes ☐ No ☐

24. Do you go to the library to access the internet?

Yes ☐ No ☐

25. Do you find internet access to be important to the daily needs of your household?

Yes ☐ No ☐

EXHIBIT 2



Low Income Internet Usage in Lincoln, Nebraska

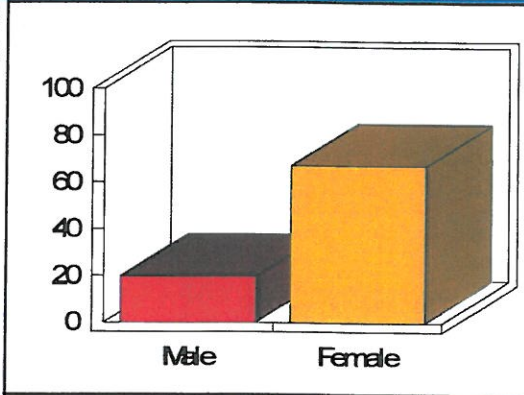
Administered by the Center for People in Need on October 15, 2013
277 Respondents



Internet Usage Survey

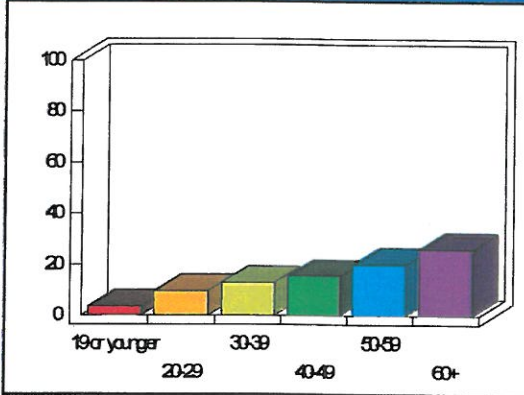
What is your gender?

Mean: 1.77

Response	Frequency	Percent	Valid Percent	Graph
Male	55	19.86	22.82	
Female	186	67.15	77.18	
Total Valid	241	87.00	100.00	
Missing	36	13.00		
Total	277	100.00		

What age are you?

Mean: 4.33

Response	Frequency	Percent	Valid Percent	Graph
19 or younger	10	3.61	4.08	
20-29	27	9.75	11.02	
30-39	36	13.00	14.69	
40-49	43	15.52	17.55	
50-59	56	20.22	22.86	
60+	73	26.35	29.80	
Total Valid	245	88.45	100.00	
Missing	32	11.55		
Total	277	100.00		

What is your ethnicity?

Mean: 6.25

Response	Frequency	Percent	Valid Percent	Graph
African-American	24	8.66	10.17	
Asian	26	9.39	11.02	
Hispanic	38	13.72	16.10	
Karen	2	0.72	0.85	
Multi-Racial	2	0.72	0.85	
Native American	6	2.17	2.54	
Pacific Islander	1	0.36	0.42	
Other	11	3.97	4.66	
White	123	44.40	52.12	
Prefer not to answer	3	1.08	1.27	
Total Valid	236	85.20	100.00	
Missing	41	14.80		
Total	277	100.00		

How many children do you have in your household?

Mean: 2.52

Response	Frequency	Percent	Valid Percent	Graph
0 children	102	36.82	43.97	
1 child	35	12.64	15.09	
2 children	28	10.11	12.07	
3 children	38	13.72	16.38	
4 children	13	4.69	5.60	
5 children	8	2.89	3.45	
6 children	1	0.36	0.43	
7+ children	7	2.53	3.02	
Total Valid	232	83.75	100.00	
Missing	45	16.25		
Total	277	100.00		

What is your household income per month?

Mean: 3.01

Response	Frequency	Percent	Valid Percent	Graph
\$0-500	44	15.88	18.11	
\$501-1000	73	26.35	30.04	
\$1001-1500	47	16.97	19.34	
\$1501-2000	45	16.25	18.52	
\$2001-2500	5	1.81	2.06	
\$2501+	7	2.53	2.88	
Prefer not to answer	22	7.94	9.05	
Total Valid	243	87.73	100.00	
Missing	34	12.27		
Total	277	100.00		

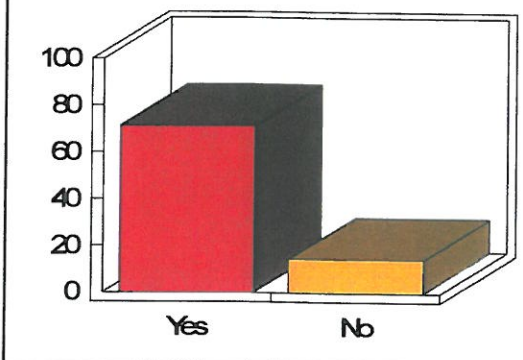
What is the highest level of education you have achieved?

Mean: 2.32

Response	Frequency	Percent	Valid Percent	Graph
Less than high school degree	66	23.83	31.73	
High school degree	71	25.63	34.13	
Some college. No degree	35	12.64	16.83	
Associates degree	19	6.86	9.13	
Bachelor's degree	9	3.25	4.33	
Post-undergraduate degree	8	2.89	3.85	
Total Valid	208	75.09	100.00	
Missing	69	24.91		
Total	277	100.00		

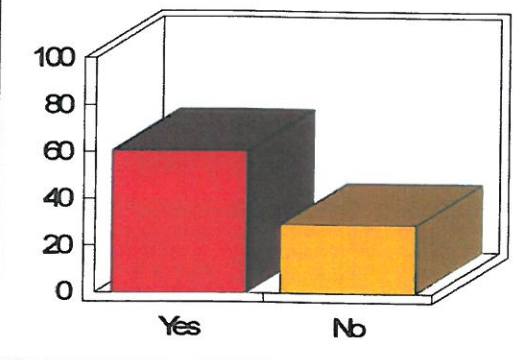
Do you know what the internet is?

Mean: 1.17

Response	Frequency	Percent	Valid Percent	Graph
Yes	198	71.48	83.19	
No	40	14.44	16.81	
Total Valid	238	85.92	100.00	
Missing	39	14.08		
Total	277	100.00		

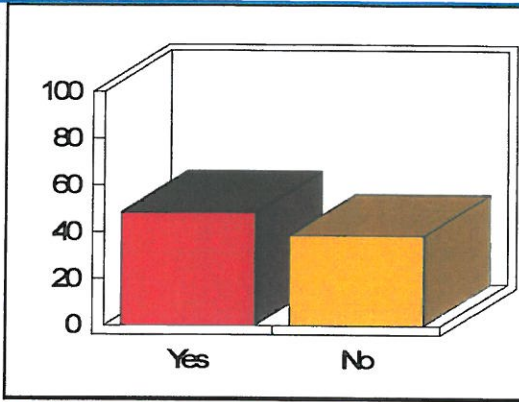
Do you know how to use a computer?

Mean: 1.33

Response	Frequency	Percent	Valid Percent	Graph
Yes	168	60.65	67.47	
No	81	29.24	32.53	
Total Valid	249	89.89	100.00	
Missing	28	10.11		
Total	277	100.00		

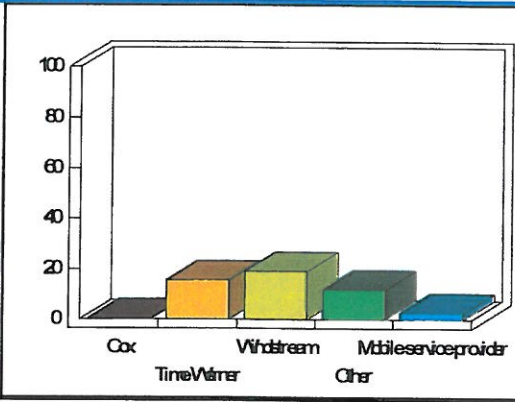
Do you have internet at your home?

Mean: 1.44

Response	Frequency	Percent	Valid Percent	Graph
Yes	134	48.38	55.60	
No	107	38.63	44.40	
Total Valid	241	87.00	100.00	
Missing	36	13.00		
Total	277	100.00		

If yes on the previous question (internet in home), who is your provider?

Mean: 3.03

Response	Frequency	Percent	Valid Percent	Graph
Cox	1	0.36	0.72	
Time Warner	43	15.52	31.16	
Windstream	53	19.13	38.41	
Other	33	11.91	23.91	
Mobile service provider	8	2.89	5.80	
Total Valid	138	49.82	100.00	
Missing	139	50.18		
Total	277	100.00		

Please mark any devices that you use to access the internet

Mean: 1.97

Response	Frequency	Percent	Valid Percent	Graph
Personal computer	57	20.58	42.86	
Mobile phone	43	15.52	32.33	
Tablet	13	4.69	9.77	
I do not own any devices that can access the internet	20	7.22	15.04	
Total Valid	133	48.01	100.00	
Missing	144	51.99		
Total	277	100.00		

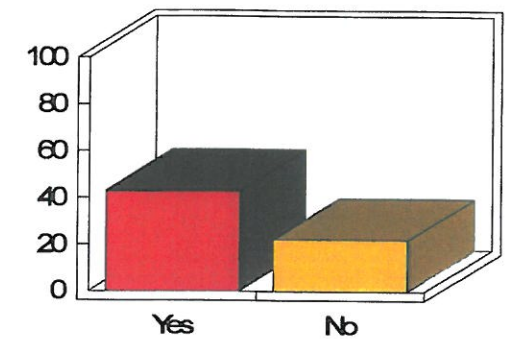
Do you have a computer in your home?

Mean: 1.57

Response	Frequency	Percent	Valid Percent	Graph
Yes	86	31.05	42.79	
No	115	41.52	57.21	
Total Valid	201	72.56	100.00	
Missing	76	27.44		
Total	277	100.00		


If yes (on having a computer in home), does it work?

Mean: 1.34

Response	Frequency	Percent	Valid Percent	Graph
Yes	119	42.96	66.11	
No	61	22.02	33.89	
Total Valid	180	64.98	100.00	
Missing	97	35.02		
Total	277	100.00		

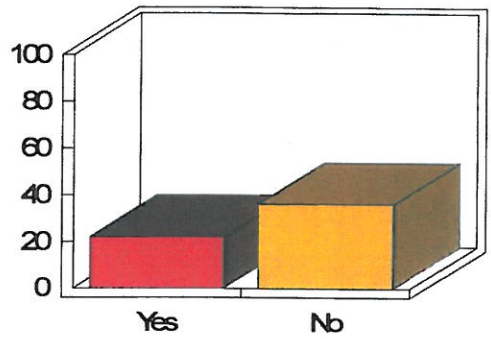
How much do you pay for your internet service each month?

Mean: 4.51

Response	Frequency	Percent	Valid Percent	Graph
I do not have internet	37	13.36	24.50	
\$0-10 per month	10	3.61	6.62	
\$11-20 per month	2	0.72	1.32	
\$21-30 per month	36	13.00	23.84	
\$31-40 per month	11	3.97	7.28	
\$41-50 per month	17	6.14	11.26	
\$51-60 per month	9	3.25	5.96	
\$60+ per month	7	2.53	4.64	
Do not know	22	7.94	14.57	
Total Valid	151	54.51	100.00	
Missing	126	45.49		
Total	277	100.00		

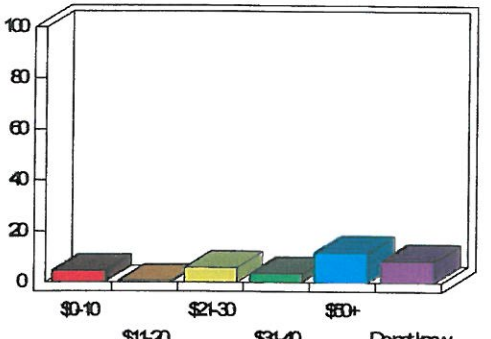
Does the price you listed on question 14 (internet bill) include your phone bill?

Mean: 1.62

Response	Frequency	Percent	Valid Percent	Graph
Yes	61	22.02	37.89	
No	100	36.10	62.11	
Total Valid	161	58.12	100.00	
Missing	116	41.88		
Total	277	100.00		

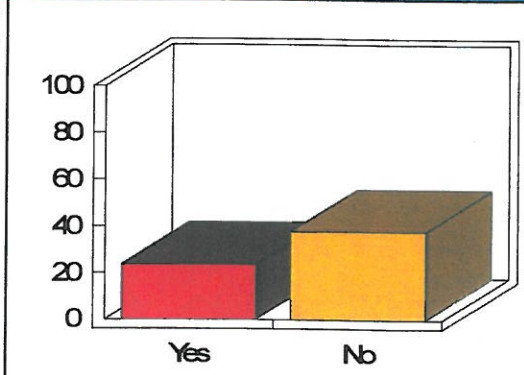
If no on question 15, how much per month is your phone bill?

Mean: 4.22

Response	Frequency	Percent	Valid Percent	Graph
\$0-10	13	4.69	13.27	
\$11-20	2	0.72	2.04	
\$21-30	16	5.78	16.33	
\$31-40	10	3.61	10.20	
\$50+	33	11.91	33.67	
Do not know	24	8.66	24.49	
Total Valid	98	35.38	100.00	
Missing	179	64.62		
Total	277	100.00		

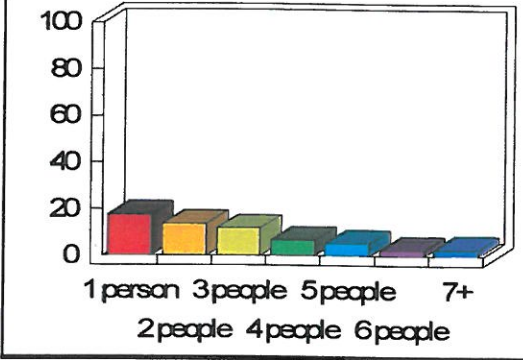
Is the internet speed you currently receive sufficient for your needs? (Is your internet fast enough?)

Mean: 1.61

Response	Frequency	Percent	Valid Percent	Graph
Yes	66	23.83	38.60	
No	105	37.91	61.40	
Total Valid	171	61.73	100.00	
Missing	106	38.27		
Total	277	100.00		

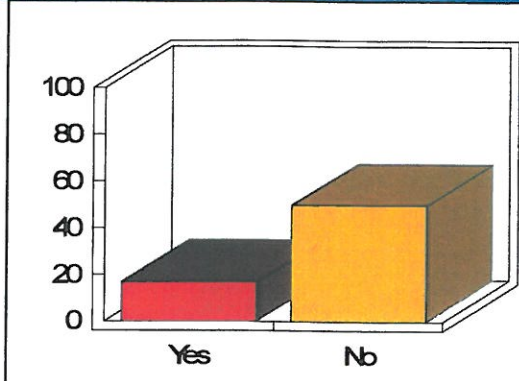
How many people in your household use a computer and the internet?

Mean: 2.80

Response	Frequency	Percent	Valid Percent	Graph
1 person	49	17.69	28.99	
2 people	38	13.72	22.49	
3 people	33	11.91	19.53	
4 people	19	6.86	11.24	
5 people	15	5.42	8.88	
6 people	7	2.53	4.14	
7+	8	2.89	4.73	
Total Valid	169	61.01	100.00	
Missing	108	38.99		
Total	277	100.00		

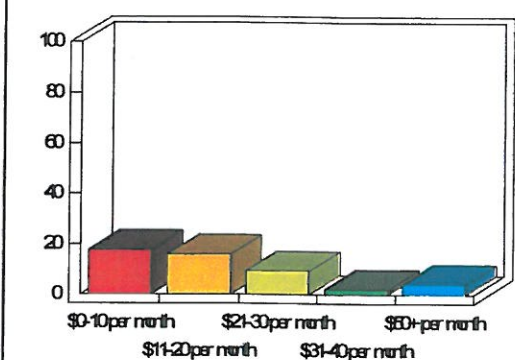
Do you currently receive financial assistance for telephone service from the Nebraska Lifeline program?

Mean: 1.75

Response	Frequency	Percent	Valid Percent	Graph
Yes	47	16.97	25.41	
No	138	49.82	74.59	
Total Valid	185	66.79	100.00	
Missing	92	33.21		
Total	277	100.00		

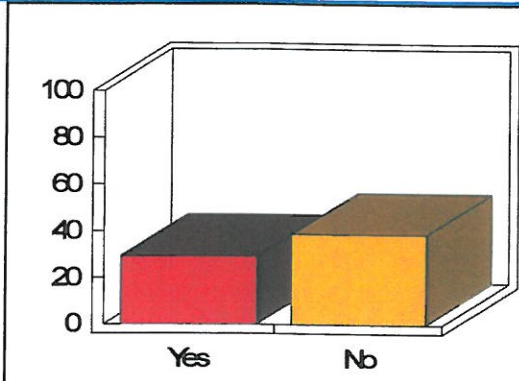
If you do not currently receive internet, how much could you afford to pay for internet on a month basis?

Mean: 2.18

Response	Frequency	Percent	Valid Percent	Graph
\$0-10 per month	49	17.69	35.77	
\$11-20 per month	44	15.88	32.12	
\$21-30 per month	26	9.39	18.98	
\$31-40 per month	6	2.17	4.38	
\$50+ per month	12	4.33	8.76	
Total Valid	137	49.46	100.00	
Missing	140	50.54		
Total	277	100.00		

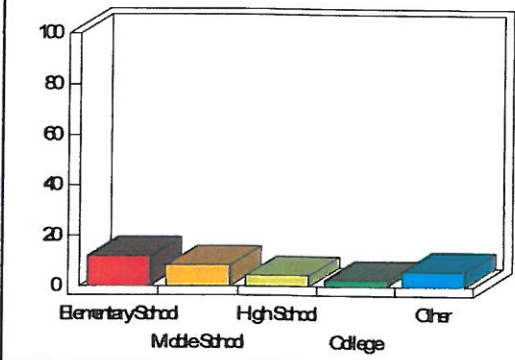
Do you have any children in school?

Mean: 1.57

Response	Frequency	Percent	Valid Percent	Graph
Yes	81	29.24	43.09	
No	107	38.63	56.91	
Total Valid	188	67.87	100.00	
Missing	89	32.13		
Total	277	100.00		

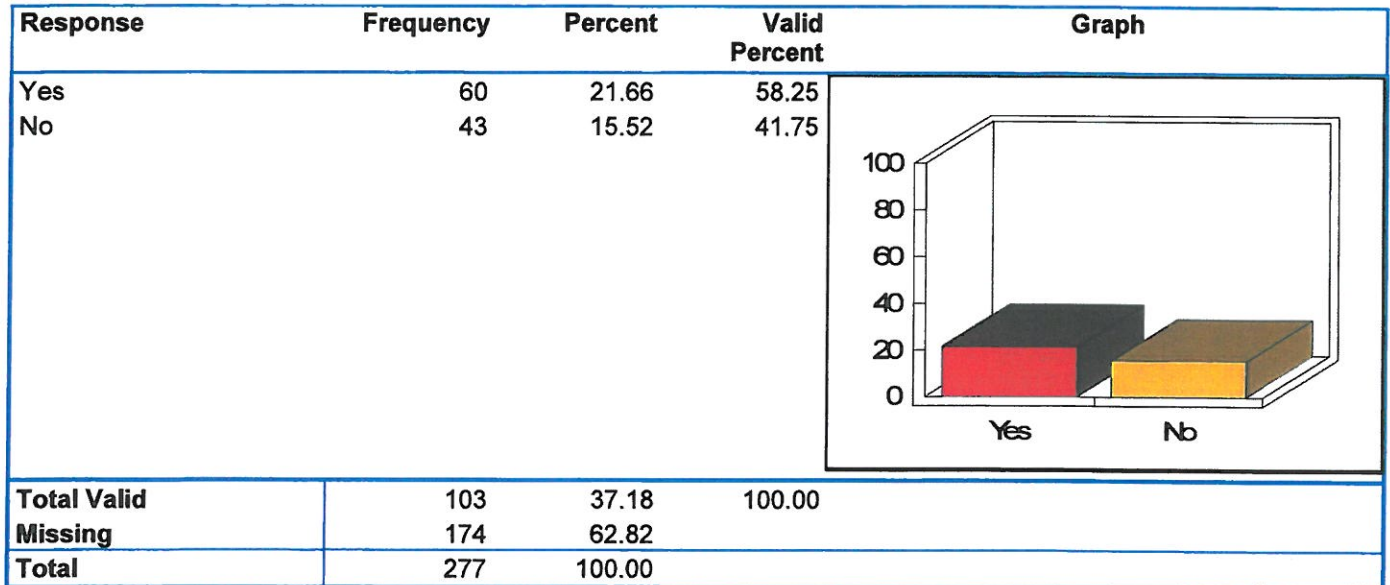
If yes on question 21, what level of education are your children enrolled in?

Mean: 2.48

Response	Frequency	Percent	Valid Percent	Graph
Elementary School	33	11.91	35.87	
Middle School	23	8.30	25.00	
High School	12	4.33	13.04	
College	7	2.53	7.61	
Other	17	6.14	18.48	
Total Valid	92	33.21	100.00	
Missing	185	66.79		
Total	277	100.00		

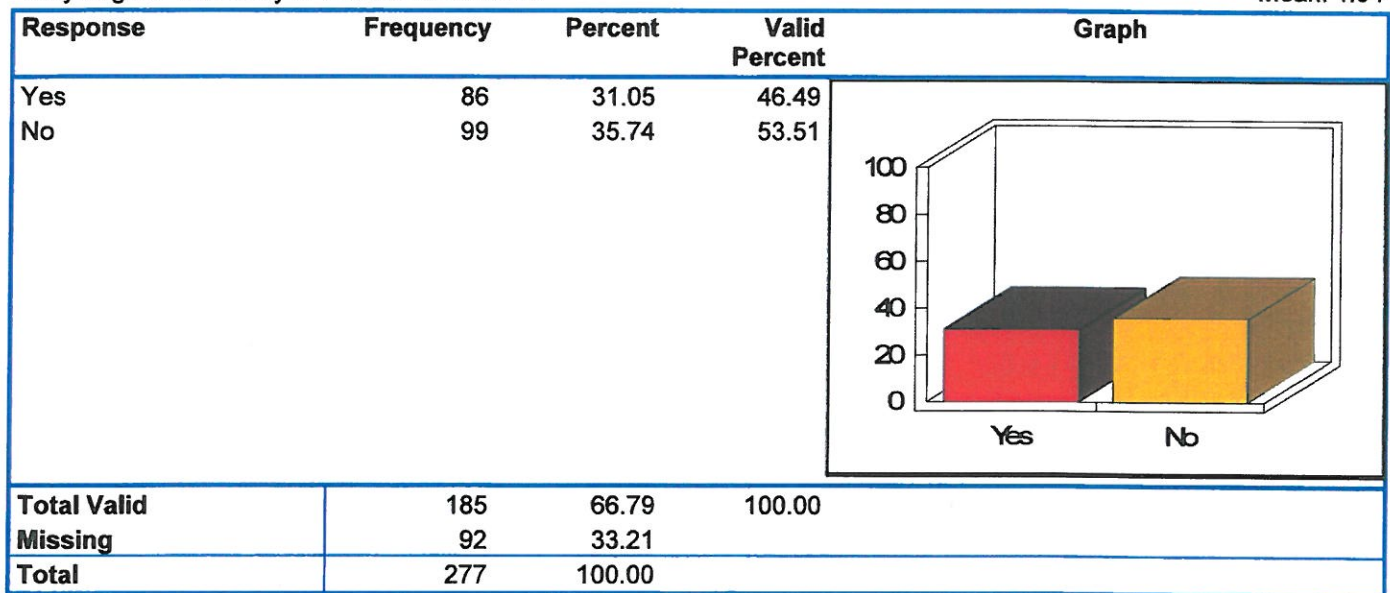
If yes on question 21, do your children need the internet for school work?

Mean: 1.42



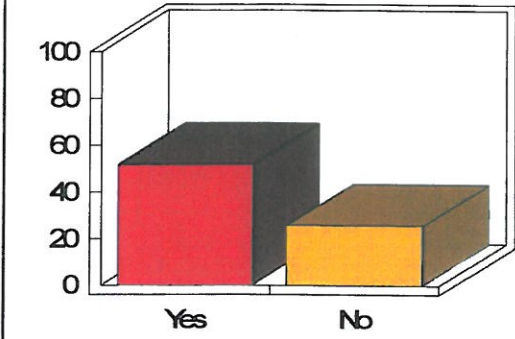
Do you go to the library to access the internet?

Mean: 1.54



Do you find internet access to be important to the daily needs of your household?

Mean: 1.33

Response	Frequency	Percent	Valid Percent	Graph
Yes	143	51.62	66.82	
No	71	25.63	33.18	
Total Valid	214	77.26	100.00	
Missing	63	22.74		
Total	277	100.00		