

OTSEGO COUNTY

TECHNOLOGY ACTION PLAN

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AND THE
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INTRODUCTION

The purpose of this report is to summarize the community's assessment of local broadband access, adoption, and use, and to provide an action plan for broadband acceleration.

Background

Deploying broadband infrastructure, services, and applications, as well as supporting the universal adoption and meaningful use of broadband, are challenging - but required - building blocks of a twenty-first century community. The success of a community has become dependent on how broadly and deeply the community adopts technology resources – this includes access to reliable high-speed networks, digital literacy of residents, and the use of online resources locally for business, government, and leisure. Due in large part to private investment and market-driven innovation, broadband in America has improved considerably in the last decade. More Americans are online at faster speeds than ever before.

Despite the progress, there are still critical problems that slow the progress of the access, adoption, and use of broadband. Connected Nation estimates that approximately 70 million, or 30%, of Americans do not subscribe to home broadband service, and adoption varies significantly across socioeconomic lines.¹ Connected Nation's studies also show that 17 million families with children do not have broadband at home – and 7.6 million of these children live in low-income households. Connected Nation also estimates that at least 1.8 million businesses - 24% - in the United States do not utilize broadband technology today.²

In early 2009, Congress directed the Federal Communications Commission (FCC) to develop a National Broadband Plan (NBP) to ensure every American has “access to broadband capability.”³ Congress also required that the plan include a detailed strategy for achieving affordability and maximizing use of broadband to advance “consumer welfare, civic participation, public safety and homeland security, community development, healthcare delivery, energy independence, and efficiency, education, employee training, private sector investment, entrepreneurial activity, job creation and economic growth, and other national purposes.”⁴

¹ *Consumer Broadband Adoption Trends*, Connected Nation, Inc., March 2013, <http://www.connectednation.org/survey-results/residential>

² Connected Nation, *Broadband and Business: Leveraging Technology to Stimulate Economic Growth*, <http://www.connectednation.org/survey-results/business>

³ *Connecting America: The National Broadband Plan*, Federal Communications Commission, April 2010, <http://www.broadband.gov/download-plan/>

⁴ *Ibid.*

To fulfill Congress's mandate, the National Broadband Plan, released in 2010, makes recommendations to the FCC, the Executive Branch, Congress, and state and local governments that influence the broadband ecosystem – networks, devices, content, and applications – in four ways:

1. Design policies to ensure robust competition and, as a result, maximize consumer welfare, innovation, and investment.
2. Ensure efficient allocation and management of assets and government controls or influences, such as spectrum, poles, and rights-of-way, to encourage network upgrades and competitive entry.
3. Reform current universal service mechanisms to support deployment of broadband and voice in high-cost areas; and ensure that low-income Americans can afford broadband; and in addition, support efforts to boost adoption and utilization.
4. Reform laws, policies, standards, and incentives to maximize the benefits of broadband in sectors that government influences significantly, such as public education, healthcare and government operations.⁵

In addition to these recommendations, the plan recommended that the country set the following six goals for 2020 to serve as a compass over the decade:

GOAL No. 1: At least 100 million U.S. homes should have affordable access to actual download speeds of at least 100 megabits per second and actual upload speeds of at least 50 megabits per second.

GOAL No. 2: The United States should lead the world in mobile innovation, with the fastest and most extensive wireless networks of any nation.

GOAL No. 3: Every American should have affordable access to robust broadband service and the means and skills to subscribe if they so choose.

GOAL No. 4: Every American community should have affordable access to at least 1 gigabit per second broadband service to anchor institutions such as schools, hospitals, and government buildings.

GOAL No. 5: To ensure the safety of the American people, every first responder should have access to a nationwide, wireless, interoperable broadband public safety network.

GOAL No. 6: To ensure that America leads in the clean energy economy, every American should be able to use broadband to track and manage their real-time energy consumption.⁶

⁵ Ibid.

⁶ Ibid.

Meeting these six goals will help achieve the Congressional mandate of using broadband to achieve national purposes, while improving the economics of deployment and adoption. While the National Broadband Plan recommends significant action by the FCC, the Executive Branch, and Congress, it requires a strong partnership among all broadband stakeholders. Federal action is necessary, but state, local, and Tribal governments, corporations, and community-based organizations must all do their part to build a high-performance America.

To assist communities in localizing the goals and recommendations made by the National Broadband Plan, Connected Nation developed the Connected Community Engagement Program.⁷ The program is designed to help communities identify local technology assets, complete an assessment of local broadband access, adoption, and use, and develop an action plan for accelerating broadband's integration into the community's priorities.

Methodology

By actively participating in the Connected Community Engagement Program, the Otsego County Technology Planning Team is boosting the community's capabilities in education, healthcare, and public safety, and stimulating economic growth and spurring job creation. The Otsego County Technology Planning Team has collaborated with multiple community organizations and residents to:

1. Empower a community team leader (local champion) and create a community team composed of a diverse group of local residents from various sectors of the economy including education, government, healthcare, the private sector, and libraries.
2. Identify the community's technology assets, including local infrastructure, providers, facilities, websites, and innovative uses employed by institutions.
3. Complete the Connected Assessment, a measurement of the community's access, adoption, and use of broadband based on the recommendations of the National Broadband Plan.
4. Match gaps in the local broadband ecosystem to solutions and best practices being utilized by communities across the nation.
5. Pursue Connected certification, a nationally recognized platform for spotlighting communities that excel in the access, adoption, and use of broadband.

⁷ Connected Nation, parent company for Connect Michigan, is a national non-profit 501(c)(3) organization that expands access to and use of broadband Internet and the related technologies that are enabled when individuals and communities have the opportunity and desire to connect. Connected Nation works in multiple states to engage community stakeholders, state leaders, and technology providers to develop and implement technology expansion programs with core competencies centered around the mission to improve digital inclusion for people and places previously underserved or overlooked.



CONNECTED ASSESSMENT

The Connected Assessment framework is comprised of three elements: access, adoption, and use. Each sub-assessment has a maximum of 40 points. To achieve Connected certification, the community must have 32 points in each sub-assessment and 100 points out of 120 points overall.

- The access assessment reviews whether an adequate broadband foundation exists for the community. The criteria within the access sub-assessment endeavors to identify gaps that could affect a local community broadband ecosystem including: last mile and middle mile issues, cost issues, and competition issues. As noted in the National Broadband Plan, broadband access “is a foundation for economic growth, job creation, global competitiveness and a better way of life.”⁸
- Broadband adoption is important for consumers, institutions, and communities alike to take the next step in fully utilizing broadband appropriately. The adoption sub-assessment seeks to ensure the ability of all individuals to access and achieve meaningful use of broadband service by measuring the community’s capability and commitment to eliminating the major barriers that keep non-adopters from getting broadband.
- Broadband use is the most important component of the framework because it is where the value of broadband can finally be realized. However, without access to broadband and adoption of broadband, meaningful use of broadband wouldn’t be possible. As defined by the NBP, meaningful use of broadband includes those areas of economic opportunity, education, government, and healthcare where values to individuals, organizations, and communities can be realized.

Connected Assessment Criteria

The criteria for the Connected Assessment stems from the Federal Communication Commission’s National Broadband Plan, as well as the broadband speed tiers used under the National Telecommunications and Information Administration’s State Broadband Initiative Grant Program. The Connected Assessment’s thirteen questions are as follows:

⁸ *Connecting America: The National Broadband Plan*, Federal Communications Commission, April 2010, <http://www.broadband.gov/download-plan/>



ACCESS

- **Broadband Availability:** What percentage of homes in the community has access to fixed broadband speeds of 3 Mbps or higher?⁹
- **Broadband Speeds:** What is the highest speed level available to at least 75% of the households in your community?
- **Broadband Competition:** What percentage of homes in the community has access to more than one broadband provider?
- **Middle Mile Access:** What is the availability of middle mile access to the community?
- **Mobile Broadband Availability:** What is the mobile broadband availability in your community?

ADOPTION

- **Digital Literacy:** What is the number of digital literacy program graduates over the past year in the community?
- **Public Computer Centers:** What is the number of public computer hours available per low-income resident per week?
- **Broadband Awareness:** What percentage of the community is reached by broadband awareness campaigns?
- **Vulnerable Population Focus:** How many vulnerable population groups are being targeted within the community?

USE

- **Economic Opportunity:** What economic opportunity applications are currently in place utilizing broadband technology?
- **Education:** What broadband-enabled applications are currently being utilized by the education sector?
- **Government:** What broadband-enabled applications are currently being utilized by the government sector?
- **Healthcare:** What broadband-enabled applications are currently being utilized by the healthcare sector?

⁹ The Broadband Availability criterion is based on the speed tiers required by the National Telecommunications and Information Administration's State Broadband Initiative Grant Program. The closest combination of speeds for which NTIA collects data that would allow a consumer, according to the Federal Communications Commission's National Broadband Plan, to "access a basic set of applications that include sending and receiving e-mail, downloading web pages, photos and video, and using simple video conferencing" is 3 Mbps downstream and 768 kbps upstream. Downstream speed measures the rate at which a user can download data from the Internet, including viewing Web pages, receiving e-mails, or downloading music. Upstream speed measures the rate at which a user can upload data to the Internet, including sending e-mail messages and files. For more information, go to: http://www.ntia.doc.gov/files/ntia/publications/usbb_avail_report_05102013.pdf.

Community Technology Scorecard

The Community Technology Scorecard provides a summary of the community's Connected Assessment. The Connected Assessment's criteria are reflective of the recommendations made by the Federal Communications Commission's National Broadband Plan. These scores reflect the community's progress to meeting these national benchmarks to universal fixed broadband service, ubiquitous mobile service, and growing access to higher speed next-generation services. Lower scores do not necessarily signify a complete lack of access to broadband service but instead reflect that the broadband infrastructure in the community has not met these national goals and benchmarks.

Community Technology Scorecard Brief

The Community Technology Scorecard provides a summary of Otsego County's Connected Assessment.

- The community scored 33 out of a possible 40 points in broadband access primarily because of the major investment in both middle-mile and last mile infrastructure by the service providers, in addition to strong support from the community's leaders.
- The community scored 40 out of a possible 40 points in broadband adoption. This score indicates strong support within the community for the adoption of broadband.
- The community scored 40 out of a possible 40 points in broadband use. This score indicates high scores in economic opportunity, education, government, and healthcare.
- Otsego County achieved a score of 113 points out of 120 for overall broadband and technology readiness, which indicates that the community is exhibiting high success in technology access, adoption, and use and has surpassed the score of 100 required for Connected certification.
- Otsego County exceeded the 32 points in each focus area that are required for certification and has qualified for full certification.

While the results indicate that the community has made tremendous strides and investments in technology, this technology action plan will provide some insight and solutions that will help the community continue to achieve success.



Community Technology Scorecard Community Champions: Kristy Kelley Community Advisor: Tom Stephenson				
FOCUS AREA	ASSESSMENT CRITERIA	DESCRIPTION	SCORE	MAXIMUM POSSIBLE SCORE
ACCESS	Broadband Availability	95% to 97.9% of households have access to 3 Mbps	8	10
	Broadband Speeds	75% of households with access to at least 10 Mbps	3	5
	Broadband Competition	90.0% to 94.9% of households with access to more than 1 broadband provider	4	5
	Middle Mile Access	Availability of middle mile fiber infrastructure from more than 1 provider	10	10
	Mobile Broadband Availability	95.0% to 98.9% of households with access to mobile wireless	8	10
	ACCESS SCORE			33
ADOPTION	Digital Literacy	Program grads are greater than 10 per 1000 residents over the past year	10	10
	Public Computer Centers	500 computer hours per 1000 low income residents per week	10	10
	Broadband Awareness	Campaigns reach 100% of the community	10	10
	Vulnerable Population Focus	At least 5 groups	10	10
	ADOPTION SCORE			40
USE	Economic Opportunity	3 advanced, 16 basic uses	10	10
	Education	8 advanced, 9 basic uses	10	10
	Government	4 advanced, 4 basic uses	10	10
	Healthcare	6 advanced, 3 basic uses	10	10
	USE SCORE			40
COMMUNITY ASSESSMENT SCORE			113	120



Itemized Key Findings

The Otsego County Technology Planning Team identified the following key findings (in addition to findings illustrated in the community scorecard) through its technology assessment:

ACCESS

- 23 last mile broadband providers currently provide service in Otsego County:
 - 95.91% of households have access to 3 Mbps.
 - More than 75.25% of Otsego County homes have access to 10 Mbps service.
 - 93.65% of Otsego County households have access to more than 1 provider.
- Middle mile fiber infrastructure is available from multiple providers in Otsego County.
- 98.61% of Otsego County households have access to mobile broadband.

ADOPTION

- 6 Digital Literacy Programs exist in the community resulting in 269 graduates over the past year.
- 4 Public Computer Centers (PCC) with a total of 58 computers are open to the public.
- 5 Broadband Awareness Campaigns are reaching 100% of Otsego County.
- 12 organizations are working with vulnerable populations.

USE

- At least 19 uses of broadband were identified in the area of economic opportunity including 3 advanced uses and 16 basic uses.
- At least 17 uses of broadband were identified in the area of education including 8 advanced uses and 9 basic uses.
- At least 8 uses of broadband were identified in the area of government including 4 advanced uses and 4 basic uses.
- At least 9 uses of broadband were identified in the area of healthcare including 6 advanced uses and 3 basic uses.

In addition to the items identified above, the Otsego County Technology Planning Team identified the following technology resources in the community:

Technology Providers

- 23 broadband providers
- 1 hardware provider
- 3 network developers
- 6 web developers

Technology Facilities

- 4 public computing centers
- 24 wireless hotspots



- 1 video conference facility

Community Websites

- 1 Agriculture-related website
- 1 Business-related website (excluding private businesses)
- 2 Education-related websites
- 12 Government-related websites
- 1 Healthcare-related website
- 4 Tourism-related websites

Community Priority Projects

The Connected Assessment has culminated in the outlining of projects designed to empower the community to accelerate broadband access, adoption, and use. Below are five priority projects. Detailed descriptions of each project can be found in the *Action Plan* section later in this report.

- 1. Create Local Jobs Via Teleworking Opportunities**
- 2. Digital Literacy and Low-Cost Broadband Program**
- 3. Facilitate a Technology Summit**
- 4. Implement a Community-Based Technology Awareness Program**
- 5. Pursue Next Generation 911 Upgrades**

All Proposed Projects

Below is a complete list of proposed projects. Detailed descriptions of each project can be found in the *Action Plan* section later in this report.

ACCESS

Broadband Availability

1. Perform an Analysis of Local Policies and Ordinances

Broadband Speeds

No proposed projects

Broadband Competition

2. Study and Possibly Reassess Major Telecom Purchase Contracts

Middle Mile Access

No proposed projects

Mobile Broadband Availability

3. Deploy Educational WiMAX



4. Identify, Map, and Validate Broadband Demand
5. Perform a Broadband Build-out Analysis in Unserved Areas
6. Complete a Vertical Assets Inventory

ADOPTION

Digital Literacy

7. Digital Literacy and Low-Cost Broadband Program

Public Computer Centers

No proposed projects

Broadband Awareness

8. Facilitate a Technology Summit
9. Implement a Community-Based Technology Awareness Program

Vulnerable Population Focus

No proposed projects

USE

Economic Opportunity

10. Develop or Identify a Broadband Training and Awareness Program for Small and Medium Businesses
11. Create Local Jobs Via Teleworking Opportunities

Education

12. Improve Education through Digital Learning

Government

13. Improve Online Business Services Offered by the Government
14. Pursue Next Generation 911 Upgrades

Healthcare

15. Promote Telemedicine in Remote Areas



DETAILED FINDINGS

Current Community Technology Developments in Otsego County

During the Connected assessment, the community team identified projects that are currently in development or being implemented. These projects are helping to enhance technology in Otsego County:

- The St. Mary Cathedral School of Gaylord is implementing a One-on-One initiative using iPads in pre-K, Netbooks in the third grade, Chrome books for the fourth and fifth grade, and Chrome books for the High School.
- The St. Mary Cathedral School of Gaylord is implementing technology improvements for classrooms including: digital projectors, hand-held mobile devices, document cameras, and one electronic white board.
- The Gaylord Community School District has partnered with the Michigan Virtual University to create the Gaylord Virtual High School. Gaylord Virtual High School utilizes teachers, curricula, and materials to deliver a first class program that students can do from home. In addition, being a public school academy, the students of the Gaylord Community School District can attend the Gaylord Virtual High School at no additional cost to a student's family.
- The Johannesburg-Lewiston Area Schools organized a communication plan/campaign in 2009 promoting district-wide technology bond. The result was successful passage generating excess of \$750,000 that was applied toward technology improvements for classrooms including: digital projectors, hand-held mobile devices, document cameras, and electronic white boards.
- Otsego Memorial Hospital was named the "Most Wired Small and Rural Hospital" in 2009 and 2010 and "Most Wired Hospital" overall in 2011 and 2013 for adopting technologies to improve patient documentation, advance clinical decision support and evidence-based protocols, reduce the likelihood of medication errors, and rapidly restore access to data in the case of a disaster or outage.
- Otsego County is extending the community owned broadband network (UCMAN) by wireless to the underserved Pigeon River Forest and eastern Vanderbilt area by a new tower installation.
- The University Center will be adding Social and Business Networking classes as part of its 2014 Community Education programming.
- The Otsego County Commission on Aging will be developing on-line class programming for senior citizens in Otsego County.
- Subject to contract negotiations with for-profit partners in Reach 1 and 2 fiber installations, UCMAN will be made available to underserved last mile solutions within and beyond Otsego County.



- Subject to pending contract negotiation with the State of Michigan, UCMAN fiber will be made available to the State by an Interagency Agreement.
- Otsego County Library is part of a grant project that allowed for the purchase of multiple Kindle HD devices for public use. Four of these were allocated for youth and six to teens and adults.
- The Otsego County Library offers Mango languages, Zinio online magazines, and BIG read-digital community reading programs.
- In 2008, the Otsego County Commission on Aging, in partnership with the MSU School of Social Work, MSU Extension, and the University Center at Gaylord began a research study format to Otsego County older adults (age 60 and older) known as the Technology and Aging Program (TAP). TAP helped participants to increase their comfort with technology (computers), increase their awareness of Internet safety and security issues, and provide tools that will help them connect with family and friends, no matter where they live. The program was so popular that participants requested additional training. To accommodate the need for additional technology training, the Computer Club was started.

Otsego County Assessment Findings

Residents in Otsego County (or sections of the community) are served by 19 providers. Currently, broadband is defined as Internet service with advertised speeds of at least 768 Kbps downstream and 200 Kbps upstream.¹⁰ According to Connect Michigan’s latest broadband mapping update, the following providers have a service footprint in the Otsego County Community:

Broadband Providers	Technology Type	Website Reference
Agri-Valley Broadband, Inc./miSpot	Fixed Wireless	http://mispot.net
Alphacomm.net	DSL	http://alphacomm.net
AT&T Mobility LLC	Mobile Wireless	www.wireless.att.com
Boardman River Communications, LLC	Fixed Wireless	www.brconline.net
CenturyLink	DSL	www.centurylink.com
Chain of Lakes Internet	Fixed Wireless	www.colicom.com
Charter Communications, Inc.	Cable, Middle Mile Fiber	www.charter.com
Cherry Capital Connection, LLC	Fixed Wireless	www.cherrycapitalconnection.com
Frontier North, Inc.	DSL	www.frontier.com
Gaslight Media	Fixed Wireless	www.gaslightmedia.com

¹⁰ Organizations define broadband in different ways. For information to be included on the National Telecommunications and Information Administration’s National Broadband Map, the technology must provide a two-way data transmission (to and from the Internet) with advertised speeds of at least 768 kilobits per second (Kbps) downstream and at least 200 Kbps upstream to end users. The Connected Community Engagement Program defines basic broadband as 768 Kbps downstream and 200 Kbps upstream.

I-2000, Inc.	DSL, Fixed Wireless	www.i2k.net
Lewiston Communications	Cable	http://portal.lewistoncomm.com
M33 Access	Fixed Wireless	www.m33access.com
Pigeon Telephone Company	DSL	www.pigeontelephone.com
RACC Enterprises LLC	Fixed Wireless	www.racc2000.com
SpeedConnect	Fixed Wireless	www.speednetllc.com
Sprint	Mobile Wireless	www.sprint.com
Verizon Wireless	Mobile Wireless	www.verizonwireless.com
Winn Telecom	DSL, Fiber, Fixed Wireless	www.wintel.com

Below is a list of community websites (sorted by category) designed to share and promote local resources.

Organization Name	Website	Website Category
MSU Extension Otsego County	www.portal.msue.msu.edu/portal/default.cfm?pageset_id=28486	Agriculture
Otsego County United Way	www.otsegounitedway.org	Business
Kirtland M-Tec	www.kirtland.edu/mtec	Education
University Center Gaylord	www.ucgaylord.org	Education
Bagley Township	www.michigantownships.org/twp_details.asp?fips=04780	Government
Charlton Township	www.charltontownship.com	Government
Chester Township	www.otsego.org/chester	Government
City of Gaylord	www.cityofgaylord.com	Government
Corwith Township	www.vanderbiltmich.com/corwith.html	Government
Dover Township	www.michigantownships.org/twp_details.asp?fips=22840	Government
Elmira Township	www.elmiratownship.com	Government
Hayes Township	www.otsego.org/hayes	Government
Livingston Township	www.otsego.org/livingston	Government
Northeast Michigan Council of Governments	www.nemcog.org	Government
Otsego County	www.otsegocountymi.gov	Government
Otsego Lake Township	www.otsegolaketownship.org	Government
Health Department of Northwest Michigan	www.nwhealth.org	Healthcare
Gaylord Tourism Bureau	www.gaylordmichigan.net	Tourism
Otsego County Connection	www.otsego.org	Tourism
Otsego County Fairgrounds	www.otsegocountyfairgrounds.org	Tourism
Otsego County Parks and Recreation	www.otsegocountyparksrec.com/web/wb	Tourism

Below is a list of local technology companies that are providing technical services or distributing/selling technical resources.

Company Name	Website	Provider Type
Alpine Computers	www.alpinecomputers.biz	Hardware Provider
ByteJumper LLC	www.bytejumper.com	Network Integrator
Integrated Systems Consultants	www.goisc.net	Network Integrator
Stellar Computer Services	www.stellarcomputerservices.com	Network Integrator
ACD.Net	www.acd.net	Other
Great Lakes Comnet	www.glcom.net	Other
Lynx Network Group	www.lynxnetworkgroup.com	Other
MERIT Network	www.merit.edu	Other
Peninsula Fiber Network	www.pfnllc.net	Other
UCMAN	www.ucman.org	Other
ABC Test Company	www.gaslightmedia.com	Web Developer
AlpineWEB	www.alpinewebsites.com	Web Developer
Divine Design	www.divinedesign.us	Web Developer
Executive Office Services	www.exec-services.com	Web Developer
Gaylord Web Design	www.gaylordwebdesign.com	Web Developer
IPRUS.NET, LLC	www.iprus.net	Web Developer

Below is a list of organizations that are making technological resources available to the community. These include organizations that provide videoconferencing, public computing, and wireless hotspots.

Organization Name	Website	Resource Type
Otsego County Library- Gaylord	www.otsego.lib.mi.us	Public Computer Facility
Otsego County Library- Johannesburg	www.otsego.lib.mi.us	Public Computer Facility
Otsego County Library- Vanderbilt	www.otsego.lib.mi.us	Public Computer Facility
University Center Gaylord	www.ucgaylord.org	Public Computer Facility
Otsego County Library	www.otsego.lib.mi.us	Video Conference Facility
Alpine Tavern and Eatery	www.alpinetavernandeatery.com	Wireless Hotspot
Alpine Web	www.alpinewebsites.com	Wireless Hotspot
Bennethums	www.bennethums.com	Wireless Hotspot
Big Buck Brewery	www.bigbuck.com	Wireless Hotspot
Biggby Coffee	www.biggby.com	Wireless Hotspot
Bob Evans	www.bobevans.com	Wireless Hotspot
Chalet Marathon	N/A	Wireless Hotspot

Divine Designs	www.divinedesign.us/home.html	Wireless Hotspot
EPCS	www.e-p-c-s.com	Wireless Hotspot
Executive Office Services	www.exec-services.com	Wireless Hotspot
Gaylord KOA	http://koa.com/campgrounds/gaylord	Wireless Hotspot
Hampton Inn	http://hamptoninn.hilton.com/Gaylord	Wireless Hotspot
Jan's Northside Deli & Market	https://www.facebook.com/pages/Jans-Deli-Gaylord-Mi/112966792140087	Wireless Hotspot
Lady Latte/Seams Like New	www.facebook.com/SeamsLikeNew	Wireless Hotspot
McDonald's	www.mcmichigan.com/1611	Wireless Hotspot
Otsego County Courthouse	www.circuit46.org	Wireless Hotspot
Otsego County Library- Gaylord	www.otsego.lib.mi.us	Wireless Hotspot
Otsego County Library- Vanderbilt	www.otsego.lib.mi.us	Wireless Hotspot
Otsego County Library- Vanderbilt	www.otsego.lib.mi.us	Wireless Hotspot
Otsego Lake State Park	http://otsegocountyparksrec.com/web/wb/pages/otsego-lake-county-park.php	Wireless Hotspot
Paul's Pub	www.paulspubandcatering.com	Wireless Hotspot
Spicy Bob's	www.spicybobs.com	Wireless Hotspot
Sugar Bowl Restaurant	www.sugarbowlrestaurant.com	Wireless Hotspot
Tim Hortons	www.timhortons.com/us/en	Wireless Hotspot

Connected Assessment Analysis



ACCESS SCORE EXPLANATION

Broadband Availability (8 out of 10 Points Possible) – is measured by analyzing the percentage of households in the community with access to fixed broadband speeds of 3 Mbps or higher. Data is collected by Connected Nation’s broadband mapping program.¹¹ If broadband data is

¹¹ Connected Nation is working across states and with the federal government to implement the State Broadband Initiative (SBI) program created by the Broadband Data Improvement Act of 2008 and managed by the National Telecommunications and Information Administration (NTIA) within the Department of Commerce. One of the main components of the SBI program is the creation of a detailed, nationwide map of broadband coverage in order to accurately pinpoint remaining gaps in broadband availability across the nation. Connected Nation is the largest mapping agent across the nation supporting the SBI program, and has worked in thirteen jurisdictions to collect,

missing, the community team was able to improve the quality of data to ensure all providers are included.

- **According to the April 2013 data collected by Connect Michigan, 95.91% of Otsego County residents had access to broadband speeds of 3 Mbps or greater.**

Broadband Speeds (3 out of 5 Points Possible) – is measured by analyzing the speed tiers available within a community. Data is collected by Connected Nation’s broadband mapping program. The Connected Assessment analyzes broadband coverage by the highest speed tier with at least 75% of households covered. If broadband data is missing, the community team was able to improve the quality of data to ensure all providers are included.

- **According to the April 2013 data collected by Connect Michigan, 75.25% of Otsego County residents had access to broadband speeds of 50 Mbps.**

Broadband Competition (4 out of 5 Points Possible) – is measured by analyzing the number of broadband providers available in the community and the percentage of that community’s residents with more than one broadband provider available. Connected Nation performed this analysis by reviewing the data collected through its broadband mapping program. In communities that may have broadband data missing, community teams were able to improve the quality of data to ensure all providers are included.

- **According to the April 2013 data collected by Connect Michigan, 93.65% of Otsego County residents had access to more than one broadband provider.**

Middle Mile Access (10 out of 10 Points Possible) – is measured based on a community’s availability to fiber. Three aspects of availability exist: proximity to middle mile points of presence (POPs), number of POPs available, and available bandwidth. The community, in collaboration with Connected Nation, collected and analyzed middle mile access data.

- **Otsego County is served by 5 or more middle mile fiber providers.**

Mobile Broadband Availability (8 out of 10 Points Possible) – is measured by analyzing provider availability of mobile broadband service gathered by Connected Nation’s broadband mapping program. In communities that may have mobile broadband data missing, community teams were able to improve the quality of data to ensure all providers are included.

- **According to the April 2013 data collected by Connect Michigan, 98.61% of Otsego County residents had access to mobile broadband service.**

process, integrate, and validate provider data, and map the broadband inventory across these jurisdictions. Connected Nation has received, processed, and submitted records to the NTIA from over 1,400 service providers.



ADOPTION SCORE EXPLANATION

Digital Literacy (10 out of 10 Points Possible) – is measured by first identifying all digital literacy programs in the community. Once the programs are determined, a calculation of program graduates will be made on a per capita basis. A digital literacy program includes any digital literacy course offered for free or at very low cost through a library, seniors center, community college, K-12 school, or other group serving the local community. A graduate is a person who has completed the curriculum offered by any organization within the community. The duration of individual courses may vary. A listing of identified digital literacy offerings is below.

Organization Name	Program Description	Number of Grads
University Center Gaylord	Introduction to Internet	5
University Center Gaylord	Introduction to personal computers	10
Otsego County Commission on Aging	Beginning computers	20
Otsego County Commission on Aging	Intermediate computers	15
Otsego County Library	Free computer skills class	171
Otsego County Library	Free weekly technology question and answer sessions	48
Total Graduates		269

Public Computer Centers (10 out of 10 Points Possible) – is measured based on the number of hours computers are available each week per 1,000 low-income residents. Available computer hours are calculated by taking the overall number of computers multiplied by the number of hours open to a community during the course of the week. A listing of public computer centers available in Otsego County is below.

Organization Name	Number of Open Hours per Week	Number of Computers	Available Computer Hours per Week
Otsego County Library	57	16	912
Johannesburg Branch Library	20	7	140
Vanderbilt Public Library	20	6	120
University Center Gaylord	82	29	2,378

Broadband Awareness (10 out of 10 Points Possible) – is measured based on the percentage of the population reached. All community broadband awareness programs are first identified, and then each program’s community reach is compiled and combined with other campaigns. A

listing of broadband awareness programs in Otsego County is below.

Organization Name	Campaign Description	Community Reach
Otsego County Library	Promotes digital literacy through classes through several forms of media- radio, newspaper, website, and in library bulletin board	60%
Johannesburg-Lewiston Area Schools	Promotes broadband technology through classes through several forms of media	20%
St. Mary Cathedral School of Gaylord	Promotes broadband technology through social media and school website	10%
Gaylord Community School District	Promotes broadband technology through classes through several forms of media	15%
University Center Gaylord	Promotes broadband technology through community owned fiber network (UCMAN)	100%

Vulnerable Population Focus (10 out of 10 Points Possible) – A community tallies each program or ability within the community to encourage technology adoption among vulnerable groups. Methods of focusing on vulnerable groups may vary, but explicitly encourage technology use among vulnerable groups. Example opportunities include offering online GED classes, English as a Second Language (ESL) classes, video-based applications for the deaf, homework assistance for students, and job-finding assistance. Communities receive points for each group on which they focus. Groups may vary by community, but include low-income, minority, senior, children, etc. A listing of programs focusing on vulnerable populations in Otsego County is listed below.

Organization Name	Program Description	Vulnerable Group
Michigan Works Adult Learning Labs	Adult Learning Labs. GED, high school diploma, prepare for college, or improve their job skills	Unemployed adults
Michigan Works	Online job search assistance	Unemployed adults and seniors
Michigan Works Youth Services	Youth job skills training, preparing youth to enter the workforce.	Youth and at risk youth
Otsego County Commission on Aging	Computer Club	Elderly
Otsego County Library	Free computer skills class	Seniors, Unemployed
Otsego County Library	Computer instructions at community meals	Low income, homeless
Otsego County Library	Job finding and resume clinics	Unemployed
Otsego County Library	Adult tutoring using Passkey online	Low Literacy
Otsego County Library	Tech time questions and answers	Seniors, low computer skills
Otsego County Library	Online genealogy workshop	Seniors

Otsego County Library	Computer skills training for Michigan Works clients	Unemployed
University Center Gaylord	Program offerings range from college for kids to adult learning	Children, Youth, Adult, Elderly



USE SCORE EXPLANATION

Economic Opportunity (10 out of 10 Points Possible) – A community receives one point per basic use of broadband and two points per advanced use of broadband. Categories within economic opportunity include: economic development, business development, tourism, and agriculture. Identified uses of broadband in the area of economic opportunity are listed below and identified as basic or advanced.

Application Provider	Description	Basic / Advanced
Otsego County	Free online banking	Basic
MI Works	Presence of programs to provide virtual employment assistance programs and individualized job training	Advanced
MI Works	Program to help small & medium businesses with technology	Advanced
MI Works	Computer lab with 17 computers for job search and business training	Basic
Michigan Small Business Development and Technology Center	Program that provides businesses with free tools and resources to establish a website, find new customers, and grow their business	Advanced
Otsego County Chamber of Commerce	75% of local attractions are online	Basic
Otsego County Chamber of Commerce	1 free publicly accessible wireless hotspot per 5,000 residents	Basic
Otsego County MSU Extension	Availability of agriculture and farming information	Basic
Downtown Development Authority	Local attractions and events online	Basic
City of Gaylord	Local attractions and events online	Basic
Downtown Development Authority	Listing and contact information for downtown businesses	Basic
M-Tec Kirtland-Gaylord	Technical training center	Basic
Gaylord Area Chamber of	Web and Facebook with chamber membership, business	Basic

Commerce	showcase, Leadership Otsego County, networking	
Gaylord Area Convention and Tourism Bureau	Web and Facebook page with convention and visitor information	Basic
Otsego County Economic Alliance	Program information, vacant sites and buildings, economic development and small business information, links	Basic
Otsego County Library	Online business resource	Basic
Otsego County Library	Job and career accelerator through Michigan Electronic Library database	Basic
Otsego County Library	Free access to business information through Michigan Electronic Library database	Basic
Otsego County Library	Free loans of LCD projector, laptops, and screen to Otsego County businesses	Basic

Education (10 out of 10 Points Possible) – A community receives one point per basic use of broadband and two points per advanced use of broadband. Categories within education include K-12, higher education, and libraries. Identified uses of broadband in the area of education are listed below and identified as basic or advanced.

Application Provider	Description	Basic/ Advanced
University Center Gaylord	100% of classrooms connected to Internet via broadband	Basic
Otsego County Library	100% of public libraries connected Internet via broadband	Basic
Otsego County Library	Library automation system in public libraries- Sirsi Dynix Horizon	Basic
Otsego County Library	Online catalog for community library	Advanced
Otsego County Library	Overdrive e-book platform	Basic
Otsego Christian School	Online Enrollment	Basic
St. Mary Cathedral School of Gaylord, Johannesburg-Lewiston Area Schools, Gaylord Community Schools, University Center Gaylord	100% of classrooms connected to Internet via broadband	Basic
St. Mary Cathedral School of Gaylord, Johannesburg-Lewiston Area Schools, Gaylord Community Schools, University Center Gaylord	100% of school libraries are connected to Internet via broadband	Basic
St. Mary Cathedral School of Gaylord, Johannesburg-Lewiston Area Schools,	Online access to school curricula, homework, & grades	Advanced

Gaylord Community Schools, University Center Gaylord		
St. Mary Cathedral School of Gaylord, Johannesburg-Lewiston Area Schools, Gaylord Community Schools, University Center Gaylord	Online interaction via text messaging and email between school and parents	Advanced
St. Mary Cathedral School of Gaylord, Johannesburg-Lewiston Area Schools, Gaylord Community Schools, University Center Gaylord	Availability of online courses for K-12 students	Advanced
St. Mary Cathedral School of Gaylord, Johannesburg-Lewiston Area Schools, Gaylord Community Schools, University Center Gaylord	Initiatives focused on elevating STEM (Science, Technology, Engineering, & Mathematics) literacy	Advanced
St. Mary Cathedral School of Gaylord, Johannesburg-Lewiston Area Schools, Gaylord Community Schools, University Center Gaylord	Student and teacher training programs focused on improving STEM (Science, Technology, Engineering, & Mathematics) education	Advanced
St. Mary Cathedral School of Gaylord, Johannesburg-Lewiston Area Schools, Gaylord Community Schools	Automated library systems	Basic
St. Mary Cathedral School of Gaylord	One-on-One initiative	Advanced
Vanderbilt Area Schools	100% of classrooms connected to Internet via broadband	Basic
Vanderbilt Area Schools	Parents have online access to curricula, student progress, grades, etc. via Power School student management system	Advanced

Government (10 out of 10 Points Possible) – A community receives one point per basic use of broadband and two points per advanced use of broadband. Categories within government include general government, public safety, energy, and the environment. Identified uses of broadband in the area of government are listed below and identified as basic or advanced.

Application Provider	Description	Basic/ Advanced
Otsego County Government	Majority of local governments with websites	Basic
Otsego County	Availability of ubiquitous, interoperable wireless public	Advanced

Government	safety network	
City of Gaylord	Presence of a online section on their website showing over 50% of essential government services online, tax and assessment information, cemetery records online, and utility billing information available	Advanced
City of Gaylord	Online presence to the Farmer's Market with an access link to Facebook	Advanced
Otsego County Government	Presence of an online section on the website that allows access to all the available online services and forms	Basic
Otsego County Government	County E-Newsletter where residents can receive the latest news and events from Otsego County	Advanced
Otsego County Government	50% of essential government services online	Basic
Otsego County Government	Public safety answering points with broadband	Basic

Healthcare (10 out of 10 Points Possible) – A community receives one point per basic use of broadband and two points per advanced use of broadband. Entities within healthcare can include, but are not limited to, hospitals, medical and dental clinics, health departments, nursing homes, assisted living facilities, and pharmacies. Identified uses of broadband in the area of healthcare are listed below and identified as basic or advanced.

Application Name	Description	Basic/ Advanced
Otsego Memorial Hospital	Online listing of healthcare professionals within community	Basic
Otsego Memorial Hospital	Availability of telemedicine (send or receive)	Advanced
Otsego Memorial Hospital	Online Patient Portal- pay bills, medical history, and forms	Advanced
Otsego Memorial Hospital	Otsego Memorial Hospital Named 2013 Most Wired- adopting technologies to improve patient documentation, advance clinical decision	Advanced
Otsego Memorial Hospital	100% of doctors using e-Health	Advanced
Otsego Memorial Hospital	100% of doctors with adequate bandwidth (based on NBP standard)	Advanced
Otsego Memorial Hospital	Use NightWatch for afterhours (online) pharmacy	Basic
Otsego Memorial Hospital	Nighthawk Radiology services for evenings as well as Dayhawk for weekends	Basic
Otsego Memorial Hospital	Availability of remote patient monitoring, OBGYN physicians are able to sign in remotely via VPN and access to Fetal Monitoring strips	Advanced

ACTION PLAN

Community Priority Projects

The Connected Assessment has culminated in the outlining of projects designed to empower the community to accelerate broadband access, adoption, and use. Below are five priority projects. This is followed by a complete list of all proposed solutions.

1. Create Local Jobs Via Teleworking Opportunities

Connected Nation's Digital Works program is a hybrid between an employment agency and a co-working facility that connects residents with online training courses and connections with companies that lack a physical presence in the community. The Digital Works program creates jobs in areas facing high unemployment by leveraging broadband technology for call center and IT outsourcing. Extended training is available for HTML programming and other technical positions as well. The program is providing an avenue for communities to create a job incubator, retaining workers in the area and attracting corporate jobs while providing a pathway for improving a worker's competitive advantage in the twenty-first century workforce with specified coursework and training.

At the end of training, workers are placed in available positions that match their skills and interests. All jobs pay above minimum wage, and the training provides opportunities for placement at levels for upward mobility. This is work that can be done from home or at the Digital Works center, which is provided through a partnership with the community.

Goals

1. Connect IT training and education with remote employment opportunities.

Benefits

1. This type of project can educate, train, employ, and has the potential to ultimately increase the productivity and economic competitiveness of your community's workforce.
2. The physical infrastructure and training exposes a broad spectrum of residents to the benefits of telecommunications and productive uses of the Internet.
3. Through training and work, participants will rely heavily on local ISPs, broadband technology, and emerging IT technologies to provide services to a global marketplace, in turn fostering the demand-driven strengthening of your community's physical Internet infrastructure.

Action Items

1. The Digital Works program requires a site suitable for establishing office infrastructure, educational partners to develop the workforce, and business relationships with enterprises willing to hire workers through the digital factory.
2. Identify the physical, financial, and technological resources needed to establish a digital factory.
3. Space to house workspace and training and support offices will be needed, as well as the equipment, such as computers and monitors for video conferencing and training.
4. Develop partnerships with companies who would provide contractual employment to program graduates.

Visit www.digitalworksjobs.com to learn more.

Implementation Team

To be determined.

2. Digital Literacy and Low-Cost Broadband Program

Create a partnership between libraries, school systems, computer suppliers, and broadband providers to provide free training and discounted computers and broadband service to low-income community members who are not participating in the digital age. An example of such a program is Connected Nation's Every Community Online program (ECO). This is an innovative program that is providing free digital literacy training, access to low-cost computers, and discounted broadband access to communities across the country.

Goals

1. Increasing technology adoption – Bridging the digital divide by providing free digital literacy training and access to reduced-cost computers and discounted broadband.
2. Increasing technology use – Introducing meaningful applications that improve lives through technology.
3. Increase the number digital literacy training programs that focus on the senior citizens of Otsego County in addition to increasing the access to broadband for senior citizens.
4. Establish and maintain computer centers in pockets of vulnerable populations.

Benefits

1. Bridges the digital divide by enabling underprivileged individuals with access to affordable computers, offering true broadband performance and experience.
2. Introduces individuals to the Internet and abundant global resources that allow them to compete in the global economy.
3. Addresses a major barrier to computer ownership – computer affordability. Among low-income residents in Michigan that do not own a computer, 43% say that the price of a computer is the reason they do not own one.
4. Addresses a major barrier to broadband adoption – broadband affordability. Among all low-income residents in Michigan that do not adopt home broadband service, 29% cite cost as their main barrier to adoption.



5. Increases awareness of the importance of computer ownership and use through training about essential online applications.

Action Items

1. Create a partnership with local non-profits (library, community center, school, etc.) to help promote the program locally, offer a facility where individuals can participate in the self-paced training or in-person training.
2. If ECO does not have participating provider in local community, reach out to local providers to participate in the program.
3. Work with local media to promote ECO PSAs, ads, etc.
4. Seek support of local leadership.

Access ECO self-paced training at <http://www.connectmi.org/every-community-online>.

Implementation Team

To be determined.

3. Facilitate a Technology Summit

Develop and host a technology summit for residents and businesses to increase awareness of broadband value, service options, and the potential impact on quality of life. The technology summit should facilitate community partnerships between leaders in local government and the private sector, including non-profits and private businesses in the education, healthcare, and agriculture sectors, with the goal of ensuring that residents have at least one place in the community to use powerful new broadband technologies, and that this asset will be sustained over time. Further, the technology summit should highlight success stories as evidence of the impact of technology.

Goals

1. A technology summit should bring together community stakeholders to develop a dialogue about how public and private stakeholders can collectively improve broadband access, adoption, and use.

Benefits

1. Highlights successes, opportunities, and challenges regarding community technology planning.
2. Develops ongoing dialogue around improving broadband access, adoption, and use.
3. Unifies community stakeholders under one vision.

Action Items

1. Create community partnerships.
2. Identify funding sources and hosts.
3. Identify suitable speakers.
4. Develop relevant content.

Implementation Team

To be determined.

4. Implement a Community-Based Technology Awareness Program

Conduct an extensive advertising campaign to raise awareness about the benefits of broadband and related technology. Develop a strategy to help the community become more aware of the benefits associated with Internet and computers adoption in their daily lives and activities. Methods of delivery include, but are not limited, to classroom style awareness sessions, press conferences led by community leaders, having a speaker at a community event, posting community posters, handouts, and public service announcements. Additionally, the campaign should specifically target technology non-adopters. By using established media, the campaign reaches non-adopters where they are. Public radio, broadcast and cable TV, utility bill stuffers, and print newspapers have been utilized to reach households of many types.

The public awareness campaign should focus on helping residents, particularly those from underserved communities, understand the personal value they can derive from an investment in information technology. There are also opportunities to leverage existing resources to expand and enhance workforce training programs, encourage more post-secondary education, and create additional awareness within the community in regards to global resources. It is important to support the outcomes of awareness training with the development of technology training programs that will then teach community members how to use the technology.

Goals

1. Organize, promote, and deliver a technology awareness program that would increase utilization of technology resources in the community.

Benefits

1. Success is achieved when a community experiences increased usage of computers and the Internet, improved basic computer skills, increased use of technology in day-to-day operations of a community, and increased access to economic opportunities.

Action Items

1. Determine the type of public awareness campaign that is appropriate for your community. Connect Ohio's statewide Every Citizen Online public awareness campaign provides an excellent case study of a professionally developed campaign: <http://connectohio.org/public-awareness-campaigns>.
2. Create a centralized technology portal/website that promotes local technology resources for use by residents. Resources would include calendars (promoting local tech events and showing available hours at public computing centers), online training resources, and local computer resources.

Implementation Team

To be determined.

5. Pursue Next Generation 911 Upgrades

The overall system architecture of Public Safety Answering Points (PSAPs) has essentially not changed since the first 911 call was made in 1968. These 911 systems are voice-only networks based on original wireline, analog, circuit-switched infrastructure that prevents easy transmission of data and critical sharing of information that can significantly enhance the decision-making ability, response, and quality of service provided to emergency callers. To meet growing public expectations of 911-system functionality (capable of voice, data, and video transmission from different types of communication devices), that framework should be replaced. This would require replacing analog phone systems with an Internet Protocol (IP)-based system. This system would provide an enabling platform for current technology, as well as future upgrades.

For example, in January 2013, the Federal Communications Commission proposed to amend its rules by requiring all wireless carriers and providers of “interconnected” text messaging applications to support the ability of consumers to send text messages to 911 in all areas throughout the nation where 911 Public Safety Answering Points (PSAPs) are also prepared to receive the texts (which requires an IP-based system). Text-to-911 will provide consumers with enhanced access to emergency communications in situations where a voice call could endanger the caller, or a person with disabilities is unable to make a voice call. In the near term, text-to-911 is generally supported as the first step in the transition to a Next Generation 911.

Goals

1. Design a system that enables the transmission of voice, data, or video from different types of communication devices to Public Safety Answering Points (PSAPs) and onto emergency responder networks.

Benefits

1. Transitioning to a “Next Generation” IP-based network will enable the public to make voice, text, or video emergency calls from any communications device. With Next Generation 911, responders and PSAPs will gain greater situational awareness, which will enable better-informed decisions, resulting in better outcomes and, ultimately, a safer community. By capitalizing on advances in technologies, you are enabling:
 - Quicker and more accurate information to responders
 - Better and more useful forms of information
 - More flexible, secure and robust PSAP operations
 - Lower capital and operating costs

Action Items

1. If you're involved in PSAP decision making and are faced with replacing aging systems or purchasing new technology for the very first time, you need to consider what your most immediate requirements are and where you need to be 10 years from now. Your community can take a measured and practical approach that spreads the operational impact and costs of a Next Generation 911 transition over time. Your local agency should choose a starting point that makes the most sense and provides immediate benefits for their PSAP, responders, and communities they serve. For example, according to [Intrado, Inc.](#), a provider of 911 and emergency communications infrastructure to over 3,000 public safety agencies, local public-safety agencies can implement any of the following next-generation 911 components today, and provide immediate benefits with little to no disruption of current operations:
 - A public-safety-class, IP-based network
 - IP-based call processing equipment (CPE) in public-safety answering points (PSAPs)
 - Geographic information system (GIS) data enhancements
 - Advanced 911 data capabilities and applications

Implementation Team

To be determined.

All Proposed Projects

ACCESS

Broadband Availability

1. Perform an Analysis of Local Policies and Ordinances

High capital investment costs, including permit processing, pole attachment costs, and lack of effective planning and coordination with public authorities, negatively impact the case for deployment. For example, the FCC's National Broadband Plan concludes that, "the rates, terms, and conditions for access to rights of way [including pole attachments] significantly impact broadband deployment." The costs associated with obtaining permits and leasing pole attachments and rights-of-way are one of the most expensive cost functions in a service provider's plans to expand or upgrade service, especially in rural markets where the ration of poles to households goes off the charts. Furthermore, the process is time consuming. "Make ready" work, which involves moving wires and other equipment attached to a pole to ensure proper spacing between equipment and compliance with electric and safety codes, can take months to complete.

Community and provider collaboration to problem solve around local pole attachment and other right of way issues is one of the most effective opportunities to encourage faster, new deployment of infrastructure.

Goals

1. Ensure that local policies are conducive to broadband build-out.

Benefits

1. Lowers cost barriers to improve the business case for broadband deployment.
2. Encourages good public policy and provider relations.

Action Items

1. Review local policies, ordinances, and other barriers to broadband deployment and consult with community leaders, providers, utilities and other members of the community to ensure that they are supporting policies (local ordinances, pole attachments, right-of-way) that are conducive to broadband build-out.
2. Develop an awareness campaign targeted towards community leaders to inform them of the benefits of broadband to the entire community derived from access to global resources that outweigh the need for some policies.

Broadband Speeds

No proposed projects.

Broadband Competition

2. Study and Possibly Reassess Major Telecom Purchase Contracts

Demand for broadband capacity across community institutions represents a key segment of the overall demand for broadband in many communities. The purchasing power of this collective should be leveraged to help promote greater competition in the broadband market and drive increased investment in backhaul and last mile broadband capacity.

Goals

1. Leverage the demand for broadband across community institutions to promote competition and investment in broadband services.

Benefits

1. By aggregating demand within a local community, these institutions will be able to demonstrate to interested broadband providers existing pent-up demand and help justify private investments to bring greater capacity backhaul service to that community.
2. The increased backhaul capacity can in turn benefit the whole community.

Action Items

1. Develop partnerships between local high-capacity demand institutions, including local civic leaders, government entities, public safety agencies, libraries, hospital or clinics, and

schools, in a coordinated effort to aggregate local demand needs for increased broadband capacity and service.

Middle Mile Access

No proposed projects.

Mobile Broadband Availability

3. Deploy Educational WiMAX

Deploy WiMAX to the community and provide students with WiMAX-enabled laptops to ensure equal access for all students regardless of socioeconomic status. WiMAX is primarily a wireless and highly cost effective means of extending the school district's intranet-based content and applications to the student body beyond the school campus and outside of school hours equating to anytime, anywhere instruction.

WiMAX is an IP-based, wireless broadband access technology that provides performance similar to Wi-Fi networks, but with the coverage and quality of service of cellular networks. WiMAX can provide broadband wireless access (BWA) up to 30 miles (50 km) for fixed stations, and 3 - 10 miles (5 - 15 km) for mobile stations. Developing a WiMAX network should be done in partnership with providers, technology organizations, and local government.

Community-wide WiMAX networks require significant infrastructure, including: towers (number and placement determined by a site survey conducted by the installation company); antennas; WiMAX transmitters and receivers; management server; Internet backhaul; and power. A one-to-one laptop and WiMAX program would include network and hardware maintenance costs. WiMAX infrastructure is a capital expense that can be amortized over many years. The typical infrastructure costs [\\$5-20 per student per month, over a five-year period](#), depending on factors such as population density, terrain, and the size of the area to be covered.

Goals

1. Extend school district's intranet-based content and ensure equal access to home Internet.

Benefits

1. Affordability. WiMAX is cheaper than DSL, Cable, Fiber to the Home, and 3G wireless. This low cost per home brings it into the realm of possibilities for a school district to build its own private access network independent of commercial operators.
2. Empowers all students to access online educational material after school hours so that digital content is not restricted to school or library computer labs for low-income students who cannot afford laptops or Internet access at home.
3. Provides equal hardware and Internet access to all students.
4. Supports curriculum updates and increased push for STEM education.



Action Items

1. Develop partnership with area providers, technology and education organizations, local government, and school district.
2. Assess infrastructure needs.
3. Contact local or national WiMAX service and equipment providers.

4. Identify, Map, and Validate Broadband Demand

Develop a team to conduct research surveys and market analyses to validate a business case. A market analysis includes research on the existing and potential service offerings and the respective rates to determine the levels of interest in the services and rate plans offered by the client. The team should provide accurate, timely, and thorough solutions accompanied by personalized service to meet the needs of communities or broadband providers.

Goals

1. To understand existing and potential markets for broadband subscribers (both residential and business).

Benefits

1. Enables the ability to better understand the key drivers of the broadband market.
2. Validates the business case for network build-out and capacity investment.

Action Items

1. The project team should be prepared to provide research project design, data collection services, data analysis and reporting, and presentation development and delivery.
2. HARBOR Inc. is a citizen based, non-profit, Michigan Corporation founded in 2001 and located in the City of Harbor Springs. The organization's broadband committee developed and mailed a broadband demand survey in July 2012 to approximately 6,300 addresses, comprising all of the local property owners/residents in the community. A copy of the survey can be reviewed here:
http://is0.gaslightmedia.com/wwwharborincorg/_ORIGINAL_/fs72-1369322556-20386.pdf

5. Perform a Broadband Build-out Analysis in Unserved Areas

Conduct an onsite visual assessment of the defined geographic area seeking broadband coverage. The assessment determines the feasibility of deploying various Internet systems in a defined area. You should gather site specific information required for (i) determining use of existing infrastructure, (ii) designing wired and wireless Internet system using these assets, and (iii) expanding the broadband coverage in the defined area.

Wireless may be the best likely solution. To assist with that, you should conduct a visual assessment of the vertical assets (broadcast towers and water tanks) to determine the

feasibility of deploying a fixed wireless broadband Internet system in the unserved community and to gather site-specific information required for that purpose.

Goals

1. Determine which areas lack the necessary technological structure and determine the feasibility of deploying various Internet systems in the defined area.

Benefits

1. Determines project feasibility and provides information to develop a business case for build-out.
2. First step in providing unserved community residents with adequate broadband access.

Action Items

1. Conduct a wireless assessment to include:
 - Determining the functionality of all potential transmit locations
 - Surveying the availability of adequate power sources at each location
 - Identifying any issues regarding ingress and egress at each location
 - Designing a wireless broadband system using these potential transmit locations
 - Creating a methodology for the expansion of wireless broadband coverage into the unserved areas of the community

6. Complete a Vertical Assets Inventory

Wireless communications equipment can be placed in a wide variety of locations, but ideally, wireless providers look for locations or structures in stable conditions, with reasonably easy access to electricity and wired telecommunications, and with a significant height relative to the surrounding area. “Vertical assets” are defined as structures on which wireless broadband equipment can be mounted and positioned to broadcast a signal over as much terrain as possible. These assets include structures such as cell towers, water tanks, grain silos, and multi-story buildings.

The lack of easily accessible and readily usable information regarding the number and location of vertical assets prevents the expansion of affordable, reliable wireless broadband service. Wireless broadband providers must determine if it is worth the effort and expense to collect and analyze this data when making investment decisions. Public sector organizations are faced with the same challenges. A centralized and comprehensive vertical assets inventory can help wireless broadband providers expedite decisions regarding the deployment of affordable, reliable broadband service in rural areas.

Goals

1. Develop a single repository of vertical assets, such as communications towers, water tanks, and other structures potentially useful for the support of deploying affordable, reliable wireless broadband in less populated rural areas or topographically challenged areas.

Benefits

1. The vertical assets inventory provides data for private and public investment decisions, lowering the initial cost of efforts needed to identify potential mounting locations for infrastructure.
2. The inventory can encourage the expansion of affordable, reliable wireless broadband services to underserved areas by shortening project development time.

Action Items

1. Identify or develop a vertical assets inventory toolkit to provide guidelines to identify structures or land that could serve as a site for installation of wireless communications equipment.
2. Data to collect would include vertical asset type, owner type, minimum base elevation, minimum height above ground, and location.
3. Identify and map elevated structures utilizing your community's GIS resources. The resulting database should be open ended; localities should be encouraged to continuously map assets as they are made available.

ADOPTION

Digital Literacy

7. Digital Literacy and Low-cost Broadband Program

Create a partnership between libraries, school systems, computer suppliers, and broadband providers to provide free training and discounted computers and broadband service to low-income community members who are not participating in the digital age. An example of such a program is Connected Nation's Every Community Online program (ECO). This is an innovative program that is providing free digital literacy training, access to low-cost computers, and discounted broadband access to communities across the country.

Goals

1. Increasing technology adoption – Bridging the digital divide by providing free digital literacy training and access to reduced-cost computers and discounted broadband.
2. Increasing technology use – Introducing meaningful applications that improve lives through technology.
3. Increase the number digital literacy training programs that focus on the senior citizens of Otsego County in addition to increasing the access to broadband at senior citizens.
4. Establish and maintain computer centers in pockets of vulnerable populations.

Benefits

1. Bridges the digital divide by enabling underprivileged individuals with access to affordable computers offers true broadband performance and experience.



2. Introduces individuals to the Internet and abundant global resources that allow them to compete in the global economy.
3. Addresses a major barrier to computer ownership – computer affordability. Cost is cited as the main barrier to computer ownership by 43% of adults with incomes less than \$25K annually and 44% of households with total income less than \$25K cited.
4. Addresses a major barrier to broadband adoption – broadband affordability. Cost is cited as the main barrier to broadband adoption by 43% of adults with incomes less than \$25K annually and 44% of households with total income less than \$25K.
5. Increases awareness of the importance of computer ownership and use through training about essential online applications.

Action Items

1. Create a partnership with local non-profits (library, community center, school, etc.) to help promote the program locally, offer a facility where individuals can participate in the self-paced training or in-person training.
2. If ECO does not have participating provider in local community, reach out to local providers to participate in the program.
3. Work with local media to promote ECO PSAs, ads, etc.
4. Seek support of local leadership.
5. Access ECO self-paced training at <http://www.connectmi.org/every-community-online>.

Public Computer Access

No proposed projects.

Broadband Awareness

8. Facilitate a Technology Summit

Develop and host a technology summit for residents and businesses to increase awareness of broadband value, service options, and the potential impact on quality of life. The technology summit should facilitate community partnerships between leaders in local government and the private sector, including non-profits and private businesses in the education, healthcare, and agriculture sectors, with the goal of ensuring that residents have at least one place in the community to use powerful new broadband technologies, and that this asset will be sustained over time. Further, the technology summit should highlight success stories as evidence of the impact of technology.

Goals

1. A technology summit should bring together community stakeholders to develop a dialogue about how public and private stakeholders can collectively improve broadband access, adoption, and use.



Benefits

1. Highlights successes, opportunities, and challenges regarding community technology planning.
2. Develops ongoing dialogue around improving broadband access, adoption, and use.
3. Unifies community stakeholders under one vision.

Action Items

1. Create community partnerships.
2. Identify funding sources and hosts.
3. Identify suitable speakers.
4. Develop relevant content.

9. Implement a Community-Based Technology Awareness Program

Conduct an extensive advertising campaign to raise awareness about the benefits of broadband and related technology. Develop a strategy to help the community become more aware of the benefits associated with Internet and computers adoption in their daily lives and activities. Methods of delivery include, but are not limited, to classroom style awareness sessions, press conferences led by community leaders, having a speaker at a community event, posting community posters, handouts, and public service announcements. Additionally, the campaign should specifically target technology non-adopters. By using established media, the campaign reaches non-adopters where they are. Public radio, broadcast and cable TV, utility bill stuffers, and print newspapers have been utilized to reach households of many types.

The public awareness campaign should focus on helping residents, particularly those from underserved communities, understand the personal value they can derive from an investment in information technology. There are also opportunities to leverage existing resources to expand and enhance workforce training programs, encourage more post-secondary education, and create additional awareness within the community in regards to global resources. It is important to support the outcomes of awareness training with the development of technology training programs that will then teach community members how to use the technology.

Goals

1. Organize, promote, and deliver a technology awareness program that would increase utilization of technology resources in the community.

Benefits

1. Success is achieved when a community experiences increased usage of computers and the Internet, improved basic computer skills, increased use of technology in day-to-day operations of a community, and increased access to economic opportunities.

Action Items

1. Determine the type of public awareness campaign that is appropriate for your community. Connect Ohio's statewide Every Citizen Online public awareness campaign provides an excellent case study of a professionally developed campaign: <http://connectohio.org/public-awareness-campaigns>. Create a centralized technology portal/website which promotes local technology resources for use by residents. Resources would include calendars (promoting local tech events and showing available hours at public computing centers), online training resources, and local computer resources.

Vulnerable Population Focus

No proposed projects.

USE

Economic Opportunity

10. Develop or Identify a Broadband Training and Awareness Program for Small and Medium Businesses

Methods of implementing a small and medium business broadband awareness program include, but are not limited to, facilitating awareness sessions, holding press conferences led by community leaders, inviting speakers to community business conferences or summits, and public service announcements. It is also important to educate local businesses about Internet tools that are available at minimum or no cost to them.

A training program, or entry-level "Broadband 101" course, could be utilized to give small and medium businesses an introduction on how to capitalize on broadband connectivity, as well as more advanced applications for IT staff. In addition, training should include resources for non-IT staff, such as how to use commerce tools for sales, streamline finances with online records, or leverage knowledge management across an organization. Additional training might include:

- "How-to" training for key activities such as online collaboration, search optimization, cyber-security, equipment use, and Web 2.0 tools.
- Technical and professional support for hardware, software, and business operations.
- Licenses for business applications such as document creation, antivirus and security software, and online audio- and videoconferencing.
- Website development and registration.
- Basic communications equipment, such as low-cost personal computers and wireless routers.

Goals

1. Businesses adopt and use broadband-enabled applications, resulting in increased efficiency, improved market access, reduced costs, and increased speed of both transactions and interactions.

Benefits

1. Provides entrepreneurial support.
2. Eliminates knowledge gap about how best to utilize broadband tools, increasing productivity.
3. Promotes business growth and workforce development.
4. Broadband empowers small businesses to achieve operational scale more quickly by lowering start-up costs through faster business registration and improved access to customers, suppliers, and new markets. According to [Connected Nation's 2012 Jobs and Broadband Report](#), businesses that are using the Internet bring in approximately \$300,000 more in median annual revenues than their unconnected counterparts.

Action Items

1. Identify federally or state sponsored business support programs (e.g. Chamber of Commerce, SBA, EDA, Agriculture, or Manufacturing extension) that include assistance with broadband or IT content.
2. Identify or develop a business awareness and training program.
3. Identify or develop online training modules for businesses. For example, the Southern Rural Development Center, in partnership with National Institute of Food and Agriculture, USDA, administers the National e-Commerce Extension Initiative. As the sole outlet nationally for e-Commerce educational offerings geared at Extension programming, the National e-Commerce Extension Initiative features interactive online learning modules. In addition, the program's website offers a library of additional resources and a tutorials section for greater explanation on website design and function. Modules and presentations include: A Beginner's Guide to e-Commerce, Doing Business in the Cloud, Electronic Retailing: Selling on the Internet, Helping Artisans Reach Global Markets, and Mobile e-Commerce. To see some examples, click here: http://srdc.msstate.edu/ebeat/small_business.html#.

11. Create Local Jobs Via Teleworking Opportunities

Connected Nation's Digital Works program is a hybrid between an employment agency and a co-working facility that connects residents with online training courses and connections with companies that lack a physical presence in the community. The Digital Works program creates jobs in areas facing high unemployment by leveraging broadband technology for call center and IT outsourcing. Extended training is available for HTML programming, and other technical positions as well. The program is providing an avenue for communities to create a job incubator, retaining workers in the area and attracting corporate jobs while providing a pathway for improving a worker's competitive advantage in the twenty-first century workforce with specified coursework and training.

At the end of training, workers are placed in available positions that match their skills and interests. All jobs pay above minimum wage and the training provides opportunities for

placement at levels for upward mobility. This is work that can be done from home or at the Digital Works center, which is provided through a partnership with the community.

Goals

1. Connect IT training and education with remote employment opportunities.

Benefits

1. This type of project can educate, train, employ, and has the potential to ultimately increase the productivity and economic competitiveness of your community's workforce.
2. The physical infrastructure and training exposes a broad spectrum of residents to the benefits of telecommunications and productive uses of the Internet.
3. Through training and work, participants will rely heavily on local ISPs, broadband technology, and emerging IT technologies to provide services to a global marketplace, in turn fostering the demand-driven strengthening of your community's physical Internet infrastructure.

Action Items

1. The Digital Works program requires a site suitable for establishing office infrastructure, educational partners to develop the workforce, and business relationships with enterprises willing to hire workers through the digital factory.
2. Identify the physical, financial, and technological resources needed to establish a digital factory.
3. Space to house workspace and training and support offices will be needed, as well as the equipment, such as computers and monitors for video conferencing and training.
4. Develop partnerships with companies who would provide contractual employment to program graduates.
5. Visit www.digitalworksjobs.com to learn more.

Education

12. Improve Education through Digital Learning

Several digital learning platforms are available for K-12 implementation. For example, [CFY](#) is a national education nonprofit that helps students in low-income communities, together with their teachers and families, harness the power of digital learning to improve educational outcomes. The organization is unique in that it operates both "in the cloud" (through [PowerMyLearning.com](#), a free K-12 online learning platform) and "on the ground" (through its Digital Learning Program, a whole school initiative that works hands-on with all three of the constituents that impact student achievement: teachers, parents, and students).

[PowerMyLearning.com](#) is a free online educational tool that helps students, teachers and parents locate and access over 1,000 high-quality online digital learning activities — videos, simulations, and other educational software — to propel student achievement in subjects



including math, English, science, and social studies. The platform features a kid-friendly design. There is a playpoint/badge feature to help motivate students. In addition, students can rate digital learning activities and share them with friends via e-mail, Facebook, and Twitter. CFY also provides onsite training to instruct teachers how to integrate PowerMyLearning into their classrooms.

Goals

1. Increase student attention and engagement, encourage students to take ownership of their learning, and make it easier for teachers to differentiate instruction without embarrassing students.

Benefits

1. Increase learning time by extending learning beyond the classroom walls.
2. Individualize learning and increase student engagement in school.
3. Encourage self-directed learning.
4. Enable parents to more effectively support their children at home.

Government

13. Improve Online Business Services Offered by the Government

Developing more e-Government applications not only provides value to businesses, but also allows the government to realize cost savings and achieve greater efficiency and effectiveness. Examples of activities include paying for permits and licensing, paying taxes, providing services to the government and other operations.

Goals

1. Build an e-Government solution that improves the ability of businesses to conduct business with the government over the Internet.

Benefits

1. Facilitates business interaction with government, especially for urban planning, real estate development, and economic development.
2. e-Government lowers the cost to a business conducting all of its interaction with government. Further, as more businesses conduct their business with government online, their transaction costs will be lowered. The cost to a business for any interaction decreases as more technology and fewer staff resources are needed.
3. e-Government provides a greater amount of information to businesses and provides it in a more organized and accessible manner.

Action Items

1. The first step in the process of providing e-Government services to constituents is developing a functional web portal that allows businesses to have access to resources

easily. Such a portal can enable outside businesses looking for new opportunities to make informed decisions about working in a certain community.

2. In addition, often overlooked in e-Government deployment are the issues of audiences and needs. Local governments must determine who will visit the website and what sort of information and services they will typically seek. A first step toward meeting general needs of constituents is to provide online access to as broad a swath of governmental information and data as is possible. The sort of information that should be included is as follows:
 - Hours of operation and location of facilities
 - Contact information of key staff and departments
 - An intuitive search engine
 - Access to documents (ideally a centralized repository of online documents and forms)
 - Local ordinances, codes, policies, and regulations
 - Minutes of official meetings and hearings
 - News and events

14. Pursue Next Generation 911 Upgrades

The overall system architecture of Public Safety Answering Points (PSAPs) has essentially not changed since the first 911 call was made in 1968. These 911 systems are voice-only networks based on original wireline, analog, circuit-switched infrastructure that prevents easy transmission of data and critical sharing of information that can significantly enhance the decision-making ability, response, and quality of service provided to emergency callers. To meet growing public expectations of 911-system functionality (capable of voice, data, and video transmission from different types of communication devices), that framework should be replaced. This would require replacing analog phone systems with an Internet Protocol (IP)-based system. This system would provide an enabling platform for current technology, as well as future upgrades.

For example, in January 2013, the Federal Communications Commission proposed to amend its rules by requiring all wireless carriers and providers of “interconnected” text messaging applications to support the ability of consumers to send text messages to 911 in all areas throughout the nation where 911 Public Safety Answering Points (PSAPs) are also prepared to receive the texts (which requires an IP-based system). Text-to-911 will provide consumers with enhanced access to emergency communications in situations where a voice call could endanger the caller, or a person with disabilities is unable to make a voice call. In the near term, text-to-911 is generally supported as the first step in the transition to a Next Generation 911.

Goals

1. Design a system that enables the transmission of voice, data, or video from different types of communication devices to Public Safety Answering Points (PSAPs) and onto emergency responder networks.

Benefits

1. Transitioning to a “Next Generation” IP-based network will enable the public to make voice, text, or video emergency calls from any communications device. With Next Generation 911, responders and PSAPs will gain greater situational awareness, which will enable better-informed decisions, resulting in better outcomes and, ultimately, a safer community. By capitalizing on advances in technologies, you are enabling:
 - Quicker and more accurate information to responders
 - Better and more useful forms of information
 - More flexible, secure and robust PSAP operations
 - Lower capital and operating costs

Action Items

1. If you're involved in PSAP decision making and are faced with replacing aging systems or purchasing new technology for the very first time, you need to consider what your most immediate requirements are and where you need to be 10 years from now. Your community can take a measured and practical approach that spreads the operational impact and costs of a Next Generation 911 transition over time. Your local agency should choose a starting point that makes the most sense and provides immediate benefits for their PSAP, responders, and communities they serve. For example, according to [Intrado, Inc.](#), a provider of 911 and emergency communications infrastructure to over 3,000 public safety agencies, local public-safety agencies can implement any of the following next-generation 911 components today, and provide immediate benefits with little to no disruption of current operations:
 - A public-safety-class, IP-based network
 - IP-based call processing equipment (CPE) in public-safety answering points (PSAPs)
 - Geographic information system (GIS) data enhancements
 - Advanced 911 data capabilities and applications

Healthcare

15. Promote Telemedicine in Remote Areas

Promote the delivery of healthcare services from a distance using video-based technologies. Telemedicine can help to address challenges associated with living in sparsely populated areas and having to travel long distances to seek medical care - particularly for patients with chronic illnesses. It also addresses the issue of the lack of medical specialists in remote areas by awarding access to specialists in major hospitals situated in other cities, states, or countries. While telemedicine can be delivered to patient homes, it can also be implemented in partnership with local clinics, libraries, churches, schools or businesses that have the appropriate equipment and staff to manage it. The most critical steps in promoting telemedicine are ensuring that patients and medical professionals have access to broadband service, understand the main features of telemedicine, are aware of the technologies required



for telemedicine, and understand how to develop, deliver, use, and evaluate telemedicine services.

One relevant funding opportunity includes [Distance Learning and Telemedicine Loans and Grants Program](#). USDA provides loans and grants to rural community facilities (e.g. schools, libraries, hospitals, and tribal organizations) for advanced telecommunications systems that can provide healthcare and educational benefits to rural areas. Three kinds of financial assistance are available: a full grant, grant-loan combination, and a full loan.

Goals

1. Deliver improved healthcare services to rural residents.

APPENDIX 1: STATEWIDE PERSPECTIVE OF BROADBAND

Statewide Infrastructure

As part of the Michigan State Broadband Initiative (SBI), and in partnership and at the direction of the Michigan Public Service Commission, Connect Michigan produced an inaugural map of broadband availability in spring 2010. The key goal of the map was to highlight communities and households that remain unserved or underserved by broadband service; this information was essential to estimating the broadband availability gap in the state and understanding the scope and scale of challenges in providing universal broadband service to all citizens across the state. Since the initial map’s release, Connect Michigan has collected and released new data every six months, with updates in October and April annually.

The most current Statewide and County Specific Broadband Inventory Maps released in the spring of 2013 depict a geographic representation of provider-based broadband data represented by cable, DSL, wireless, fiber, etc. These maps also incorporate data such as political boundaries and major transportation networks in the state. A statewide map is found at

http://www.connectmi.org/connectednationftp/michigan/Statewide_Maps/MI_Statewide_Broadband.pdf. The county maps are found at

http://www.connectmi.org/community_profile/find_your_county/michigan/Otsego.

Table 1: Estimate of Broadband Service Availability in the State of Michigan By Speed Tier Among Fixed Platforms

SBI Download/Upload Speed Tiers	Unserved Households ('000)	Served Households ('000)	Percent of Served Households by Speed Tier
At Least 768 Kbps/200 Kbps	37	3,836	99.05
At Least 1.5 Mbps/200 Kbps	46	3,826	98.80
At Least 3 Mbps/768 Kbps	103	3,769	97.33
At Least 6 Mbps/1.5 Mbps	251	3,621	93.52
At Least 10 Mbps/1.5 Mbps	279	3,594	92.80
At Least 25 Mbps/1.5 Mbps	515	3,357	86.70
At Least 50 Mbps/1.5 mbps	646	3,227	83.33
At Least 100 Mbps/1.5 Mbps	647	3,226	83.30
At Least 1 Gbps/1.5 Mbps	3,867	5	0.14

Source: Connect Michigan, May 2013.

Table 1 reports updated summary statistics of the estimated fixed, terrestrial broadband

service inventory (excluding mobile and satellite service) across the state of Michigan; it presents the number and percentage of unserved and served households by speed tiers. The total number of households in Michigan in 2010 was 3,872,508, for a total population of 9.88 million people. Table 1 indicates that 99.05% of households are able to connect to broadband at download speeds of at least 768 Kbps and upload speeds of at least 200 Kbps. This implies that the number of households originally estimated by Connect Michigan to be un-served has dropped from 121,701 households in the fall of 2010 to 36,603 households in the spring of 2013. Further, approximately 3,769,134 households across Michigan have broadband available of at least 3 Mbps download and 768 Kbps upload speeds. The percentage of Michigan households having fixed broadband access available of at least 6 Mbps download and 1.5 Mbps upload speeds is estimated at 93.52%.

Taking into account both fixed and mobile broadband service platforms, an estimated 99.92% of Michigan households have broadband available from at least one provider at download speeds of 768 Kbps or higher and upload speeds of 200 Kbps or higher. This leaves 3,100 households in the State completely unserved by any form of terrestrial broadband (including mobile, but excluding satellite services).

As differences in broadband availability estimates between the fall of 2010 and the spring of 2013 show, additional participating broadband providers can have a large impact upon Michigan broadband mapping inventory updates. Further, the measured broadband inventory provides an estimate of the true extent of broadband coverage across the state. There is a degree of measurement error inherent in this exercise, which should be taken into consideration when analyzing the data. This measurement error will decrease as local, state, and federal stakeholders, identify areas where the displayed coverage is underestimated or overestimated. Connect Michigan welcomes such feedback to be analyzed in collaboration with broadband providers to correct errors identified in the maps.

In addition, the broadband availability data collected, processed, and aggregated by Connect Michigan has been sent on a semi-annual basis to the NTIA to be used in the National Broadband Map, and comprises the source of Michigan's broadband availability estimates reported by the NTIA and the FCC in the National Broadband Map. The National Broadband Map can be found here: <http://www.broadbandmap.gov> and the Map's specific page for Michigan can be found here: <http://www.broadbandmap.gov/summarize/state/michigan>.

Interactive Map

Connect Michigan provides My ConnectViewTM, an online tool developed and maintained by Connected Nation, intended to allow users to create completely customized views and maps of broadband infrastructure across the state. The self-service nature of this application empowers Michigan's citizens to take an active role in seeking service, upgrading service, or simply becoming increasingly aware of what broadband capabilities and possibilities exist in their area, city, county, or state.



<http://www.connectmi.org/interactive-map>

For additional maps and other related information, visit:

<http://www.connectmi.org/broadband-landscape>.

Business and Residential Technology Assessments

To complement the broadband inventory and mapping data, Connect Michigan periodically conducts statewide residential and business technology assessments to understand broadband demand trends and across the state. The purpose of this research is to better understand the drivers and barriers to technology and broadband adoption and estimate the broadband adoption gap across the state of Michigan. Key questions the data address are: who, where, and how are households in Michigan using broadband technology? How is this technology impacting Michigan households and residents? Who is not adopting broadband service and why? What are the barriers that prevent citizens from embracing this empowering technology?

Through Connect Michigan's research, many insights are able to be collected. The most recent residential technology revealed the following key findings:

- Statewide, 71% of Michigan residents subscribe to home broadband service. Even though this represents a 10 percentage point gain from 2011, it means that more than 2.1 million Michigan adults still do not subscribe to home broadband service.
- The cost of broadband is becoming a smaller barrier among Michigan residents who do not subscribe to broadband; fewer Michiganders who do not subscribe to broadband cite cost as the main reason for not subscribing, while a larger share say they don't see home broadband service as relevant or useful.
- Broadband empowers Michigan workers to search for jobs or find better jobs. Statewide, 40% of Michigan Internet users search for jobs online, including 55% of low-income Internet users.

Additionally, an assessment on technology in businesses released in May 2012 in a report titled *Technology Adoption among Michigan Businesses* revealed the following key findings:

- Across Michigan, 69% of businesses subscribe to broadband service, representing approximately 70,000 Michigan businesses that still do not use or benefit from broadband.
- Michigan business establishments that use broadband report median annual revenues that are approximately \$300,000 higher than businesses that do not use broadband.
- Online sales in Michigan account for approximately \$9.2 billion in annual sales revenue, including nearly \$1.8 billion for small businesses with fewer than five employees and more than \$1.9 billion for rural Michigan businesses.

For more information on the statewide information described, visit the Connect Michigan website at <http://www.connectmi.org/>.

APPENDIX 2: PARTNER AND SPONSORS

Connect Michigan, in partnership with the Michigan Public Service Commission, supports Michigan’s reinvention and technological transformation through innovation, job creation, and entrepreneurship via the expansion of broadband technology and increased usage by Michigan residents. In 2009, Connect Michigan partnered with the Michigan Public Service Commission to engage in a comprehensive broadband planning and technology initiative as part of the national effort to map and expand broadband. The program began by gathering provider data to form a statewide broadband map, and has progressed to the planning and development stage. At this point the program is expanding to include community engagement in local technology planning, identification of opportunities with existing programs, and implementation of technology projects designed to address digital literacy, improve education, give residents access to global Internet resources, and stimulate economic development.

www.connectmi.org

Michigan Public Service Commission (MPSC) is the lead Michigan agency for the State Broadband Initiative that is responsible for working with Connect Michigan, overseeing the Michigan initiative, and providing direction of the project. The MPSC facilitates interactions with other state government entities, broadband providers, and other Michigan stakeholders. It views promoting Connect Michigan activities as complementary to its mission to “grow Michigan's economy and enhance the quality of life of its communities by assuring safe and reliable energy, telecommunications, and transportation services at reasonable rates.”

www.michigan.gov/mpsc

Connected Nation (Connect Michigan’s parent organization) is a leading technology organization committed to bringing affordable high-speed Internet and broadband-enabled resources to all Americans. Connected Nation effectively raises the awareness of the value of broadband and related technologies by developing coalitions of influencers and enablers for improving technology access, adoption, and use. Connected Nation works with consumers, community leaders, states, technology providers, and foundations, including the Bill & Melinda Gates Foundation, to develop and implement technology expansion programs with core competencies centered on a mission to improve digital inclusion for people and places previously underserved or overlooked.

www.connectednation.org

The **National Telecommunications and Information Administration (NTIA)** is an agency of the United States Department of Commerce that is serving as the lead agency in running the State

Broadband Initiative (SBI). Launched in 2009, the NTIA's State Broadband Initiative (SBI) implements the joint purposes of the Recovery Act and the Broadband Data Improvement Act, which envisioned a comprehensive program, led by state entities or non-profit organizations working at their direction, to facilitate the integration of broadband and information technology into state and local economies. Economic development, energy efficiency, and advances in education and healthcare rely not only on broadband infrastructure, but also on the knowledge and tools to leverage that infrastructure.

The NTIA has awarded a total of \$293 million for the SBI program to 56 grantees, one each from the 50 states, 5 territories, and the District of Columbia, or their designees. Grantees such as Connect Michigan are using this funding to support the efficient and creative use of broadband technology to better compete in the digital economy. These state-created efforts vary depending on local needs but include programs to assist small businesses and community institutions in using technology more effectively, developing research to investigate barriers to broadband adoption, searching out and creating innovative applications that increase access to government services and information, and developing state and local task forces to expand broadband access and adoption.

Since accurate data is critical for broadband planning, another purpose of the SBI program is to assist states in gathering data twice a year on the availability, speed, and location of broadband services, as well as the broadband services used by community institutions such as schools, libraries, and hospitals. This data is used by the NTIA to update the National Broadband Map, the first public, searchable nationwide map of broadband availability launched February 17, 2011.

APPENDIX 3: WHAT IS CONNECTED?

The goal of Connect Michigan’s Connected program is to empower locally informed and collaborative technology planning that addresses each community’s need for improved access, adoption, and use of technology:

- **ACCESS** – Does your community have access to affordable and reliable broadband service?
- **ADOPTION** – Is your community addressing the barriers to broadband adoption?
- **USE** – Are residents using technology to improve their quality of life?

Connected Nation leverages state-based public-private partnerships to engage residents at the local level. Regionally based staff provide “train-the-trainer” activities to local leaders, such as public libraries, school administrators, and public officials, and help them inventory local technology resources and initiatives, assess local technology access, adoption, and use, and develop local strategies that target specific technology gaps in the community.

Connected’s community technology-planning framework is cyclical. As with other forms of community planning – and especially so with technology planning – change is the only constant. At the community level, changing technology requirements, shifting demographics, economic drivers, and workforce requirements may expose or create new digital divides. Connected’s community technology-planning framework supports a sustained effort.

Connected Planning Process

Connected’s community technology-planning framework provides a clear path for the sustainable acceleration of broadband access, adoption, and use.



Step 1: Engage. Successful strategies to bridge the local digital divide and increase broadband access, adoption, and use are predicated on broad and sustained stakeholder participation. A successful local technology planning team should include people from multiple sectors, including:

- Broadband Provider Community
- Government: General, Public Safety, Energy and Environment
- Economic Opportunity: Economic Development, Business Development, Tourism
- Agriculture
- Education: K-12, Higher Education
- Libraries
- Healthcare

Step 2: Assess. The Connected planning process guides the local technology planning team through an assessment of community resources, strengths, assets, needs, and gaps in order to understand what is hindering technological progress and to develop local strategies to target specific technology gaps in the community. Bolstered by benchmarking data that had been gathered through Connect Michigan’s mapping and market research, the local technology planning team works with community members to benchmark local broadband access, adoption, and use via the Connected Assessment, which measures:

ACCESS	ADOPTION	USE
1. Broadband Availability	6. Digital Literacy	10. Economic Opportunity
2. Broadband Speeds	7. Public Computer Centers	11. Education
3. Broadband Competition	8. Broadband Awareness	12. Government
4. Middle Mile Access	9. Vulnerable Population Focus	13. Healthcare
5. Mobile Broadband Availability		

Step 3: Plan. Once community resources and needs are identified, the community planning team begins to identify local priorities and policies, programs, and technical solutions that will accelerate broadband access, adoption, and use. Connected Nation provides recommended actions based on best practices from communities across the United States.

Step 4: Act. The technology planning team works together to ensure that selected policies, programs, and technical solutions are adopted, implemented, improved, and maintained. The Connected program also provides a platform for collaboration and the sharing of best practices between communities. Connected Nation also provides communications support to raise awareness of your community’s efforts. For communities that measurably demonstrate proficiency in broadband access, adoption, and use in the Connected Assessment, Connected Nation offers Connected certification, a nationally recognized certification that provides an avenue for pursuing opportunities as a recognized, technologically advanced community.



APPENDIX 4: GLOSSARY OF TERMS

#

3G Wireless - Third Generation - Refers to the third generation of wireless cellular technology. It has been succeeded by 4G wireless. Typical speeds reach about 3 Mbps.

4G Wireless - Fourth Generation - Refers to the fourth generation of wireless cellular technology. It is the successor to 2G and 3G. Typical implementations include LTE, WiMax, and others. Maximum speeds may reach 100 Mbps, with typical speeds over 10 Mbps.

A

ARRA - American Recovery and Reinvestment Act.

ADSL - Asymmetric Digital Subscriber Line - DSL service with a larger portion of the capacity devoted to downstream communications, less to upstream. Typically thought of as a residential service.

ATM - Asynchronous Transfer Mode - A data service offering by ASI that can be used for interconnection of customers' LAN. ATM provides service from 1 Mbps to 145 Mbps utilizing Cell Relay Packets.

B

Bandwidth - The amount of data transmitted in a given amount of time; usually measured in bits per second, kilobits per second, and megabits per second.

BIP - Broadband Infrastructure Program - Part of the American Recovery and Reinvestment Act (ARRA), BIP is the program created by the U.S. Department of Agriculture focused on expanding last mile broadband access.

Bit - A single unit of data, either a one or a zero. In the world of broadband, bits are used to refer to the amount of transmitted data. A kilobit (Kb) is approximately 1,000 bits. A megabit (Mb) is approximately 1,000,000 bits.

BPL - Broadband Over Powerline - An evolving theoretical technology that provides broadband service over existing electrical power lines.

BPON - Broadband Passive Optical Network - A point-to-multipoint fiber-lean architecture network system which uses passive splitters to deliver signals to multiple users. Instead of running a separate strand of fiber from the CO to every customer, BPON uses a single strand of fiber to serve up to 32 subscribers.

Broadband - A descriptive term for evolving digital technologies that provide consumers with integrated access to voice, high-speed data service, video-demand services, and interactive delivery services (e.g. DSL, cable Internet).

BTOP - Broadband Technology Opportunities Program - Part of the American Recovery and Reinvestment Act (ARRA), BTOP is the program created by the U.S. Department of Commerce

focused on expanding broadband access, expanding access to public computer centers, and improving broadband adoption.

C

Cable Modem - A modem that allows a user to connect a computer to the local cable system to transmit data rather than video. It allows broadband services at speeds of five Mbps or higher.

CAP - Competitive Access Provider - (or "Bypass Carrier") A company that provides network links between the customer and the Inter-Exchange Carrier or even directly to the Internet Service Provider. CAPs operate private networks independent of Local Exchange Carriers.

Cellular - A mobile communications system that uses a combination of radio transmission and conventional telephone switching to permit telephone communications to and from mobile users within a specified area.

CLEC - Competitive Local Exchange Carrier - Wireline service provider that is authorized under state and federal rules to compete with ILECs to provide local telephone and Internet service. CLECs provide telephone services in one of three ways or a combination thereof: a) by building or rebuilding telecommunications facilities of their own, b) by leasing capacity from another local telephone company (typically an ILEC) and reselling it, or c) by leasing discreet parts of the ILEC network referred to as UNEs.

CMTS - Cable Modem Termination System - A component (usually located at the local office or head end of a cable system) that exchanges digital signals with cable modems on a cable network, allowing for broadband use of the cable system.

CO - Central Office - A circuit switch where the phone and DSL lines in a geographical area come together, usually housed in a small building.

Coaxial Cable - A type of cable that can carry large amounts of bandwidth over long distances. Cable TV and cable modem broadband service both utilize this technology.

Community Anchor Institutions (CAI) - Institutions that are based in a community and larger user of broadband. Examples include schools, libraries, healthcare facilities, and government institutions.

CWDM - Coarse Wavelength Division Multiplexing - Multiplexing (more commonly referred to as WDM) with less than 8 active wavelengths per fiber.

D

Dial-Up - A technology that provides customers with access to the Internet over an existing telephone line. Dial-up is much slower than broadband.

DLEC - Data Local Exchange Carrier - DLECs deliver high-speed access to the Internet, not voice. DLECs include Covad, Northpoint, and Rhythms.

Downstream - Data flowing from the Internet to a computer (surfing the net, getting e-mail, downloading a file).

DSL - Digital Subscriber Line - The use of a copper telephone line to deliver "always on" broadband Internet service.



DSLAM - Digital Subscriber Line Access Multiplier - A piece of technology installed at a telephone company's CO that connects the carrier to the subscriber loop (and ultimately the customer's PC).

DWDM - Dense Wavelength Division Multiplexing - A SONET term which is the means of increasing the capacity of Sonet fiber-optic transmission systems.

E

E-rate - A federal program that provides subsidy for voice and data lines to qualified schools, hospitals, Community-Based Organization (CBOs), and other qualified institutions. The subsidy is based on a percentage designated by the FCC.

Ethernet - A local area network (LAN) standard developed for the exchange data with a single network. It allows for speeds from 10 Mbps to 10 Gbps.

EON - Ethernet Optical Network - The use of Ethernet LAN packets running over a fiber network.

EvDO - Evolution Data Only - A new wireless technology that provides data connections that are 10 times faster than a regular modem.

F

FCC - Federal Communications Commission - A federal regulatory agency that is responsible for, among other things, regulating VoIP.

Fixed Wireless Broadband - The operation of wireless devices or systems for broadband use at fixed locations such as homes or offices.

Franchise Agreement - An agreement between a cable provider and a government entity that grants the provider the right to serve cable and broadband services to a particular area - typically a city, county, or state.

FTTH - Fiber To The Home - Another name for fiber to the premises, where fiber optic cable is pulled directly to an individual's residence or building allowing for extremely high broadband speeds.

FTTN - Fiber To The Neighborhood - A hybrid network architecture involving optical fiber from the carrier network, terminating in a neighborhood cabinet that converts the signal from optical to electrical.

FTTP - Fiber To The Premise (Or FTTB – Fiber To The Building) - A fiber optic system that connects directly from the carrier network to the user premises.

G

Gbps - Gigabits per second - 1,000,000,000 bits per second or 1,000 Mbps. A measure of how fast data can be transmitted.

GPON - Gigabyte-Capable Passive Optical Network - Uses a different, faster approach (up to 2.5 Gbps in current products) than BPON.

GPS - Global Positioning System - A system using satellite technology that allows an equipped user to know exactly where he is anywhere on earth.

GSM - Global System for Mobile Communications - This is the current radio/telephone standard in Europe and many other countries except Japan and the United States.

H

HFC - Hybrid Fiber Coaxial Network - An outside plant distribution cabling concept employing both fiber optic and coaxial cable.

Hotspot - See *Wireless Hotspot*.

I

IEEE - Institute of Electrical and Electronics Engineers (pronounced “Eye-triple-E.”).

ILEC - Incumbent Local Exchange Carrier - The traditional wireline telephone service providers within defined geographic areas. They typically provide broadband Internet service via DSL technology in their area. Prior to 1996, ILECs operated as monopolies having the exclusive right and responsibility for providing local and local toll telephone service within LATAs.

IP-VPN - Internet Protocol - Virtual Private Network - A software-defined network offering the appearance, functionality, and usefulness of a dedicated private network.

ISDN - Integrated Services Digital Network - An alternative method to simultaneously carry voice, data, and other traffic, using the switched telephone network.

ISP - Internet Service Provider - A company providing Internet access to consumers and businesses, acting as a bridge between customer (end-user) and infrastructure owners for dial-up, cable modem, and DSL services.

K

Kbps - Kilobits per second - 1,000 bits per second. A measure of how fast data can be transmitted.

L

LAN - Local Area Network - A geographically localized network consisting of both hardware and software. The network can link workstations within a building or multiple computers with a single wireless Internet connection.

LATA - Local Access and Transport Areas - A geographic area within a divested Regional Bell Operating Company is permitted to offer exchange telecommunications and exchange access service. Calls between LATAs are often thought of as long-distance service. Calls within a LATA (IntraLATA) typically include local and local toll telephone services.

Local Loop - A generic term for the connection between the customer’s premises (home, office, etc.) and the provider’s serving central office. Historically, this has been a wire connection; however, wireless options are increasingly available for local loop capacity.

Low Income - Low income is defined by using the poverty level as defined by the U.S. Census Bureau. A community’s low-income percentage can be found at www.census.gov.

M



MAN - Metropolitan Area Network - A high-speed data intra-city network that links multiple locations with a campus, city, or LATA. A MAN typically extends as far as 50 kilometers (or 31 miles).

Mbps - Megabits per second - 1,000,000 bits per second. A measure of how fast data can be transmitted.

Metro Ethernet - An Ethernet technology-based network in a metropolitan area that is used for connectivity to the Internet.

Multiplexing - Sending multiple signals (or streams) of information on a carrier (wireless frequency, twisted pair copper lines, fiber optic cables, coaxial, etc.) at the same time. Multiplexing, in technical terms, means transmitting in the form of a single, complex signal and then recovering the separate (individual) signals at the receiving end.

N

NTIA - National Telecommunications and Information Administration, which is housed within the United State Department of Commerce.

NIST - National Institute of Standards and Technology.

O

Overbuilders - Building excess capacity. In this context, it involves investment in additional infrastructure projects to provide competition.

OVS - Open Video Systems - A new option for those looking to offer cable television service outside the current framework of traditional regulation. It would allow more flexibility in providing service by reducing the build-out requirements of new carriers.

P

PON - Passive Optical Network - A Passive Optical Network consists of an optical line terminator located at the Central Office and a set of associated optical network terminals located at the customer's premises. Between them lies the optical distribution network comprised of fibers and passive splitters or couplers.

R

Right-of-Way - A legal right of passage over land owned by another. Carriers and service providers must obtain right-of-way to dig trenches or plant poles for cable and telephone systems and to place wireless antennae.

RPR - Resilient Packet Ring - Uses Ethernet switching and a dual counter-rotating ring topology to provide SONET-like network resiliency and optimized bandwidth usage, while delivering multi-point Ethernet/IP services.

RUS - Rural Utility Service - A division of the United States Department of Agriculture that promotes universal service in un-served and underserved areas of the country through grants, loans, and financing.

S



Satellite - Satellite brings broadband Internet connections to areas that would not otherwise have access, even the most rural of areas. Historically, higher costs and lower reliability have prevented the widespread implementation of satellite service, but providers have begun to overcome these obstacles, and satellite broadband deployment is increasing. A satellite works by receiving radio signals sent from the Earth (at an uplink location also called an Earth Station) and resending the radio signals back down to the Earth (the downlink). In a simple system, a signal is reflected, or "bounced," off the satellite. A communications satellite also typically converts the radio transmissions from one frequency to another so that the signal getting sent down is not confused with the signal being sent up. The area that can be served by a satellite is determined by the "footprint" of the antennas on the satellite. The "footprint" of a satellite is the area of the Earth that is covered by a satellite's signal. Some satellites are able to shape their footprints so that only certain areas are served. One way to do this is by the use of small beams called "spot beams." Spot beams allow satellites to target service to a specific area, or to provide different service to different areas.

SBI - State Broadband Initiatives, formerly known as the State Broadband Data & Development (SBDD) Program.

SONET - Synchronous Optical Network - A family of fiber-optic transmission rates.

Streaming - A Netscape innovation that downloads low-bit text data first, then the higher bit graphics. This allows users to read the text of an Internet document first, rather than waiting for the entire file to load.

Subscribership - Subscribership is the number of customers that have subscribed for a particular telecommunications service.

Switched Network - A domestic telecommunications network usually accessed by telephones, key telephone systems, private branch exchange trunks, and data arrangements.

T

T-1 - Trunk Level 1 - A digital transmission link with a total signaling speed of 1.544 Mbps. It is a standard for digital transmission in North America.

T-3 - Trunk Level 3 - 28 T1 lines or 44.736 Mbps.

U

UNE - Unbundled Network Elements - Leased portions of a carrier's (typically an ILEC's) network used by another carrier to provide service to customers.

Universal Service - The idea of providing every home in the United States with basic telephone service.

Upstream - Data flowing from your computer to the Internet (sending e-mail, uploading a file).

V

VDSL (or VHDSL) - Very High Data Rate Digital Subscriber Line - A developing technology that employs an asymmetric form of ADSL with projected speeds of up to 155 Mbps.

Video On Demand - A service that allows users to remotely choose a movie from a digital library and be able to pause, fast-forward, or even rewind their selection.

VLAN - Virtual Local Area Network - A network of computers that behave as if they were connected to the same wire even though they may be physically located on different segments of a LAN.

VoIP - Voice over Internet Protocol - A new technology that employs a data network (such as a broadband connection) to transmit voice conversations.

VPN - Virtual Private Network - A network that is constructed by using public wires to connect nodes. For example, there are a number of systems that enable one to create networks using the Internet as the medium for transporting data. These systems use encryption and other security mechanisms to ensure that only authorized users can access the network and that the data cannot be intercepted.

Vulnerable Groups -Vulnerable groups will vary by community, but typically include low-income, minority, senior, children, etc.

W

WAN - Wide Area Network - A communications system that utilizes cable systems, telephone lines, wireless, and other means to connect multiple locations together for the exchange of data, voice, and video.

Wi-Fi - Wireless Fidelity - A term for certain types of wireless local networks (WLANs) that uses specifications in the IEEE 802.11 family.

WiMax - A wireless technology that provides high-throughput broadband connections over long distances. WiMax can be used for a number of applications, including last mile broadband connections, hotspots, and cellular backhaul and high-speed enterprise connectivity for businesses.

Wireless Hotspot - A public location where Wi-Fi Internet access is available for free or for a small fee. These could include airports, restaurants, hotels, coffee shops, parks, and more.

Wireless Internet - 1) Internet applications and access using mobile devices such as cell phones and palm devices. 2) Broadband Internet service provided via wireless connection, such as satellite or tower transmitters.

Wireline - Service based on infrastructure on or near the ground, such as copper telephone wires or coaxial cable underground, or on telephone poles.