



ConnectHomeUSA Connectivity Stakeholders

October 6th, 2020



Agenda: Panelist Section Name

1. T-Mobile for Government

David Bezzant , Sr. National Director, Public Sector Direct Sales

2. Starry, Inc.

Virginia Lam Abrams , Senior Vice President of Government Affairs & Strategic Advancement

Madelaine St. Onge, Director of Communications & Government Relations

3. Comcast

Fernando Cardenas, Senior Manager, Employee Engagement and Partnerships

4. Cox for Communications

Ebonee Younger, Product Manager

Agenda

T-Mobile

Starry, Inc.

Comcast

COX

Q&A

David Bezzant
Sr. National Director Public Sector Direct Sales
T-Mobile



Equip your community with connectivity.

In a matter of months, the digital divide has grown to a gulf. And low-income communities are feeling it the most.

Mobile connectivity is essential for bridging the digital divide. Internet access means opportunity for job-seekers, connection and healthcare for the elderly, and knowledge for students of all ages.

T-Mobile makes internet affordable for HUD-assisted residents **so you can bring life-changing opportunities to your community.**



Committed to closing the digital divide

We're partnering with cities across the nation through ConnectHomeUSA.

Equipping communities with devices that change lives and create opportunity—all on the largest 5G network.

Here's what sets us apart:

- **Solution**—internet-enabled tablets and/or hotspots
- **Payment**—city and/or Housing Authority pays a discounted rate of just \$10 per mo. per line with 2-year commitment
- **Outcome**—families in your community get an unlimited data plan with up to 2GB of 4G LTE data/month

Employment opportunity access

- Pre-installed device apps and content that help job-seekers find more opportunities
 - LinkedIn
 - Resume Builder
 - Gmail
 - Local Job Search Links
- Local recruiters, community colleges, businesses invited to device distribution event
- On-site support to show residents how to set up email, search for jobs, and more



Roughly three-in-ten adults with household incomes below \$30,000 a year (29%) don't own a smartphone. More than four-in-ten don't have home broadband services (44%) or a traditional computer (46%). And a majority of lower-income Americans are not tablet owners."

"Digital divide persists even as lower-income Americans make gains in tech adoption"
Pew Research Center, 2019

Connectivity and devices can provide life-changing opportunities



Employment
opportunity access



Health, wellness &
telemedicine



K-12 educational
services

Health, wellness & telemedicine

Give elderly citizens more access to healthcare through connectivity

- Video conferencing with primary care physicians
- Send spirometer, blood glucose meter, pulse/oxygen readings electronically
- Physicians prescribe medication via email

Health and wellness apps can be pre-installed on devices

- MayoClinic App
- MyFitnessPal
- SleepCycle
- Nutrition



Gartner predicts virtual health assistants will become one of many transformational mobile health technologies, giving ... valuable healthcare guidance from the convenience of their mobile phones.

"Healthcare Technology Innovations for Identifying and Managing COVID-19 Patients"
Gartner, April 6, 2020

K-12 educational services

- Video conferencing with teachers and peers
- Pre-installed educational apps pertinent to specific grade range
 - Khan Academy
 - ABC Mouse
 - ESL (English as second language)
 - Coding/computer programming for higher grades (STEM/STEAM)



Prior to the pandemic, between 15 and 16 million U.S. students out of 50 million total lived in a household that lacked either internet access, a digital device, or both.”

EducationWeek

Equip HUD-assisted residents with connectivity.

With T-Mobile and ConnectHomeUSA, your community gets:

- Access to our nationwide network, now covering 99% of Americans
- Internet-enabled tablets with Android OS
- Workforce development, telemedicine, & education applications
- High-speed data on our network
- Support from a dedicated Deployment Manager

Unlimited data

For \$19.74/month

Plus tax where applicable

or

2GB data

For \$10/month

Plus tax where applicable

During congestion, the small fraction of customers using >50GB/mo. may notice reduced speeds until next bill cycle due to data prioritization. Video typically streams on tablet at DVD quality (480p).

ConnectHomeUSA: Our contribution

T-Mobile partners with cities like yours to bring Internet access to low-income citizens through ConnectHomeUSA, a movement to bridge the digital divide for HUD-assisted housing residents in the United States.



26 Cities

Deployed



\$5 million

Contributed & counting

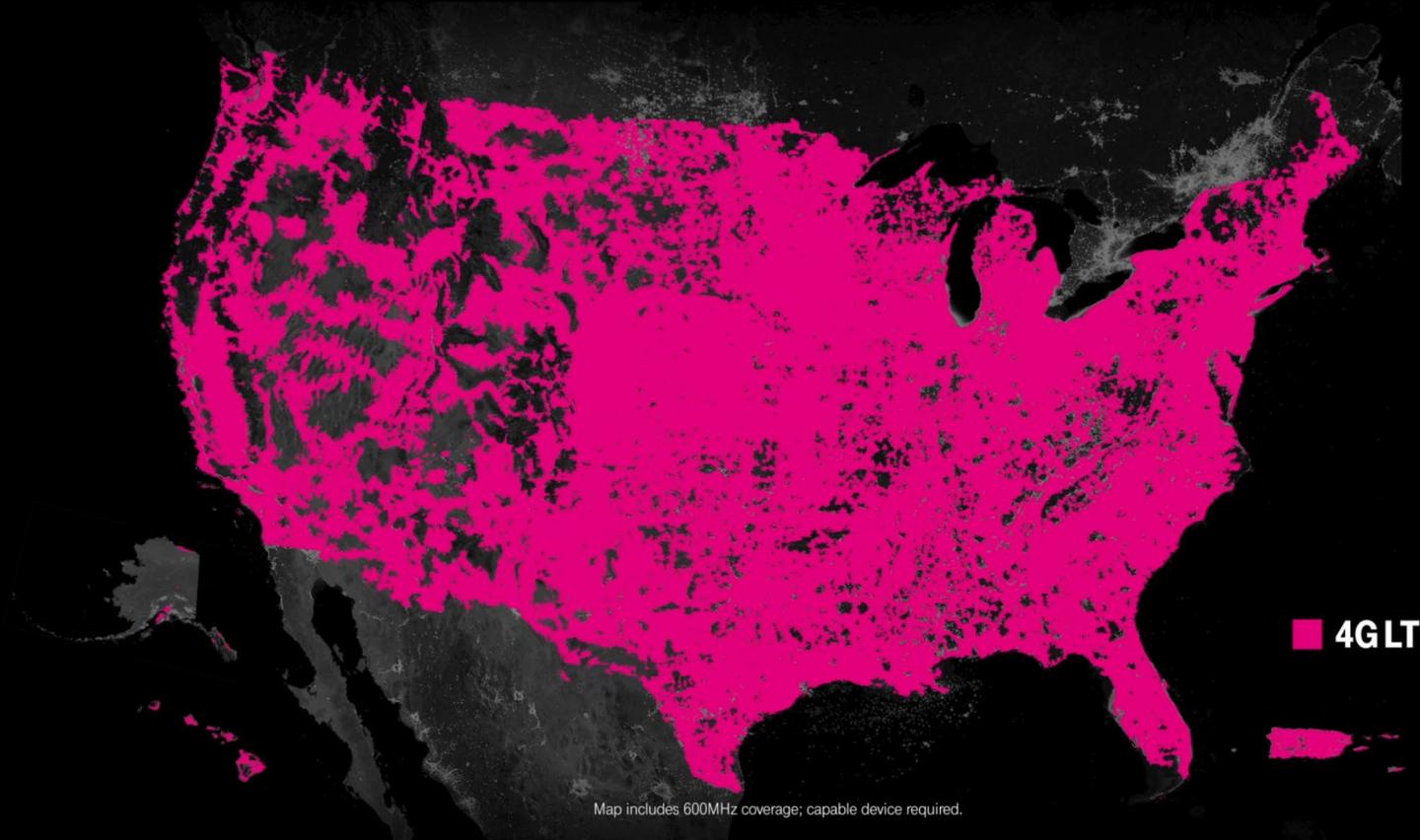


30,000 +

Customized devices with
unlimited internet connections

Covering 99% of Americans with 4G

327 million
Americans covered by 4G LTE



Map includes 600MHz coverage; capable device required

Affordable connectivity and incredible value for HUD-assisted residents



Provide more opportunity



Connect communities



Empower students



Offer safe and secure internet access



— We're here for you

Speak with your T-Mobile® for Government Account Executive today or connect with one of our government experts at 1-877-386-4246.



**T-MOBILE
FOR GOVERNMENT**

Say goodbye to
compromise.

Virginia Lam Abrams

Senior Vice President of Government Affairs & Strategic Advancement

Madelaine St. Onge, Director of Communications & Government Relations

Starry, Inc.



Agenda

1. Introduction
2. Starry Connect
3. Our COVID-19 Response
4. Partnership Spotlight – The Housing Authority of the City of Los Angeles
5. Questions

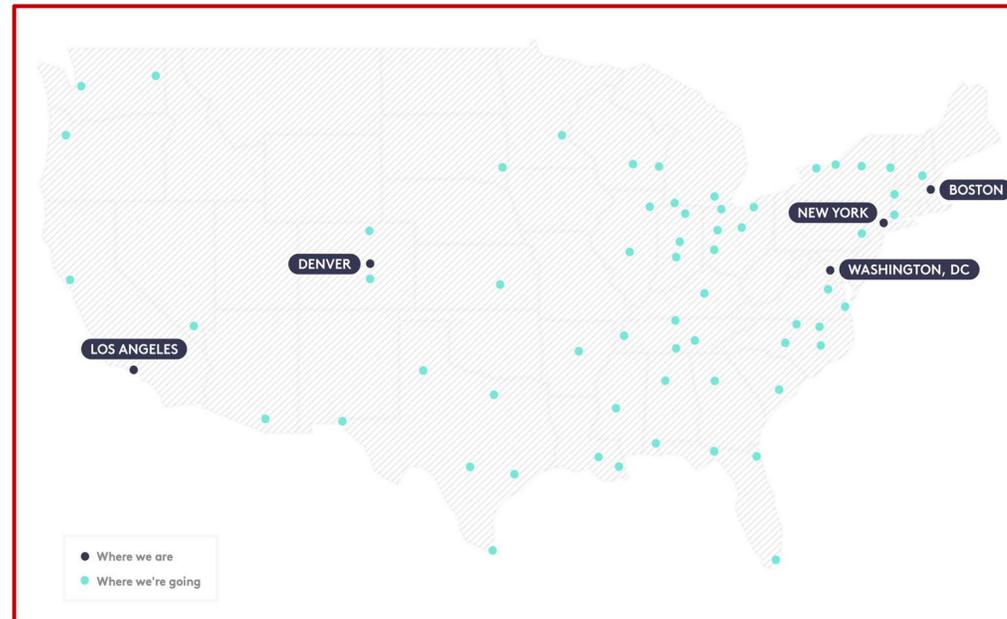
Virginia Lam Abrams
*Sr. Vice President, Government Affairs & Strategic Advancement,
Leader of Digital Equity Efforts at
Starry*



Introducing Starry

We believe everyone deserves access to affordable, high-quality broadband, no matter where you live.

- Starry is a wideband hybrid fiber wireless internet service provider.
- We aim to build better, more intelligent wireless access networks to connect billions of people worldwide to affordable, high-speed internet.
- We are serving subscribers in five major U.S. cities including Boston, DC, Los Angeles, New York City, and Denver and have an expansion roadmap to cover more than 30 million households nationwide.



OUR SERVICE



Just the internet

No TV bundles or sneaky pricing promos



High Speed, High Capacity

Multigigabit symmetrical network, critical for video conferencing



Serious about service

24/7 help from real humans



Starry WiFi Hub

Home WiFi router always included



Setup on your schedule

No more six-hour windows - you choose your install time



No Long-Term Contracts

No punitive contracts with early termination fees

Our Customer Commitment

HIGH-QUALITY AFFORDABLE BROADBAND

We pride ourselves on delivering high-quality, affordable broadband, with no bundles, no data caps, no long-term contracts and no extra fees.

Starry's standard service plan is \$50 per month for 200 Mbps symmetrical speeds.

Our ultra-low-cost Starry Connect plan is \$15 per month for 30 Mbps symmetrical speeds.

LOTS OF TRANSPARENCY

Our average download & upload speeds and average latency across our network are published quarterly on our website.

CUSTOMER PRIVACY

We believe deeply in protecting our customers' privacy.

We comply with California's Consumer Privacy Act providing those rights to ALL our customers.

NET NEUTRALITY

When a customer signs up with Starry, they get the full and open internet and nothing less.

Starry Connect

Accelerating Digital Equity in Public and Affordable Housing with a Focus on Urban Communities

- Internet access is critically important for individuals, families and communities to thrive, especially as we have transitioned to working and schooling from home due to COVID-19.
- The cost of standalone broadband services in the U.S. averages more than \$80/month is among the highest in the developed world. For low-cost affordable internet access plans, applications, credit checks, and complex eligibility criteria can often create barriers to adoption.
- Public and affordable housing communities are often the most disproportionately impacted by these high costs and barriers to access and lack the competitive options that can drive down costs and increase quality of services.

HOW IS Starry Connect DIFFERENT?

TRANSPARENT PRICING AND SPEEDS:

- Starry Connect **is \$15 per month**. No additional taxes or fees, no bundles, and includes all equipment and installation, and 24/7/365 Customer Care.
- Offers true broadband access at **30 Mbps symmetrical speeds** (as a minimum), with no data caps.

NO COMPLEX ELIGIBILITY REQUIREMENTS:

- Starry **does not** require any pre-qualification, credit checks or other eligibility requirements to participate.
- Starry Connect **program eligibility is tied to the apartment unit** – not the individual.
- As the federal government revises eligibility parameters for programs like SNAP, our approach ensures that those changes will not affect an individual's ability to access Starry Connect if they live in a partner community.

ONGOING COMMITMENT AND PARTNERSHIP WITH OUR COMMUNITIES:

- We work closely with our partners to develop effective resident outreach strategies.
- We help **further promote digital equity initiatives through device donations and digital literacy events** across our partner communities.
- We can design a low-cost internet access strategy that best suits the needs of our partners – **we try not to take a 'one size fits all' approach.**

Our Starry Connect PARTNERS



Starry's COVID-19 Response

During the COVID-19 crisis, Starry took the following steps to help ensure our customers remained connected to the internet as they transitioned to working and schooling from home, while also prioritizing the health and safety of subscribers during service calls:

- In March, Starry was one of the first internet service providers to accept the Federal Communications Commission's (FCC) "Keep Americans Connected" Pledge to not discontinue internet services due to nonpayment related to the COVID-19 crisis. We voluntarily extended that pledge past the June 30, 2020 expiration date until July 31, 2020.
- We provided our Starry Connect service free to all subscribers across our markets from March through July 31, 2020.
- In August, we launched our "Fresh Start" debt forgiveness program for subscribers, who were unable to pay their broadband subscription fee due to the impacts of the COVID-19 health crisis. This program wiped away any debt owed to Starry through July 31, 2020, enabling subscribers to start with a \$0 balance beginning August 1.

Starry's COVID-19 Response (Cont'd)

During the COVID-19 crisis, Starry took the following steps to help ensure our customers remained connected to the internet as they transitioned to working and schooling from home, while also prioritizing the health and safety of subscribers during service calls:

- We swiftly implemented all recommended CDC guidelines and instituted safety protocols for all our teams that work in the field to ensure the safety of our customers, partners and employees during service calls. Our installation technicians practice social distancing, clean and disinfect all customer premise equipment, wear personal protective equipment (PPE) such as masks, gloves and shoe booties during all customer interactions, and engage in frequent and thorough hand washing. We continue to work closely with our real estate partners to evolve our protocols to ensure the highest levels of health and safety.

Partnership Spotlight

The Housing Authority Of The City Of Los Angeles

- In June 2020, Starry announced its partnership with the Housing Authority of the City of Los Angeles (HACLA) to expand Starry Connect to more than 600 households at Mar Vista Gardens in Los Angeles' Del Rey neighborhood.
- In August, in advance of the new school year, Starry donated 21 Chromebooks to HACLA families with school-aged children living in the Mar Vista Gardens community. The computers were given to families identified by HACLA as not having access to devices needed for online learning in the home
- Starry worked with HACLA and the City of Los Angeles to identify other ways we could support students living in HACLA's communities as schools in Los Angeles remain remote. In September, Starry announced that it would provide free Starry Connect service until the end of 2020 to residents living in Mar Vista Gardens.
- Starry and HACLA are currently working to expand our partnership to provide Starry Connect to more HACLA communities over the coming months.



Fernando Cardenas
Senior Manager for Employee Engagement and Partnerships
Comcast



internet» essentials

FROM COMCAST

Internet Essentials from Comcast is the nation's largest and most comprehensive digital equity program for low-income households.

October 2020



Internet Essentials Confronts All Three Barriers to Internet Adoption



Affordable Internet Service

- Speeds of 25/3 Mbps for \$9.95/month
- No term contract or credit check
- Free Getting Started Kit*
- In-Home WiFi included
- xFi Parental Controls & Advanced Security
- Access to Xfinity WiFi Hotspots
- **New Internet Essentials customers will receive two free months of Internet service if they apply and are approved by December 31, 2020.**



Low-Cost Computer

- Customers can purchase a low-cost computer for \$149.99 + tax.
- Internet-ready laptop or desktop with a 90-day warranty
- Equipped with Windows 10, Microsoft Office, and Norton Security Suite
- For more information, visit <https://internetessentials.com/low-cost-computer>



Digital Skills Training

- Households may also participate in free digital skills training to better understand the Internet and the many ways it can benefit them.**
- Free training available online, in person, and in print
 - More information available at <https://internetessentials.com/learning>
 - **Due to COVID-19 many in-person digital skills classes have been put on hold.**

**Taxes, home drop-off, and professional install extra.*

You Are Eligible if You:

- Live in an area where Comcast Internet service is available.
- Have not subscribed to Comcast Internet within the last 90 days (not a current Xfinity Customer).
- Have no outstanding debt to Comcast that is less than a year old.
 - **Temporarily, debt owed to Comcast will be forgiven for any new customer that signs up for Internet Essentials if they apply by December 31, 2020.**
- Participate in one of the following Public Assistance Programs:
 - MEDICAID
 - Public Housing Assistance (**HUD**)
 - Supplemental Nutrition Assistance Program (**SNAP**)
 - National School Lunch Program/Head Start
 - Temporary Assistance for Needy Families (**TANF**)
 - Supplemental Security Income (**SSI**)
 - Low Income Home Energy Assistance Program (**LIHEAP**)
 - Tribal assistance programs
 - Federal Pell Grant: (**Colorado & Illinois only**)
 - Women, Infants, and Children program (**WIC**)
 - VA Pension

internet»
essentials
FROM COMCAST

Our COVID-19 Response

During this extraordinary time, it is vital that as many Americans as possible stay connected to the internet—for education, work, and personal health reasons. We've been looking for ways to help through our Internet Essentials program.

60 DAYS OF FREE SERVICE
FOR NEW CUSTOMERS

25/3 PERMANENT
SPEED BOOST

WiFi HOTSPOTS
FREE TO ALL

- All **new Internet Essentials customers** who apply and are approved by December 31, 2020, will receive **two months of free service**.
- We have **permanently increased speeds** for all Internet Essentials customers to **25/3 Mbps**, to ensure our customers will be able to meet their increased needs as a result of this health crisis.
- Through December 31, we are temporarily **offering amnesty to households with a past due balance** that is less than a year old for the purpose of connecting to Internet Essentials.
- **Xfinity WiFi hotspots** located in businesses and outdoor locations across the country will be **available to anyone** who needs them for free—including non-Xfinity Internet subscribers, through December 31.

Internet Essentials Partnership Program(IEPP)

The **Internet Essentials Partnership Program** is designed to help accelerate Internet adoption at a critical time. The program provides the opportunity for school districts and other organizations to fund and quickly connect large numbers of students and families to broadband access at home.

Partners, such as schools, healthcare providers, and other community-based organizations, can sponsor, or pay for, Internet Essentials service for their eligible members/families at a cost of \$9.95 + tax per month per household. The minimum requirements to establish a Partnership Program Agreement are at least a six-month term for at least 25 eligible applicants that are new to the program.

Following an agreement, Comcast will send sponsors promotional codes to distribute to eligible families. These codes will ensure the billing for an approved applicant will flow up to the sponsor's account. Sponsors will receive one bill each month and are only charged for applicants that are approved and connected to the Internet Essentials program.

If you have any questions or are in contact with an interested organization, please reach out to IEPP_support@comcast.com

Learn more at www.internetessentials.com/sponsor



NOTABLE PARTNERSHIPS



1,000+ WiFi-Connected 'Lift Zones' in Local Community Centers Nationwide

Working with our network of thousands of nonprofit partners and city leaders, we are providing WiFi in facilities to help students get online, participate in distance learning, and do their schoolwork. The initiative will provide not only free Internet connectivity, but also access to hundreds of hours of educational and digital skills content to help families and site coordinators navigate online learning.

The COVID-19 crisis has put many low-income students at risk of being left behind and has accelerated the need for comprehensive digital equity and Internet adoption programs to support them. Lift Zones are intended to help those students who, for a variety of reasons, may be unable to connect to distance learning at home, or who just want another place in which to study



The Internet Essentials Learning Center

Our Learning Center is ungated and fully accessible to the public. We believe that Digital Literacy is the most important facilitator of getting people connected.

There are four main sections to the learning center:

Internet Basics

Online Safety & Security

Getting Things Done

Building New Skills

<https://www.internetessentials.com/learning>



See How the Internet Can Help

The internet is a great resource for furthering education, assisting with job searches, tracking your benefits, and keeping up with life. See how these resources can help you.



GETTING THINGS DONE

Personal Finance



GETTING THINGS DONE

Education Resources



GETTING THINGS DONE

Employment Resources



GETTING THINGS DONE

All Things College

The Partner Portal Serves as a Resource for Community Organizations & IE Ambassadors!

The screenshot shows the Internet Essentials Partner Portal interface. At the top, it says "internet essentials AFFORDABLE INTERNET AT HOME for Eligible Households". Navigation tabs include "How to Apply", "Low-Cost Computer", "Learning Center", and "Our Mission". The main header reads "Partner Portal" with a welcome message to "Claire" and links for "Log Out" and "My Account".

On the left, there is a sidebar with "Select a product category:" and options like "Marketing Materials", "Accessibility Collateral", "2020 Census Resources", "Partner Resources", "Press Room", and "Opportunity Cards".

The main content area shows a breadcrumb trail: "Home > Marketing Materials > *2020 2 Months Free Promo - Internet Essentials Flyer - Illustration". The title is "*2020 2 Months Free Promo - Internet Essentials Flyer - Illustration". The text describes the flyer's purpose: "Flyer highlights key program details and the 2 Month Free Promotion running through June 30, 2020 in response to emergency measures associated with Coronavirus (COVID-19). Currently available in English/Spanish, Albanian, Amharic, Arabic, Bengali, Chinese Simplified, Chinese Traditional, Farsi, French, Haitian Creole, Hmong, Karen, Kinyarwanda, Kirundi, Korean, Lingala, Mongolian, Nepali, Oromo, Polish, Portuguese, Punjabi, Russian, Somali, Swahili, Tibetan, Ukrainian, Urdu, and Vietnamese."

Below the text is a "Request" form with a "Language" dropdown menu and a "Quantity" input field set to "100".

Our Partner Portal is open and accessible to any individual or organization looking to access our free resources, including online safety and 2020 Census toolkits, training guides, and other partner-sponsored materials. Partners may download files and order printed copies of materials, available in up to 30 languages, at no cost.

<https://partner.internetessentials.com/>

Marketing Materials

The flyer features a vibrant illustration of a family in a lush, green environment. A man is sitting at a desk with a laptop, while a woman and a child are nearby. A large green arrow points to the text: "Apply Today for Two Months of Free Internet Essentials".

Key details include:

- \$9.95 Per Month + Tax** after promotional pricing
- No Term Contract
- No Credit Check
- Free Self-Install Kit
- Up to 25/3 Mbps
- Access to Xfinity WiFi Hotspots

The flyer also mentions that users may be eligible for two months of free service if they qualify for programs like the National School Lunch Program, housing assistance, Medicaid, SNAP, SSI, and others.

This flyer is titled "Ready for Anything" and features an illustration of a woman using a laptop in a modern, well-lit room. It highlights the same "\$9.95 Per Month + Tax" offer and lists the same benefits as the previous flyer.

It also includes a QR code and the contact information: "InternetEssentials.com" and "1-855-846-8376".

IE Ambassador Start-Up Kit



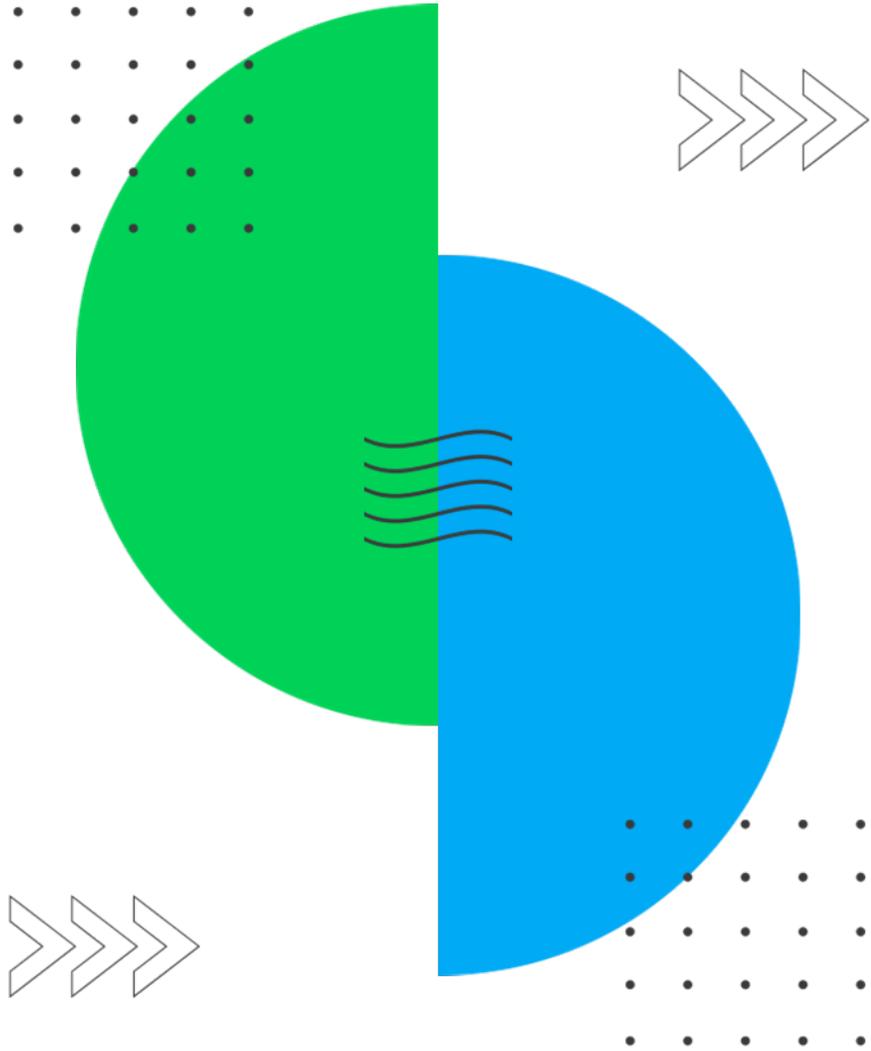
Thank you!

If you have any questions, please visit our website at www.internetessentials.com or email us at internet_essentials_partners@comcast.com

Ebonee Younger, Product Manager

Cox Communications





COX Connect2
Compete.®

Product Overview

Connect2Compete is Cox Communication's affordable, in-home internet product for low-income families with school-aged children.

**Fast, low-cost
home internet with Wifi**
One connection is all it takes



- **No annual contracts**
 - **No deposits**
 - **Free installation**
 - **Free Wifi modem**
- Available to qualified, new Cox internet customers

COX Connect2Compete.



- 25/3 Mbps (Federal broadband minimum)
- No annual contracts
- No activation fees
- Free in-home WiFi modem rental
- No installation fees
- Free access to 3 million WiFi hotspots
- Free tools and online resources for students and families with the Cox Digital Academy

Connect2compete Covid Highlights

Cox provided a critical role in helping children get connected during the initial COVID peak and end of school year period

THE DIGITAL DIVIDE

1 in 4

Students lack adequate internet



30% Black, 26% Hispanic

The digital divide will prevent many students from accessing the education they deserve

SUPPORTING SCHOOLS

Partnered with

450

schools to get students connected quickly



52 Schools

Subsidizing families through Cox CARES Act Solutions for Education

COVID IMPACT

54K

Connects since 3/13 announcement

8K

Connect during Fall free offer (exp 12/31)



48% Growth

Hispanic households account for an average of 45% of overall connects

CURRENT C2C FAMILIES

140K

Average customer churn is 2%



12% w/ Previous Debt

Relaxing barriers to adoption including relief of bad debt policy allowed families to connect

everyoneon

KANO



BOYS & GIRLS CLUBS
OF AMERICA



pcsforpeople



common
sense
media



Education
SUPERHIGHWAY

 ConnectHomeUSA

Partners



Q & A

