

March Results

What sort of organization are you representing? Choose the best fit, or provide your own answer if none of the selections are appropriate.	Which populations does your organization serve? Choose all that apply.	SURVEY QUESTION 1: What should be required of Michigan's "low-cost broadband service option"?	SURVEY QUESTION 2: What will it take "to ensure that high-quality broadband services are available to all middle-class families...at reasonable prices"?	SURVEY QUESTION 3: How should we include affordability of devices (not just service)?	SURVEY QUESTION 4: How is affordability for businesses different than for households?
Consultant		The application should be clear and simple. It should not require that families produce extensive documents or documentation as evidence. Many families have difficulty in completing forms and finding materials. A real live person on the help line is imperative.	An ability to make this opportunity known. Via schools, outside businesses, Ad campaigns etc.	This should be based on income and the intent of use. Don't offer a device...describe that the client is trying to find and select the appropriate device.	Businesses need to be able to show the need based on a business plan that indicates growth potential by way of the internet
Consultant		Choice. We need a high degree of choice in terms of prices, devices, and range of service areas.	Oversight is very important. A marketplace that is both virtual and in-person will be helpful and we should also take care to eliminate monopolies that these service providers like to form.	If we purchase devices and rent (time not cost) the devices in public spaces, that would be great!	Small business needs affordable/free devices also! I see no difference.

Consultant	There is a cost basis for last mile circuit bandwidth (lower speeds increase capacity) Operational costs of rural networks (>distance, >maintenance & network op costs) and data volume. This data should be considered to determine an applicable subsidy to the end user.	Competition	There is a value in the marketplace for greater use of devices. Sponsorships or co-sponsorships should be explored	Many small businesses do not need business service SLA's, used to justify higher cost service . Local economic organizations could with with providers to encourage lower cost product
Economic development, workforce development, and/or regional planning organization		Network and comparability in those areas. Finding what is the base line for those middle class families are to be at the high quality connected level.	Technological assistance	Speeds for business versus speed for homes based on need for network and connectivity.
Economic development, workforce development, and/or regional planning organization	Transparency on provider websites that allow consumers to find information on these options before signing up for services. Literature displayed in local provider's offices.	An easily explainable pitch that allows partners doing work in communities the ability to explain the availability of affordable programs, and directs applicants to the appropriate local information.	Clear, transparent device requirements that match the level of service being provided, and where the consumer can find these devices available.	Affordability for businesses must consider scaling (number of users and/or devices) and mobile service availability. It must also consider the need for secondary devices (work phones, tablets, etc) that need seamless and uninterrupted connections.

Economic development, workforce development, and/or regional planning organization	ISPs accountability for achieving advertised speeds.	You have to look at an entire household budget. Between rising housing costs, food, transportation, childcare and medical-- technology/broadband is a non-essential thing to get cut back when budgets get tight.	Make them free. Stop ISPs from making money off device rentals and educate people about buying devices that will meet their needs.	Businesses generally are fine- - this isn't a significant issue. Maybe offer assistance to women/minority/veteran owned businesses.
Economic development, workforce development, and/or regional planning organization	We are located in a very rural area that is often served by private, small companies offering line of sight type internet services. These services, although providing access are not adequate for today's home and work needs; but they are essential in providing a minimum service. So I think, keep in mind that rural upper peninsula is different from county to county and very different from urban Michigan. \$50 for 3mbps (seriously) is what has been available in some areas.	Broaden the availability of the Affordable Connectivity Program, perhaps on a tiered income, based model. Of course, extend the ACP as well.	Wi-fi requires routers, so routers should be included. Currently a family must purchase or rent them from the internet provider.	In many cases, not a lot of difference. Small businesses are often located in homes or providing for remote workers. I think of small construction businesses as an example.

Economic development, workforce development, and/or regional planning organization	Build in a durable strategy to sustain it.	"Ensure" implies longitudinal viability. "Reasonable" implies prices that are both accessible to the middle-class and reflect what is necessary for ISPs to sustain their business.	1. Make sure the schools have the ability to provide all their students with the devices the kids require. 2. Perhaps incorporate a program for families of school children to acquire the devices that families might need. (Especially families of children on free-and-reduced lunch program.) 3. Have a similar program to the school program at senior centers and area agencies on aging. They already provide some of the adult education on use, it is logical to extend that to the provision of devices too. 4. Consider other organizations that have statewide coverage (United Way, Foundations, etc) to partner with for assistance with the provision of affordable devices.	They might be similar in that while small businesses and start-ups are in a precarious moment in their development, affordable devices might be vital to their success. As they graduate into more stable economic footing, they may not need assistance to acquire affordable devices.
--	--	---	---	---

Economic development, workforce development, and/or regional planning organization	Proof of income or other extenuating circumstances (i.e. Hospital bill, car repair bill)	Increased education of affordability discounts, more outreach into school districts and senior centers, local libraries as well.	Was surprised there was a \$100 voucher already, but that seems so miniscule compared to the cost of devices. Can you work with certain manufacturers to offer very basic models that are state approved?	I think this would be an issue for small businesses more so than larger. But, perhaps affordability options could be offered through local Technical Assistance agencies such as the SBDC or SCORE as a part of their regular recommendations/services.
Economic development, workforce development, and/or regional planning organization	Providing subsidy on a sliding scale based on income	Providing subsidy on a sliding scale based on income	Work with non-profits, schools, libraries to offer affordable 'leasing' of devices	Businesses with sales below a certain threshold and start ups could be offered reduced rates/subsidies/discounts for service and devices

Economic development, workforce development, and/or regional planning organization	<p>It should be at a speed that does not put the end-user at a significant disadvantage compared to those who are able to afford higher-cost internet services. People who require a low-cost broadband service plan need to be able to access the same services, use the same tools and resources, and be able to maintain connections just as well as those who are able to afford higher speed brackets, as this will propel them into opportunities that will eventually lead them to be able to afford higher speeds. In addition, these speeds should be symmetrical in order to make sure that activities such as cloud data storage and using telehealth/telework software (Zoom, Webex, Teams, etc.) are not more difficult than</p>	<p>Families should not be charged higher rates for services of the same speed. While there are some cost considerations at play--namely the cost per connection in less dense areas--there should not be significant rate hikes that put different families and users at disadvantages simply based on where they choose to live. Ideally, there should be some uniformity in the speeds and rates of broadband services for someone living in a given area, as they will not feel precluded for deciding to live somewhere that ends up having more costly internet services at equal or lower speeds.</p>	<p>There should be consideration for those that lack device access due to cost based on the level of need. Some necessities, such as telehealth, telework, or online finance, will not require as powerful of a machine as one that is used for graphic design or gaming. There should be some affordable benchmark for a device that is capable of basic tasks, with evaluation of need being based on family size (including how many people will use that device), status of family members (occupation, current educational needs, etc.), and ensuring that the device has as many internet capabilities as possible (including Wi-Fi, ethernet, and/or cellular connections). For those who are currently in areas without</p>	<p>Businesses are typically going to need higher internet speeds due to increased computing and data requirements for things like point-of-sale and security hardware (CCTV, alarms, etc.) management, as well as recordkeeping, cloud storage, and so on. Businesses will need a higher benchmark that is respective of these needs, that also allows room for growth so that smaller businesses do not feel as much pressure on their bandwidth limits to grow and expand operations, so that once they reach a profitability threshold it is not out of the question to increase investment in internet speeds. On that not, broadband affordability should consider that certain businesses will have more difficulty</p>
--	---	---	---	---

Education	Income level	Income level, Number of people in the household, Their professions include students Their needs including remote work and online education Number of devices	Income level How many devices per household in correspondence to the number of people and their needs, Remote work and students get priority.	Business Income Number of employees Devices/systems that require connectivity Band width estimated by number of employees and number of devices including personal ones
-----------	--------------	--	---	--

Educational Institution	The fewer the hoops the better. The current affordability plan or the provider requires them to go without for a month and then reapply for the lower-cost plan. If they qualify and can provide proof why not make it easier so they don't lose service? Easy access and multiple places to apply for support are key.
-------------------------	---

EUPConnect Collaborative	Full public - private participation from all community anchors and service providers.	Lifeline reformation. How the Universal Services Fund is funded and allocated to various support programs will need federal policy reform. (ie - USF fee's on steaming media subscription. As the infrastructure build's programs like High-cost should be less of a financial burden on the Unversal Services Fund.	Work with the schools and libraries.	
Government Authority	Limit yearly cost increases, especially in rural settings where there is not good infrastructure. Minimum up and down speeds, even during peak periods.	Encourage competition with different ISPs, Competition drives innovation and development, while keepings costs down.	Set up purchase agreements with different vendors with discounted costs on devices. Increase funding for citizens grants and make readily available state wide.	Businesses need a higher level of connection speed and stable connections with very little slow or down periods.
Hospital Trade Association	Affordability for urban and rural populations where access is more likely to be limited by cost, and speeds that are able to perform for a work or school environment.	Investments in the physical requirements to make high speed internet available everywhere, as well as potentially subsidizing a portion of the cost for certain levels of income.	It seems that it would be more difficult to determine device need as a state, but potentially an option would be to ensure that school children have devices available. This would ensure that a device is available to all families.	There is a greater need for bandwidth in a large business like a hospital, but also affordability for the general public impacts our ability to care for our patients so there is a strong connection there int he healthcare space actually.

Intermediate School District	a set minimum of Mbps access, regulated cost, minimal connection fee	a substantial infrastructure	the household should have the option to purchase devices from the state or provider	I think it's very similar
Internet service provider	That the providers do not have to do any income verification or other determinations. We do not have the ability to do so. The customers should be able to obtain similar speeds of service as well. Wifi at the home should be required as well. Money for investing into broadband in public housing.	Lots of competition. Transparent pricing.	Have the providers provide them, and support them	Startups, small home businesses, and other work at home businesses should perhaps have grants.
Internet service provider	Options that will fit every budget	Network Infrastructure	Include this as an option within the ACP program for device rental such as a modem, router, or other networking device within a home.	Business class Internet requires more on call services, and more technical support than a home. Although it may feel this way that it is always on, business Internet does need to be dependable and always on.

Internet service provider	minimum speeds of 25/3, unlimited data	<ul style="list-style-type: none"> - lowering the costs of deployment: materials, permits, equipment, etc. - providing ongoing cost mechanism to companies to keep rates lower for customers - lowering tax burden on companies who build and serve infrastructure 	tax credit for businesses offering discounts proof of need	Typically businesses need higher speeds, so price point should be higher.
Internet service provider	Tiered plans to allow those who can afford more, when they can afford more, to increase their service to meet an increased need.	We should be implementing fiber everywhere with minimum bandwidth offerings of 250Mbps	Include it in the monthly charge	That should be underwritten by the business or any DDA, SBA grants they can get.
Internet service provider	Permit providers to use existing or standardized service offerings rather than expanding eligibility for or requiring creation of a new plan.	Plans should contemplate and favor holistically projects that fully address unserved and underserved areas at the same time. Requiring that builds be completed first in unserved areas and then underserved areas or applying a "scalpel" or "carve-out" approach to limit funding to just un/underserved locations is inefficient and will waste taxpayer money by creating fragmented projects.		

Internet service provider	<p>I think the biggest misconception is that ISP's are raking in the cash and can afford to drastically reduce prices. Our customers would like lower prices for their loyalty. Our employees would like higher wages for their time of service. Our energy, insurance and operational costs have increased drastically. We're getting squeezed on all sides so a program like the ACP is beneficial to help us bridge the pricing gap.</p>	<p>When you consider all the things you can do for a \$2 - \$3 a day internet connection, it is quite affordable. The price savings on gas alone provides tremendous value.</p>	<p>Most businesses are feeling the squeeze of rising costs and pressure to keep prices low.</p>
---------------------------	---	---	---

Internet service provider	First step is to determine what uses are essential for service, and then build backwards. I mean, if what you need is ability to run two simultaneous video chat sessions (e.g., for school, or for work at home), what is probably like 10-25mbps of consistent service at most in real terms.	To the extent the assumption here is that the existing price and services are not delivering this--it will probably require influx of government funding. An interesting model is ACP, which makes services more affordable for more people and pushes higher speeds into "affordable" and "desirable" model. This will create a virtuous circle: as people have more data, they use more data, which increases market demand and brings more providers to market at better prices.	The ACP model seems to be effective.	In most cases, residential services are rack rate--uniform across all providers. Business services are perhaps more unique across different consumers, which allows individual business customers to make decisions on what they need/want.
---------------------------	---	---	--------------------------------------	---

Internet service provider	100/100 Mbps service for qualified (ACP eligible) individuals. No data caps nor throttling. Zero dollar option in coordination with ACP for, again, eligible low-income residents.	This is a tough one! Maintain prices at or below the urban rate? We've been focused more on low income applications. Our prices are pretty darned affordable. 1 gig/symmetrical for \$100/month at the high-end. 100 Mbps/symmetrical at \$65. Keep things simple so as not to confuse!	Need programs with either box stores or community partners. Something like an energy draft (or subsidy) only in the form of technology offsets. The state (in the past) had an energy optimization (efficiency) program along these lines.	Technology is a cost of doing business. Typically passed along to the consumer. A lot of ISPs offers small business rates to help home based businesses (for instance) to survive.
---------------------------	--	---	--	--

Internet service provider

Support for ISP's. Whether it be structured like the current ACP or not, Service Providers need funding support to make this a viable option for subscribers. Because of the high rates of low income in certain areas, it is hard to have a sustainable business. Especially ones that are not giving subscribers Leeds than a 1 gig fiber connection.	Awareness to consumers that it is available and help from state and federal levels to offset the loss of profits for ISP's. Especially in the initial onset of the current grant finding where costs are so high to implement.	Free or reduced computers for all students—work with school districts to implement. Free or reduced for seniors or low income families. Incentives for Apple, IBM to contribute devices to future grant programs. Just random thoughts...	Startups could be classified differently and apply for some type of connectivity grant?
---	--	---	---

Internet service provider	<p>The 100/20/unlimited tier that is suggested in the BEAD proposal--which seems to have spread across as the "ACP tier"--seems high (anecdotally, someone suggested it is because that is what is needed to run VR models). But the service levels "required" from providers should be the same, and should be based on usage models. Using existing packages (at least in terms of the features) may provide an inaccurate sense, since they reflect some aspirational marketing by ISPs (i.e., they *want* customers in X tier, so that is what they sell).</p>	<p>I think better price *and* service transparency is useful. The FCC recently required "truth in billing" disclosures for video providers, where they need to disclose at point of sale the real discounts, as well as when any promo pricing rolls off--and then to follow that with a written communication summarizing the same. If that was provided for broadband, that level of transparency and accountability will help customers across all levels.</p> <p>By the same token--it might be useful to look at the uniform video franchising model. Did setting standards applicable across the state helped to make video services more available? Did it encourage competition and reduce pricing? If not,</p>	<p>Service accountability is probably as important as pricing--VOIP phone (which runs on broadband although not accounted in the same way) is even more sensitive to disruption (even intermittent disruptions) than "normal" internet. So the true cost to service needs to account for some ability to distinguish based on service.</p>
---------------------------	--	---	--

Internet service provider

This is a tricky question because I think you are asking how can we give people internet service for free. To come up with a number is difficult as what is affordable for one person is not for another. I think we should put the burden of the need for help with an internet payment on the individual, not the providers. The government is already giving money for food. Grocery Stores do not change their prices based on the use of a voucher. Why not just give them a token for free internet and let the providers cash it in for the cost of their service. Then the government would know what the providers are charging and can regulate them based on trends in cost.

We are currently struggling to get internet service access to everyone. The data on the cost of service is known. There could be a standard range of cost set by the state and that is what people need to figure out how to provide services within that range. It is tricky to try to set prices, though, because customer service can be reduced to meet the need and people have access but poor service, which is not helpful. If the range is set reasonably using the data of what is being charged today, the range can be set.

People already get cell phones from the government and they could use that for access. This discount (\$100) is not impactful and will just result in a lot of people getting off \$100 on a product they would have bought anyhow. maybe funding a recycling program would be better and help use devices that high end people want to swap for the latest and greatest as new devices for those that cannot afford anything.

It is all a perception of what people think others need. There is not enough information here to really answer the question.

ISP Association	It would be seamless for providers to enroll customers on the current ACP plan - any additional subsidy could be based on current state and federal low income standards for current state and federal programs - like food stamps, medicaid, weatherization. Any additional subsidy could go directly to the family to help pay the bills.	Perhaps more options for families, low data amount, medium data amount, high data amount. Perhaps families with young children wouldn't need as much data as families with school age, especially high school and college age, kids. Income tax credits would also be an option.	BEAD funds would absolutely be allowed for devices and even multiple routers in a home.	Business customers should be last in line for assistance. State tax credits could be an option.
Labor union	Ensure subgrantee's offer low cost entry level service but at least 100mb/20mb	Ensuring buildout geography includes all household in any area awarded a grant. ie: Township or County level.	Allow small payments for purchase of modem/router in each billing cycle until equipment is paid off.	
Municipal, township, or county government	Minimum connectivity requirements, assistance with end-mile connection if resident cannot afford.	consistent pricing based on CPI - no year-to-year increases that make it unaffordable as time goes on	discounted devices based on income levels	businesses treat as a business expense and pass along to consumers. They have the ability to afford it. Assistance should only be given to households that fall below a threshold and for non-profit organizations.

Municipal, township, or county government	Acceptable speeds for telehealth, school work, remote work. Scalable cost based on household income.	Incentives for housing developments/ landlords. With the national housing situation (inflation, interest rates, supply and demand issues), renters definitely should not be left out.	Specific for telehealth, school, remote work. saleable rebate or incentive based on income.	Consideration of speeds for functioning as a business; ie- transactions though online platforms.; utilizing these locations for remote working.
Municipal, township, or county government		Vouchers	Again vouchers	Usually a higher volume
Municipal, township, or county government	At least 100/10 for all households, same as base for all households, no cap as some applications like online learning and telehealth require streaming but no access to movie /entertainment streaming sites.	Reasonable price is \$60/mo for 100/10 minimum; \$80 for 300/100	Laptops should be discounted. These larger screens are essential for most necessary applications. Smartphones can be connected to Smart TVs and neither should justify taxpayer dollars spent to provide discounts.	Businesses, particularly startups, should be given discounts under ACP for the first year of business. Ongoing rates should be equivalent to households.
Municipal, township, or county government	At least 100M/20M for less than \$50/month	Require ISPs to provide 100M plans for \$40 or \$50 a month, instead of doubling or tripling the speed and charging \$80-90.	This is tough, because tech changes so fast. Hardware life is around 4-5 years tops. Maybe leasing devices, so that people just pay a little every month for a basic device. Leverage the buying power of the State to get the devices much cheaper.	Businesses typically use more data and pay more. I am not in a position to comment on what businesses consider affordable.
Municipal, township, or county government	Jerry Everett	Money	I don't believe we can.	It is not different.

Municipal, township, or county government	Service should provide speeds that, at the very least, allow for remote work, education and health monitoring. Cost of \$25 per month is reasonable. As a part of low-cost monthly service, a discounted device bundle option (including free training) should accompany service packages. Devices could be refurbished. That could create an entire business sector focused on the intake, inspection, and resale of devices. Minimum speed 100/20	Service providers should be held accountable to provide actual speeds that match the advertised service package speed. In rural settings, this is not the case. People are paying very high prices for very low speeds. They are getting charged for high speeds and not getting that at all. High quality broadband should be able to handle multiple users at one time regardless of each user's need at the time (streaming services, online meetings and education). People should easily be able to perform remote work, education or health care. Minimum speeds of 250 Mbps are typically required.	Bundle Devices as part of service. Have a very low additional cost (\$5, \$10 per month) to include devices. Refurbished devices could provide very low cost options.	They typically have far more users than a household and not much more money available to spend than a typical household. \$150 per month max price for high speed service.
Non Profit Service Provider	Consistent, measurable service that can scale into the future	One time infrastructure funds to build and in some communities continued funds to support operations.	Yes	Commercial grade services should have consistent up/down service along with reasonable bursting ability.

Nonprofit serving a covered population	Rural communities;Anchor institutions and community networks;	All BEAD providers should have a program designed specifically for this type of service, and that meets minimum performance requirements set forth by the feds and the state. In addition to the temporary ACP program, it should qualify for the ongoing LifeLine FCC program, and providers should be required to promote this.	Multiple ISP options in every geography would promote competition and lower prices for middle class families. Other funding programs, such as federal student aid, would help with affordability for some citizens. Life Line qualifying thresholds could be changed so that middle class families could participate.	Philanthropy could help. Also, libraries could be leveraged to loan/checkout equipment.	Multiple ISP options in every geography would help businesses as well as households. Perhaps the MEDC could target solutions for businesses.
Nonprofit serving a covered population	Rural communities;Aging individuals;Low-income individuals;Veterans;Individuals with disabilities;Members of a racial or ethnic minority group;	Income	Partnerships with all stakeholders	Grants with specific organizations or vendors	I don't think businesses should be included in this as businesses should be able to afford subscription prices (for the most part).

Nonprofit serving a covered population	Rural communities;Aging individuals;Low-income individuals;Veterans;Individuals with disabilities;Individuals with a language barrier;Members of a racial or ethnic minority group;Incarcerated or formerly incarcerated individuals;	Service discounts should be based on income, whether as a comparison to poverty level or on a sliding scale. Discounted offerings should not be artificially capped, throttled, or bandwidth-limited compared to comparable full-price services. That is, a 50Mbps service with a discount should not be artificially rate-limited or otherwise degraded, as compared to a full-price 50Mbps service.	Verify connectivity in all locations -- without service availability, affordability is a non-factor. Calculate who is in the Michigan middle class and scale the program accordingly. Calculate reasonable cost of Internet service, including inflation, and prevent ISPs from raising rates in rural areas to compensate for discounts.	Device discounts should scale with family size and should include a variety of screen sizes and form factors (such as laptops for those who need a physical keyboard).	Software as a service is increasingly important for businesses, to the point that an Internet outage may render a point-of-sale or customer relationship management product unusable. Reliability and turnaround times on trouble tickets, therefore, become crucial to business class services. We should also consider that many businesses may need redundant Internet connections for this reason.
--	---	---	---	--	--

Nonprofit serving a covered population	Rural communities;Low-income individuals;Individuals with disabilities;Individuals with a language barrier;Members of a racial or ethnic minority group;Incarcerated or formerly incarcerated individuals;Aging individuals;Veterans;	It needs to be well publicized, easy to sign up for, based on a metric that is available on-going and available ongoing and sustainable.	We have to utilize the data available to us. If 40 percent say that they cannot afford to pay anything for internet, yet we see that users typically raise that budget prioritization once connected, offering a free 1 year of service might increase adoption and how users prioritize their funds for internet service.	That is an excellent idea. Our organization was awarded funds during Covid for offering support for staff and key volunteers to make sure that they have what they need to communicate virtually as they do their work. We have kept that technology grant application available and funded. We utilize the application to identify what their current set up is, what the fail points are and then, utilize a technology expert to work with them to determine the best strategy to improve their situation. Sometimes that includes a site visit. We consider availability of service, how they are accessing the service, the available devices and the digital skills of the individual as we develop and fund a plan.	Very interesting question. Initially, I think that it the expense for all connectivity needs to be a part of the budget of the business, but then, I am reminded of all the corporate welfare, that includes my local health food store and small custom processor receiving MDARD grants for facility upgrades and think, "Why not?! Of course we should be supporting not only businesses but local units of governments and NGO's afford to upgrade their technology and connectivity.
--	---	--	--	--	---

Nonprofit serving a covered population	Aging individuals;Low-income individuals;Members of a racial or ethnic minority group;	Sustainable and quality service- I would consider this a utility service and right now there is a growing conversation around large utility companies not providing even the bare minimum of service or even poor service. Whatever this ends up looking like I think it needs to focus on the quality and there needs to be explicit definitions of what that means.	I'm not as familiar with this piece but my guess would be a real buy in/partnership from the providers. If not then we need to look at other options outside of the large providers and focus on the smaller ones.	I think devices needs to be discussed more-it isn't sustainable for anyone to just have a cell phone. If we want to set folks up for success in other areas like returning to school or online job training they have to have the devices.	Again not really my area of expertise but I think the emphasis with this needs to be on the really small business owners.
Nonprofit serving a covered population	Aging individuals;Low-income individuals;Veterans;Individuals with disabilities;Individuals with a language barrier;Members of a racial or ethnic minority group;Incarcerated or formerly incarcerated individuals;Rural communities;	ISP should be prohibited on raising prices and offsetting those prices with any government subsidy for customers needing assistance and for customers who don't--i.e. ISP should implement a price freeze across the board while they participate.	1) More competition. As long as new ISP struggle with entering Michigan's marketing, prices will never go down. 2) More awareness for choice. Consumers/end users should be able to go to a website that list price comparisons. 3) Increase the availability for Open Access Fiber	1) Work with nonprofits that source devices cheaper. 2) If the end user income qualifies for broadband service, they should immediately be directed to affordable device offerings. 3) Income-qualified individuals should receive devices that are preloaded with Microsoft Windows or another platforms.	1) One difference is that businesses may not income qualify, and Microsoft Windows (for example) may not be abled to be preloaded for business devices. 2) Another difference is that business may need access to software for taxes, legal services and accounting that household may not need.

Nonprofit serving a covered population	Low-income individuals; Individuals with disabilities; Veterans; Members of a racial or ethnic minority group;	extended access beyond a limited time frame. strong signals in rural areas	increased infrastructure (strength and range)	Distribute through local CBOs (trusted grassroots organizations, senior center, schools, and faith-based organization)	Much like residential accounts it is an essential asset need for functionality. Residents can elect when and how offer services are needed, however, majority of business services and production of products demand solely on access to the internet during peak hours. Businesses need reliable high speed access, which is generally offered at a premium rate. Many small business and entrepreneurs are hindered by the cost. The lag deters customers/clients (revenue). It is a vicious cycle of frustration for all.
--	--	--	---	--	--

Nonprofit serving a covered population	Aging individuals;Low-income individuals;Veterans;Individuals with disabilities;Individuals with a language barrier;Members of a racial or ethnic minority group;Incarcerated or formerly incarcerated individuals;anyone who is a part of the digital divide;	-Age, location, income	After we assess where "middle-class" is classified in 2023, we need to find a consensus dollar amount from that community as to what is HONESTLY fair and affordable. If we do further surveys to find this data, we should also make sure the participants understand the importance of the internet as a basic human need. Those individuals who do not see it that way will think it's not necessary and may view that "reasonable price" as higher.
--	--	------------------------	---

Nonprofit serving a covered population	Aging individuals;Low-income individuals;Veterans;Individuals with disabilities;Individuals with a language barrier;Members of a racial or ethnic minority group;Incarcerated or formerly incarcerated individuals;primarily focused on those below the ALICE threshold;	Enough speed/bandwidth for the average person to access work or school from home	A clear understanding of what constitutes both "middle class" and "reasonable prices" as well as enough competition in the marketplace to guarantee options for folks to select from. That should include options such as municipally-owned services, cooperative-owned services, AND corporate services.	This should be a multi-pronged approach, which should include the distribution of no-cost basic devices, easy access to low-cost or subsidized devices, recycling of unused devices at scale (which are then made available as no-cost or low-cost options), and promotion of affordable devices throughout the marketplace.	As businesses may have different needs, further guidance should be provided based on the size, location, and industry of a business. An online retailer may need different services from a tax accountant, which may differ significantly from a garden center.
--	--	--	---	--	---

Nonprofit serving a covered population	Rural communities; Islands with year round populations;	Providing access to best technical connection option for location, could require system building for some communities.	A dedicated process for getting funding to small rural communities without service to build, buy or access broadband services. Alternate technologies need to be considered including satellite and WIFI distribution systems.	Perhaps a grant or voucher program. Anyone with cost access issues should get a larger amount.	Businesses need to go through a qualification process to get support. They could also provide access for their employees as a option for qualification
Nonprofit serving a covered population	Rural communities; Aging individuals; Low-income individuals; Veterans; Individuals with disabilities; Individuals with a language barrier; Incarcerated or formerly incarcerated individuals; Members of a racial or ethnic minority group;	The low-cost service must provide enough bandwidth to make it a desirable option.	The upfront cost to build the infrastructure will need to be carried by the government otherwise the cost to connect beyond the "low-cost" option will be undesirable.	Basic phones and/or laptop like devices should be made available to those who can not afford them when they accept the low-cost service option.	I don't think it is different. If broadband access is treated like any other utility, then you pay for what you use. A business may require more bandwidth and therefore pay for that bandwidth. If a household or business used more electricity they would pay per unit for that electricity, I imagine this should be the same.

Retired Telecom person, working with my township and local new grass roots FTTH provider.	The minimum service level should be 100 / 20. Data Caps should not be required. Monthly price should be about \$10 -15 mo. The difference should be made up via an ACP type service.	One service as a base for no more than about \$80 mo. No data caps, 100/ 100 as called out currently. But question begs what will or should we do in 5-7 years when average residential will need more. Needs to be factored in as a part of a living plan.	Include the discount of being able to purchase a computer with an ACP type program to bring down the price. Work with local grass roots to afford evaluation and rebuildability of typical late model PC Allow for one to be purchased per account.	Business requires access to current and moving std speeds in order to maintain their position in the local and global communities. This is different in my thinking than a typical residential customer. Current business can be expected to use cloud storage as well as some virtualization. This would seem to suggest that they will need higher than the new / current std 100/100 in relatively short time frame.
---	--	---	---	---

State agency	Service is service - cost of service should not determine quality of service (water, electricity, roads, sanitation)... that said - "low-cost" should be tied to an income qualifier - much as any available public utility/benefit. There should also be an analysis of "profit" - which would benefit all consumers; infrastructure, maintenance, repair, ROI...	Making that the service provider requirement - if the statewide definition of "high-quality" means something, that is the baseline. Think what is being debated now around profit margin- infrastructure development/maintenance/ repair post-ice storm for electric companies...	Device use is just like the key infrastructure; and this will need considerable buildout	Costs are a tax-deductible/cost of business depreciation issue; not so for individuals/home owners. If there was any COVID benefit, it "forced" families into expense(s) they did not anticipate or need; to engage (students at home) families made other sacrifices; because the social norms/expectations were turned upside down.
--------------	--	---	--	---

State agency	Easy enrollment, sufficient speeds, significant discount	competition, possibly regulation	not sure	not sure
--------------	--	----------------------------------	----------	----------

MI Connected Future Partnership Roundtable Survey Results

March 2023: Affordability

State agency	A consistent rate	A rate that stays consistent so families can more easily budget for it	I think the discounted prices for devices should continue to be considered.	Businesses would most likely have to have more functionality in terms of more bandwidth, etc. depending on the type of business it is.
State agency	Unlimited use (no data caps), mid tier speed (to allow pages that may not be optimized for low download speeds to be usable)	Ability to request services via MDHHS along with SNAP, EBT, etc.(one stop for assistance). Many participating providers with the same offering	Offer a base model for purchase with copay if necessary. For example offer a tablet, desktop and laptop. If the program kicks in 100 show how much each device would cost and allow it to be purchased from the program (Bulk buying discounts) opposed to reimbursements.	Business need to factor it in as a cost of doing business just like they plan for licensing, etc. start-ups could have a base plan to get them up and running. Most business cannot be successful without broadband. Individuals can get by using community resources.

State agency	<p>Minimum speed requirements, service quality standards, as well as a minimum pricing option should be included. Also, this option should be available to all qualifying households regardless of whether they have past due bills, etc. Household qualifications for this type of service option could possibly mirror the ACP program.</p>	<p>Since broadband is not a regulated service, it is difficult to "ensure" that high-quality broadband service is provided to all middle-class families at a reasonable price. However, if state agencies are offering grant style programs for ISPs to use toward broadband expansion, they could perhaps include requirements tied to those grants regarding minimum speeds and service quality standards, as well as perhaps price lock requirements? Without statute regulating parts of this industry, it is difficult to define what are "reasonable prices".</p>	<p>Could mirror ACP, however, it is the participating ISPs that offer the devices. Under a state program, you could seek comments from non-profit type of organizations or private businesses to see if they could lead the effort in providing devices, etc. Or you could also work with ISPs, just as in the ACP to see if they would be willing to continue to offer devices at the discounted amount.</p>
--------------	---	---	---

Statewide advocacy org	It should be the same as a high cost service option	The only way to do this is if we treat internet like a utility like electricity or, even better, a universal good like schools. As long as it's a market-based commodity, some middle class people will be priced out.	Not sure	I would need to know more about the impact of corporate usage on individual usage to understand if this is an issue or not. I think core infrastructure like roads and internet is good for both households and businesses, and both should pay into the system in line with their ability.
University	Reliability, speed and security	Strong contracts with ISPs with accountability and management. State must be actively involved in holding companies accountable for their deliverables. Also, we need to focus on getting people out of poverty in addition to providing subsidies.	Partnership with companies such as Dell, Apple (they cost more than PCs) or BestBuy where models could be preconfigured and available at a discount.	Scope is more limited. Focused on business plans and outcomes while homes incorporate everything in ones life.

University	<p>I see "affordability" as a concept that is best defined relative to income (or another meaningful measure of available resources). Thus, it probably would be worthwhile to think about some form of differentiation. A state-wide goal could be to have broadband service available that costs not more than a certain percent of average household income. The international threshold is currently set at 2 percent of income, but in many of our peer countries the actual cost is lower. The national FCC benchmark for 25/3 unlimited fixed service is currently \$75.93 and for 100/10 \$105.21. It probably would be good to define affordability below these price points. I would be in favor of quality differentiation (e.g., speeds,</p>	<p>Every provider who has received subsidies will have to have a low cost option in their service package. Price transparency, where consumers state-wide know about prices would add pressure on providers, as would competition where ever possible.</p>	<p>This is a tough one, as there are so many devices. It probably will be necessary to define which affordabilities a device should have (e.g., type of keyboard or other software that can be used to manipulate it, screen, etc.). Providers could have an obligation to provide device information or to work with organizations that make affordable devices available to users. Transparency about available offers would also help, maybe a statewide inventory of available refurbished devices? A database of commercially available devices? Digital literacy will help in overcoming this problem also.</p>	<p>Every business will minimize costs, so at some level they will want to have the cheapest service available. However, businesses often can forward expenses into their prices and they often have differentiated quality needs. My suggestion is price differentiation and let businesses choose. Perhaps a business low cost entry option.</p>
Utility (AEP)	<p>There should be easy access to this information for the consumers.</p>	<p>It will take programs to be established to offer such services.</p>	<p>In the internet program there also should be information on how the device can be procured.</p>	<p>Businesses may be able to afford internet within their budgets, where households may not have that ability.</p>

We are both a nonprofit serving a covered community and registered as a community internet provider	That it provides for a service compensation and for device coverage. I think the 30 rate is too low. But the facts are not being clearly stated here. In that while 45% maybe participating in the ACP ISP providers have made that participation null with bundles and packaging that has nullified the value to consumers.	I am not clear on how we define middle-class and the same problem exist with middle-class or low income households is to establish what is profitability and what is quality essential service.	This does create a problem. Of course you need devices for the service but devices vary so greatly in cost.	Defining the volume of the business versus the community value. Or is it a hub within the community serving more than as a business extraction from the community.
---	--	---	---	--
