

# Bridging the Digital Divide

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# Accelerating America



## Affordability

Making high-quality internet affordable for more people and working with policy makers to create lasting solutions for broadband inclusion.

- Affordably Connectivity Program
- Verizon Forward
- Digital Inclusion Program



## Adoption

Helping ensure that more people have the skills to thrive in a digital world.

- Verizon Innovative Learning Schools
- Small Business Digital Ready Platform



## Access

Advocacy for a citywide deployment.

- Fixed Wireless Access
- Supporting wireless and fiber deployment needs



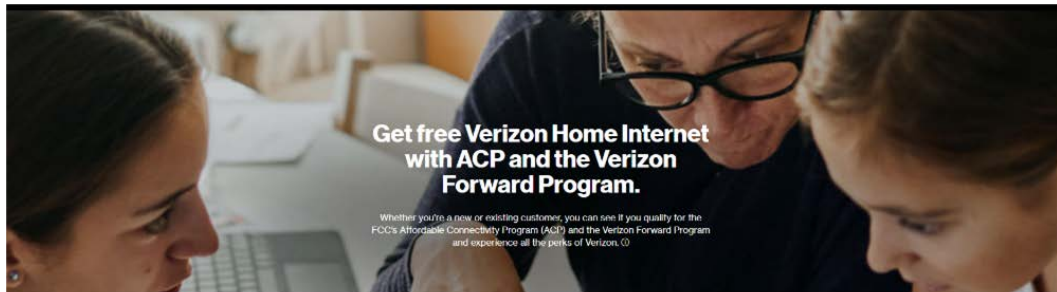
# Affordable Connectivity Program (ACP) + Verizon Forward Program

The ACP program was created by Congress and implemented by the Federal Communications Commission to assist low income households pay for internet service and connected devices like a laptop, tablet or desktop.

Customers approved for ACP can get free 5G Home with the Verizon Forward Program discount.

## Ways to qualify for ACP

- Based on household income
- Anyone in the household that participates in government assistance programs such as SNAP, WIC, Medicaid, SSI or other programs
- A dependent attending a Community Eligibility Provision school or participates in the Free or Reduced Price School Lunch Program
- Anyone in the household already receives a Lifeline benefit
- Anyone in the household receives a Pell Grant in the current award year
- Anyone who receives Federal Public Housing Assistance or Project-Based Rental Assistance
- Anyone who receives Veterans Pension and Survivor Benefits



No upfront fees  
or installation  
charges.

No annual  
contracts or  
hidden fees.

No equipment  
charges or  
data caps.

Switch and get up  
to \$500 for early  
termination fees. Ⓢ

[verizon.com/verizonforwardprogram](https://verizon.com/verizonforwardprogram)



# Digital inclusion through the ACP

## Potential Barriers



Awareness



Trust



Complex  
process



## VZ Addressing Barriers

1

Built cross-sector ecosystem of partners (City, CBO's, housing communities) trusted by the community.

2

Developed messaging and customized campaigns tailored to the unique needs of the community.

3

Accommodate tech and language barriers for the community.



# Verizon Digital Inclusion Program

Verizon is partnering with government agencies and nonprofits to support underserved communities with hotspots and mobile devices to access wireless broadband and voice services

- Devices and data plans for Mobile Broadband, Basic and Smartphones
- Optional features like Private Network, Mobile Device Management and security software
- Unlimited/25GB Premium LTE\*



- Members of low -income households (as determined by Federal Poverty Guidelines 135% of guidelines)
- Pell Grant recipients
- Participants in the National School Lunch program



**Verizon is committed to economic and social advancement so all people can affordably participate in the digital economy**

\*Data speeds will be limited if 25GB of usage is exceeded within a billing cycle



# Robust Networks Benefit San Francisco



Helps underserved communities with access to high -speed broadband



Supplies a transformative high -speed wireless experience that will drive innovation and spawn new businesses



Provides the enabling infrastructure for traffic congestion improvements , pedestrian safety, autonomous vehicles



Helps speed the economic recovery for small business, by enabling business transformation and cost reduction



Facilitates enhanced remote healthcare (e.g. home health, mobile diagnostics)



Enables new life saving solutions for first responders and new, immersive learning experiences

Verizon uses a balanced approach to engineering the best possible network given the community's needs



# Needs to Accelerate a Citywide Build



## Critical Step: Update MLA

- Amending the SFPUC and MTA Master License Agreements will allow for a robust deployment



## Streamline Permit Processing

- Timely review and approval of permits and applications
- Cross-departmental working group to manage permit and construction progress efficiently
- City approval of a standard wood pole design
- Work with the city and our vendors to create standard pre-approve permit package
- Blanket permit approval to reduce number of required permits (e.g. temp occupancy)



## Waive Overly Burdensome Requirements and Support Cost Reducing Methods

- ADA curb ramp replacement only when Verizon work disrupts the curb (vs. when Verizon passes curb)
- Allow for 3 ft. T-Cap vs. full lane repaving on trenching
- Allow for the option of narrow band trenching (16" -26" depth) in areas where feasible



