

Wireless accessibility Report for affordable broadband (WARAB)

By: Anthony Hake, Director of IT at OHC





March 23, 2021

Oak Hill Collaborative

507 Oak hill Ave, Youngstown Ohio 44502

Wireless Accessibility Report for Affordable Broadband (WARAB)

By: Anthony Hake – Director of IT (OHC)

*“As this report seeks to inform low income families of opportunities for affordable internet plans it’s important to emphasize that not every ISP that services an area services residential lots. Even fewer ISPs that do service residential lots have benefits for low income households.*   
*In addition to this, not all information is easily cited as much of this data was collected via phone call conversations with various sales reps. For credibility citations have been offered where applicable. “ – Authors Note*

Table of Contents

[What is the need? 3](#_Toc66892866)

[Definitions 4](#_Toc66892867)

[DSL 4](#_Toc66892868)

[Cable 4](#_Toc66892869)

[Fiber 4](#_Toc66892870)

[Satellite Internet 4](#_Toc66892871)

[Fixed Wireless 4](#_Toc66892872)

[COVID-19 Related Benefits 5](#_Toc66892873)

[Emergency Broadband Benefit (EBB) – Provided by FCC 5](#_Toc66892874)

[Local Pre-existing Initiatives 6](#_Toc66892875)

[MYCAP Internet Assistance 6](#_Toc66892876)

[Provider Benefits 7](#_Toc66892877)

[Charter (Spectrum) Internet Services5 | Cable 7](#_Toc66892878)

[ViaSat Inc.6 | Satellite 7](#_Toc66892879)

[Hughes Network Systems, LLC | Satellite 7](#_Toc66892880)

[AT&T Inc. | ADSL/IPBB (Hybrid DSL) 7](#_Toc66892881)

[Earthlink | DSL, Cable 8](#_Toc66892882)

[Century Link 8](#_Toc66892883)

[Cox 8](#_Toc66892884)

[Frontier 8](#_Toc66892885)

[Verizon 8](#_Toc66892886)

[Xfinity 9](#_Toc66892887)

[Armstrong 9](#_Toc66892888)

[RAA Services9 | Fixed Wireless 9](#_Toc66892889)

[FAQ: 10](#_Toc66892890)

[Q: What ISPs will honor EBB? 10](#_Toc66892891)

[References 11](#_Toc66892892)

# What is the need?

Reliable, affordable wireless internet at 100Mbps download speed and 10Mbps upload speed for socioeconomically disadvantaged households over four residents. In addition to this, wireless internet at 25Mbps download speed and 3Mpbs upload speed for similarly disadvantaged single person households.

Definitions1

DSL – Lower bandwidth phone line internet connection with speeds rarely exceeding 100Mbps. In urban areas DSL may be faster due to using “Fiber to node” infrastructure to reduce the distance of low-bandwidth coper telephone lines. Download 5Mbps – 35Mbps | Upload 1-10Mbps

Cable – Similar to DSL but uses new “coaxial” lines which carry more bandwidth. Download 10-500Mbps | Upload 5-50Mbps

Fiber**4** – A common upgrade choice from DSL in larger cities. It is made of glass fibers bundled together to transmit data using light the same way copper wires would with electricity. Make up the majority of internet exchange points (IXPs) to improve faster delivery speeds from across the net. Also commonly renowned for their “symmetrical” upload and download speeds. These speeds are also so high they’re often referred to as “gigabit internet”. Download 250-1,000 Mbps | Upload 250 – 1,000Mbps

Satellite Internet**8** – Alternative wireless internet access provided by satellites orbiting earth from space. This is typically a metered internet connection that is not suitable for video streaming. May have better actual speeds than advertised depending on lack of weather/radio interference. Download 15 – 25Mbps | Upload 3Mbps

Fixed Wireless**7** – Antennae based wireless internet that feeds off of local WISP networks. Similar to Satellite but lower cost equipment and shorter range (which is good, less range to be affected by bad weather). Speed is dependent on implementation.

# COVID-19 Related Benefits

Emergency Broadband Benefit (EBB) – Provided by FCC  
Start Date: April 2021 End Date: TBA

* EBB will be provided to discount up to $50 per month towards broadband service for eligible households (up to $75 for households on Tribal lands)
* EBB will also provide a one-time discount of up to $100 to purchase a laptop, desktop computer, or tablet from participating providers if they contribute $10-$50 towards the purchase price. Mobile smart phones and cell phones not applicable.
* Who qualifies? If one (and only one) member of the household:
  + Qualifies for the [Lifeline](https://www.fcc.gov/lifeline-consumers) program;
  + Receives benefits under the free and reduced-price school lunch program or the school breakfast program, including through the USDA Community Eligibility Provision, or did so in the 2019-2020 school year;
  + Received a Federal Pell Grant during the current award year;
  + Experienced a substantial loss of income since February 29, 2020 and the household had a total income in 2020 below $99,000 for single filers and $198,000 for joint filers; or
  + Meets the eligibility criteria for a participating providers' existing low-income or COVID-19 program.

# Local Pre-existing Initiatives

## MYCAP Internet Assistance

* You may qualify if your internet is a separate bill and not bundled with cable and/or phone service
* Available only for Mahoning/Youngstown citizens
* Application must be picked up at the MYCAP office
  + Submit requested documentation and a filled out form
* Call their number at 330 – 747 – 7921 if you have any questions

# Provider Benefits

## Charter (Spectrum) Internet Services5 | Cable

* Their program is called “Spectrum Assist”
* Must qualify for NSLP, community eligibility provision, or have SSI (age 65+ only)
* $17.99/month for service (as opposed to $60)
* Applicants MUST fill out application [here](https://www.spectrum.net/support/forms/spectrum_internet_assist)
* Free internet modem
* Speed caps off at 30Mbps download, 3mbps upload speed
* Technician fee $50 and only charged if necessary
  + Otherwise self-install kit is $10 and can be mailed or picked up
* “Optional in-home Wi-Fi service” (router) at $5/month
* **Not available for current internet subscribers** (but works for those with just a TV or phone plan)

## ViaSat Inc.6 | Satellite

* Lowest plan is their “Bronze” plan for 89.99 or 99.99 (after three months) for 12mbps
* Only usable plan for families is $99.99 or 149.99 after three months
* Charge for modem (most plans offer for free)
* $400 in total after Dish lease and installation fees
* “Unlimited Data” but throttles after 40Gb
  + Does not disclose upload speeds
* Requires long term commitment
* No low income plan available

## Hughes Network Systems, LLC | Satellite

* Metered plans only
* Available at $50/month for 10GB for 6 months, then becomes $60
* 25Mbps download speeds throttled down to 1-3Mbps speeds after 10GB cap
* 3Mbps upload speed
* Installation fee of $200
* Charges $10 for six months for equipment and then $15 for the rest of the plan
* No low income plan available

## AT&T Inc. | ADSL/IPBB (Hybrid DSL)

* Low income plan (Called AT&T Access) is $10 month for 25Mbps download if you qualify
* Must be eligible for SNAP, SSI
* Application is [online](https://www.att.com/internet/access/)

## Earthlink | DSL, Cable

* $50 a month for 6Mbps Download and 0.768Mbps Upload (this is for Cable performance)
* $80 Installation fee
* $9 Modem Lease monthly fee
* Cable vs DSL is location dependent
* No data cap, but also no low income assistance plans

## Century Link14 | Cable

* Qualifies individuals who are signed up with the FCCs “Lifeline” program as well as those who qualify for Telephone Assistance Program (TAP)
* Speeds are no lower than 25Mbps download and 3Mbps upload
* Plans starting at $49.99 a month for “up to” 100Mbps download
* Modem may need leased at $15/month

## Cox12 | Cable

* “[Connect2Compete](https://www.cox.com/residential/internet/connect2compete.html)” is internet for families with school-aged children who are enrolled in low-income assistance programs
* Limited time offer (Covid) – first two months is free, then each month after is $9.95
* Download speeds are bumped up to 50Mbps

## Frontier13 | Cable

* Ohio Lifeline Discount Program – Must qualify for Lifeline to enroll in the discount
  + May also qualify if enrolled in:
    - Medicaid (also known as Ohio Medicaid)
    - Supplemental Nutrition Assistance Program (SNAP) formerly Food Stamps
    - Supplemental Security Income (SSI)
    - Federal Public Housing Assistance (Section 8)
    - VA Veterans Pension (Supplemental Income for Wartime Veterans)
    - VA Survivors Pension
  + Takes $9.25/month off internet plan or $7.25/month off your telephone service.
* Normal plans are $44.99 for 12 months
  + $85 activation fee, $10 cancellation fee
* Download speed between 9.1Mbps and 25Mbps

## Verizon16 | Fiber

* Verizon Wireless offers low income discounts to their FIOS fiber-optic plan
* $19.99 for 200Mbps download
  + Need to enroll in auto pay and be approved by lifeline
  + $15/mo equipment fees not included
* Must be able to front the cost of a normal plan up front – discount is applied day of installation

## Xfinity | Wireless

* Stationary Xfinity hotspots available for free with Comcast “Internet Essentials” log in

## Armstrong15 | Cable

* Armstrong offers a program called “[Lifeline 135](https://armstrongonewire.com/Support/Billing/Articles/SpecialServices)” to help low-income residential customers.
* Takes $9.25/month off internet plan or $7.25/month off your telephone service.
* You qualify if you’re on SSI, SNAP, Medicaid, and more. You also qualify if your yearly income is at/below 135% of the Federal Poverty Guidelines.

## RAA Services9 | Fixed Wireless

* Not sure if available (no way of checking without site evaluation)
* No data caps or hidden fees
* 5Mbps Down | 1 Mbps Up for $40/month
* 25Mbps Down | 5Mbps Up for $100/month

## Comcast11 | Cable

* “[Internet Essentials](https://www.internetessentials.com/)” from Comcast available to all new customers
* 60 days of free internet essentials service (usually $10 for low income households)
* All new and existing essentials customers get a speed boost to 25Mbps download and 3Mbps upload.
* Xfinity hotspots available for free across the country (stationary on site hot spots)
* Data overages do not apply for 60 days

# FAQ:

## Q: What ISPs will honor EBB?

A: TBD

# References

1. <https://broadbandnow.com/guides/dsl-vs-cable-vs-fiber>
2. <https://broadbandmap.fcc.gov>
3. <https://highspeedinternet.com/oh/youngstown>
4. <https://www.howtogeek.com/355136/what-is-fiber-internet-and-how-is-it-different/>
5. <https://www.spectrum.com/internet/spectrum-internet-assist>
6. <https://broadbandnow.com/Exede-Internet-deals>
7. <https://www.reviews.org/internet-service/what-is-fixed-wireless-internet/>
8. <https://www.satelliteinternet.com/resources/what-is-satellite-internet/>
9. <http://www.raainternet.com/home.html>
10. <https://www.everyoneon.org/find-offers>
11. <https://www.internetessentials.com/>
12. <https://www.cox.com/residential/internet/connect2compete.html>
13. <https://frontier.com/resources/discountprograms/lifelineprogram/ohio>
14. <https://www.centurylink.com/aboutus/community/community-development/lifeline.html>
15. <https://armstrongonewire.com/Support/Billing/Articles/SpecialServices>
16. <https://www.verizon.com/info/low-income-internet/>