

ANDERSON COUNTY

TECHNOLOGY ACTION PLAN

PREPARED BY **CONNECT SOUTH CAROLINA**
AND THE
ANDERSON COMMUNITY TECHNOLOGY TEAM



MAY 14, 2013



ACCESS



ADOPTION



USE



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INTRODUCTION

The purpose of this report is to summarize the community's assessment of local broadband access, adoption, and use, as well as the best next steps for addressing any deficiencies or opportunities for improving the local technology ecosystem.

Background

Today, technology plays a pivotal role in how businesses operate, the type of service consumers expect, how institutions provide services, and where consumers choose to live, work, and play. The success of a community has also 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. As noted in the National Broadband Plan, broadband Internet is “a foundation for economic growth, job creation, global competitiveness and a better way of life.”¹

Despite the growing dependence on technology, as of 2012, 30% of Americans did not have a high-speed connection at home.² 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. In 2012, Connected Nation also surveyed 7,004 businesses in 9 states. Based on this data, Connected Nation estimates that at least 1.8 million businesses - 24% - in the United States do not utilize broadband technology today.³

Deploying broadband infrastructure, services, and application, as well as supporting the universal adoption and meaningful use of broadband, are challenging - but required - building blocks of a twenty-first century community. To assist communities, Connected Nation developed the Connected Community Engagement Program to help your community identify local technology assets, complete an assessment of local broadband access, adoption, and use, and develop an action plan for pursuing solutions.⁴

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

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

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

4 Connected Nation, parent company for Connect South Carolina, 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

Methodology

By actively participating in the Connected Community Engagement Program, the Anderson County Broadband Committee is boosting the community's capabilities in education, healthcare, and public safety, and stimulating economic growth and spurring job creation. The Anderson County Broadband Committee 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.
2. With assistance from Connect South Carolina, 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.

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 broken into 3 areas: **ACCESS**, **ADOPTION**, and **USE**. Each area has a maximum of 40 points. To achieve Connected Certification, the community must have 32 points in each section and 100 points out of 120 points overall.

The **ACCESS** focus area checks to see whether the broadband and technology foundation exists for a community. The criteria within the **ACCESS** focus area endeavors to identify gaps that could affect a local community broadband ecosystem including: last 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.”

Broadband **ADOPTION** is important for consumers, institutions, and communities alike to take the next step in fully utilizing broadband appropriately. The **ADOPTION** component of the Connected Assessment seeks to ensure the ability of all individuals to access and use broadband.

Broadband **USE** is the most important component of **ACCESS**, **ADOPTION**, and **USE** 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 National Broadband Plan (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.

Analysis of Connected Assessment

- Anderson County achieved a score of 104 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.
- The county scored 32 out of a possible 40 points in broadband access primarily because of some gaps in broadband availability.
- The county scored 32 out of a possible 40 points in broadband adoption primarily because the Anderson County Library is the only large institution offering free computer access to the general public. Some other institutions are providing access on a more limited scale, while others provide access to a limited clientele.
- Anderson 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 plan will provide some insight and recommendations that will help the community continue to achieve success.

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 Champion: Steve Newton Community Advisor: Lindsay Moffett Conrad			
FOCUS AREA	ASSESSMENT CRITERIA	COMMUNITY SCORE	MAXIMUM POSSIBLE SCORE
ACCESS	Broadband Availability	8	10
	Broadband Speeds	5	5
	Broadband Competition	3	5
	Middle Mile Access	6	10
	Mobile Broadband Availability	10	10
	TOTAL ACCESS SCORE	32	40
ADOPTION	Digital Literacy	10	10
	Public Computer Centers	2	10
	Broadband Awareness	10	10
	Vulnerable Population Focus	10	10
	TOTAL ADOPTION SCORE	32	40
USE	Economic Opportunity	10	10
	Education	10	10
	Government	10	10
	Healthcare	10	10
	TOTAL USE SCORE	40	40
COMMUNITY ASSESSMENT SCORE		104	120

Itemized Key Findings

The following key findings were identified (in addition to findings illustrated in the community scorecard) through the technology assessment. Connect South Carolina gathered data for the Access portion, while the Anderson Community Broadband Committee provided input on the Adoption and Use sections:

ACCESS

- 13 last-mile broadband providers currently provide service in Anderson County:
 - 97.64% of households have access to 3 Mbps.
 - More than 93.79% of Anderson County homes have access to 50 Mbps service.
 - 85.76% of Anderson County households have access to more than one provider.
- Middle mile fiber infrastructure is available from at least one provider in Anderson County.
- 99.97% of Anderson County households have access to mobile broadband.

ADOPTION

- 6 Digital Literacy Programs exist in the community resulting in 2,700 graduates over the past year.
- 11 Public Computer Centers (PCC) with a total of 132 computers are open to the public.
- 11 Broadband Awareness Campaigns are reaching 100% of Anderson County.
- 8 organizations are working with at least 5 vulnerable populations.

USE

- At least 14 uses of broadband were identified in the area of economic opportunity including 7 advanced uses and 7 basic uses.
- At least 9 uses of broadband were identified in the area of education including 7 advanced uses and 2 basic uses.
- At least 10 advanced uses of broadband were identified in the area of government.
- At least 7 uses of broadband were identified in the area of healthcare including 5 advanced uses and 2 basic uses.

In addition to the items identified above, the Anderson County Broadband Committee identified the following technology resources in the community:

Technology Providers

- 13 broadband providers were identified in Anderson County

Technology Facilities

- 11 public computing centers
- 43 wireless hotspots

Community Websites

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

Priority Projects

This exercise has culminated in the outlining of projects to allow the community to continue its recognized excellence in technology and broadband planning across the community. Below are 4 priority projects; this is followed by a complete list of all recommended actions.

- Promote Computer Ownership Expansion, Internet access, and Digital Literacy Training for Low-Income Students
- Complete a Vertical Assets Inventory
- Perform a Broadband Build-out Analysis in Unserved Areas
- Identify, Map, and Validate Broadband Demand

Complete List of Recommended Actions

Below is a complete list of 22 recommended actions. Numbered actions indicate those recommended by Connect South Carolina, whereas non-numbered actions indicate those developed by the Anderson County Broadband Team. Detailed descriptions of each solution proposed by Connect South Carolina can be found in the *Recommended Actions* section later in this report.

ACCESS

Broadband Availability

1. Deploy Educational WiMAX
2. Perform an Analysis of Local Policies and Ordinances
3. PRIORITY PROJECT – Perform a Broadband Build-out Analysis in Unserved Areas
4. PRIORITY PROJECT – Identify, Map, and Validate Broadband Demand

Broadband Speeds– No recommended actions

Broadband Competition – No recommended actions

Middle Mile Access

5. Develop Public-Private Partnerships to Deploy Broadband Service

6. Study and Possibly Reassess Major Telecom Purchase Contracts
7. Develop & Issue an RFP for Build-out

Mobile Broadband Availability

8. PRIORITY PROJECT – Complete a Vertical Assets Inventory

ADOPTION

Digital Literacy

9. Promote the Nationwide Connect2Compete Program

Public Computer Centers

10. Provide Incentives to Encourage Computer Purchases among Students
11. Procure a Multipurpose Mobile Technology Center
12. Initiate a Community Computer Refurbishment Program
13. Establish a "Community Technology Academy"

Broadband Awareness

14. Facilitate a Technology Summit

Vulnerable Population Focus

PRIORITY PROJECT – Promote Computer Ownership Expansion, Internet access, and Digital Literacy Training for Low-Income Students

USE

Economic Opportunity

15. Develop or Identify a Broadband Training and Awareness Program for Small and Medium Businesses
16. Establish a "Digital Factory"

Education

17. Improve Education through Digital Learning
18. Connect all School Classrooms to the Internet

Government

19. Improve Online Business Services Offered by the Government
20. Pursue Next Generation 911 Upgrades

Healthcare

21. Promote Telemedicine in Remote Areas

DETAILED FINDINGS

Anderson County Assessment Findings

Today, residents in Anderson County (or sections of the community) are served by 13 providers. Currently, broadband is defined as Internet service with advertised speeds of at least 768 Kbps downstream and 200 Kbps upstream. According to Connect South Carolina’s latest broadband mapping update, the following providers have a service footprint in the Anderson County Community:

Broadband Providers	Technology Type	Website Reference
AT&T Mobile LLC	Mobile	http://www.wireless.att.com
AT&T South Carolina	DSL	http://www.att.com
Charter Communications, Inc.	Cable	http://www.charter.com
Family View Cable	Cable	http://famview.com
Hughes Network Systems, LLC	Satellite	http://www.hughes.com
Northland Cable Television	Cable	http://www.northlandcabletv.com
PRT Communications	Mobile	http://www.prtcnet.com/
Sprint	Mobile	http://www.sprint.com
StarBand Communications	Satellite	http://starband.com/
T-Mobile	Mobile	http://www.t-mobile.com
Verizon Wireless	Mobile	http://www.verizonwireless.com
ViaSat	Satellite	http://www.wildblue.com
West Carolina Rural Telephone Cooperative, Inc.	Fiber	http://www.wctelephone.com

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

Organization Name	Website	Website Category
Clemson Cooperative Extension Service	www.clemson.edu/extension/county/anderson/	Agriculture
Anderson Soil and Water Conservation District	www.andersonswcd.org/	Agriculture
Anderson County Economic Development	www.advance2anderson.com	Business

Anderson Area Chamber of Commerce	www.andersonscchamber.com	Business
Innovate Anderson	www.innovateanderson.com	Business
S.C. Department of Commerce	http://sccommerce.com/sc-business-network/resource-finder	Business
Clemson University Small Business Development Center	www.clemson.edu/centers-institutes/sbdc/	Business
Governor's Office of Small and Minority Business Assistance	www.govoepp.state.sc.us/osmba/	Business
SC Women's Business Center	http://scwbc.net	Business
SCORE- Anderson Branch	www.piedmontscore.org	Business
WorkLink Workforce Investment Board	http://www.worklinkweb.com/welcome/	Business
Upstate SC Alliance	www.upstatealliance.com	Business
SC Technology Alliance	www.sctech.org	Business
City of Anderson Business Development Department	www.cityofandersonsc.com/neighborhoods/business-development.html	Business
Appalachian Development Corporation	www.scacog.org/finance/adc.html	Business
SC Launch!	www.sclaunch.org	Business
Upstate Carolina Angel Network	www.upstateangels.com	Business
Plan-A-Biz	www.planabiz.org	Business
Infomentum	www.infomentum.org	Business
Anderson School District One	www.anderson1.k12.sc.us	Education
Anderson School District Two	www.anderson2.org	Education
Anderson School District Three	www.anderson3.k12.sc.us	Education
Anderson School District Four	www.anderson4.k12.sc.us	Education
Anderson School District Five	www.anderson5.net	Education
Anderson County Board of Education	www.boardofed.net	Education
Anderson County Alternative School	www.anderson5.net/alternativeschool	Education
Anderson Adult Education	www.anderson5.net/Domain/29	Education
Anderson Career Technology Center	www.andersonctc.org	Education
Anderson University	www.andersonuniversity.edu	Education
Tri-County Technical College	www.tctc.edu	Education
Forrest Junior College	www.forrestcollege.edu	Education
Anderson County, SC (County Government)	www.andersoncountysc.org	Government
City of Anderson	www.cityofandersonsc.com	Government
City of Belton	www.cityofbeltonsc.com	Government
Town of Honea Path	www.townofhoneapath.com	Government
Town of Iva	www.townofiva.com	Government
Town of Pelzer	www.townofpelzer.com	Government
Town of Pendleton	www.townofpendleton.org	Government

Town of Williamston	www.williamstonsc.us	Government
Town of West Pelzer	www.westpelzer.com	Government
S.C. Appalachian Council of Government	www.scacog.org	Government
AnMed Health	www.anmedhealth.org	Healthcare
Anderson County Library System	www.andersonlibrary.org	Libraries
Anderson County Convention and Visitors Bureau	www.visitanderson.com	Tourism
Anderson Downtown Development Director	www.downtownanderson.com	Tourism
Belton Area Partnership	www.beltonsc.com	Tourism
Honea Path Merchants Association	www.honeapath.com	Tourism
Pendleton District Commission	www.pendletondistrict.org	Tourism
Lake Hartwell	www.sas.usace.army.mil/lakes/hartwell	Tourism
Lake Russell	www.sas.usace.army.mil/lakes/russell	Tourism
Broadway Lake	www.southcarolinialakes.info/broadwaylake.htm	Tourism
Anderson Sports and Entertainment Center	www.andersonevents.com	Tourism
T. Ed Garrison Arena	http://www.clemson.edu/public/garrison/	Tourism

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	Resource Type
Anderson County Main Library	Public Computer Facility
Belton Branch Library	Public Computer Facility
Jennie Erwin (Honea Path) Branch Library	Public Computer Facility
Iva Branch Library	Public Computer Facility
Lander Memorial (Williamston/Pelzer/West Pelzer) Branch Library	Public Computer Facility
Pendleton Branch Library	Public Computer Facility
Piedmont Branch Library	Public Computer Facility
Powersville Branch Library	Public Computer Facility
Westside Community Center Branch Library	Public Computer Facility
Touch the Future	Public Computer Facility
Anderson Interfaith Ministries	Public Computer Facility
Anderson County Main Library	Wireless Hotspot
Belton Branch Library	Wireless Hotspot
Jennie Erwin (Honea Path) Branch Library	Wireless Hotspot



Iva Branch Library	Wireless Hotspot
Lander Memorial (Williamston/Pelzer/West Pelzer) Branch Library	Wireless Hotspot
Pendleton Branch Library	Wireless Hotspot
Piedmont Branch Library	Wireless Hotspot
Powdersville Branch Library	Wireless Hotspot
Westside Community Center Branch Library	Wireless Hotspot
AT&T Retail Store	Wireless Hotspot
Dunkin Donuts	Wireless Hotspot
Dunkin Donuts	Wireless Hotspot
Chick-Fil-A	Wireless Hotspot
Chick-Fil-A	Wireless Hotspot
Chick-Fil-A	Wireless Hotspot
El Patron	Wireless Hotspot
Holiday Inn Express	Wireless Hotspot
Holiday Inn Express	Wireless Hotspot
JC's Sandwich Shoppe	Wireless Hotspot
McDonald's	Wireless Hotspot
McDonald's	Wireless Hotspot
McDonald's	Wireless Hotspot
Panera Bread	Wireless Hotspot
Publix Super Market	Wireless Hotspot
Publix Super Market	Wireless Hotspot
Quality Inn	Wireless Hotspot
Sam's Club	Wireless Hotspot
Staples	Wireless Hotspot
Starbucks Coffee Company	Wireless Hotspot
Home Depot	Wireless Hotspot
Jittery Joe's Coffee	Wireless Hotspot
Days Inn	Wireless Hotspot
Hilton Garden Inn	Wireless Hotspot
Mainstay Suites	Wireless Hotspot
Office Depot	Wireless Hotspot
Holiday Inn	Wireless Hotspot
Microtel Inns and Suites	Wireless Hotspot
Fairfield Inn & Suites	Wireless Hotspot
KOA Campgrounds	Wireless Hotspot
McDonald's	Wireless Hotspot
Black Cow Coffee House	Wireless Hotspot

McDonald's	Wireless Hotspot
Pendleton Café and Coffee Co.	Wireless Hotspot

Connected Assessment Summary

Community Champion: Steve Newton Community Advisor: Lindsay Moffett Conrad			
FOCUS AREA	ASSESSMENT CRITERIA	COMMUNITY SCORE	MAXIMUM POSSIBLE SCORE
ACCESS	Broadband Availability	8	10
	Broadband Speeds	5	5
	Broadband Competition	3	5
	Middle Mile Access	6	10
	Mobile Broadband Availability	10	10
	TOTAL ACCESS SCORE	32	40
ADOPTION	Digital Literacy	10	10
	Public Computer Centers	2	10
	Broadband Awareness	10	10
	Vulnerable Population Focus	10	10
	TOTAL ADOPTION SCORE	32	40
USE	Economic Opportunity	10	10
	Education	10	10
	Government	10	10
	Healthcare	10	10
	TOTAL USE SCORE	40	40
COMMUNITY ASSESSMENT SCORE		104	120



ACCESS Score Breakdown

Broadband Availability (8 out of 10 Points Possible) – is measured by analyzing provider availability of 3 Mbps broadband service gathered by Connected Nation's 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 October 2012 data collected by Connect South Carolina, 97.64% of Anderson County residents had access to broadband speeds of 3 Mbps or greater.**

Broadband Speeds (5 out of 5 Points Possible) – is measured by analyzing the speed tiers available within a community. Connected Nation will analyze broadband data submitted through its broadband mapping program. Specifically, Connected Nation will break down the coverage by the highest speed tier with at least 75% of households covered. 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 October 2012 data collected by Connect South Carolina, 93.79% of Anderson County residents had access to broadband speeds of 50 Mbps.**

Broadband Competition (3 out of 5 Points Possible) – is measured by analyzing the number of broadband providers available in a particular 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 the 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 October 2012 data collected by Connect South Carolina, 85.76% of Anderson County residents had access to more than one broadband provider.**

Middle Mile Access (6 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. Data was collected by the community in coordination with Connected Nation.

- **Anderson County is served by 1 or more middle mile fiber providers.**

Mobile Broadband Availability (10 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 October 2012 data collected by Connect South Carolina, 99.97% of Anderson County residents had access to mobile broadband service.**



ADOPTION Score Breakdown

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
Anderson County Library System	Basic and advanced computer literacy	300
Touch the Future	Equipment repair, training, assistive technology	200
Anderson Interfaith Ministries	Training center with digital literacy component	300
Adult Education- SD 3,4,5	Full-service adult digital literacy	1,200
Adult Education- SD 1,2	Computer use applications; digital literacy	500
Senior Solutions	Digital literacy	200
Total Graduates		2,700

Public Computer Centers (2 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 is 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 Anderson County is below.

Organization Name	Number of Open Hours per Week	Number of Computers	Available Computer Hours per Week
Anderson County Main Library	70	33	2,310
Touch The Future	20	10	200
Anderson Interfaith Ministries	30	1	30
Westside Community Center Branch Library	37.5	4	150

Piedmont Branch Library	46	8	368
Powdersville Branch Library	52.5	18	945
Belton Branch Library	46	12	552
Honea Path Branch Library	46	9	414
Iva Branch Library	46	8	368
Lander Branch Library	52.5	11	577.5
Pendleton Branch Library	52.5	18	945

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 Anderson County is below.

Organization Name	Campaign Description	Community Reach
AT&T Mobile	Multimedia promotion	85%
AT&T South Carolina	Multimedia promotion	85%
Charter Communications, Inc.	Multimedia promotion	85%
Family View Cable	Multimedia promotion	10%
Hughes Network Systems	Multimedia promotion	50%
Sprint	Multimedia promotion	85%
T-Mobile	Multimedia promotion	85%
Verizon Wireless	Multimedia promotion	85%
ViaSat	Multimedia promotion	10%
West Carolina Rural Telephone Cooperative	Multimedia promotion	50%
Touch the Future	Outreach to clientele	20%

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, seniors, children, etc. A listing of programs focusing on vulnerable populations in Anderson County is listed below.

Organization Name	Program Description	Vulnerable Group
Touch the Future	Adaptable use of technology; use and repair of technology	People with disabilities, seniors, veterans, and low-income
Senior Solutions	Computer lab and digital literacy	Senior citizens
Anderson Interfaith Ministries	Access; training; job search	Homeless persons; low-income persons
Boys and Girls Club	Access; homework assistance	Youth
SC Works	Job search	Unemployed and underemployed
Vocational Rehabilitation	Adaptive technology; use of technology	Persons with disabilities
Goodwill	Training; job search	Low-income persons; unemployed and underemployed
Anderson Adult Education	Use of technology in ESL classes	Non-English speakers



USE Score Breakdown

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
Business technology assistance	Tri-County Technical College Office of Corporate and Community Education	Advanced
Infomentum	Geographic and statistical data analysis available online	Advanced
Innovation and commercialization initiatives	Anderson County Economic Development Office; Innovate Anderson Partnership; Anderson Area Chamber of Commerce	Advanced
Minority-owned business assistance	Governor's Office of Minority Business Assistance	Advanced

Plan-A-Biz	Small business assistance	Advanced
Property Navigator	Site-selection tools available online	Advanced
Virtual employment assistance and training programs	SC Works; Tri-County Technical College; SC WorkLink	Advanced
1 free, publicly accessible hotspot available per 5,000 residents	Available at all 9 library branches and more than 33 retail establishments	Basic
75% of local attractions online	Anderson CVB; City of Anderson Downtown Manager; Municipal websites; local partnership websites	Basic
Agriculture and Farming information	Soil and Water Conservation District; Clemson University Extension Services	Basic
Availability of Main Street Program online	Municipal and local partnership websites	Basic
Free online banking	Available from all area banking facilities	Basic
Online identification of broadband services at key economic sites	Infrastructure available online at advance2andersonsc.com	Basic
Online tourism portal	Anderson CVB; municipal and local partnership websites	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
75% of schools with online parent interaction	Available in all five county school districts	Advanced
75% with access to curricula, etc.	Available in all five county school districts	Advanced
90% of 12th graders with digital literacy skills	Digital literacy training ongoing K-12 in all county school districts	Advanced
Online catalog for County Library	Available	Advanced
Online Courses	TCTC; Anderson University	Advanced
STEM Programs	Anderson Districts 1 and 2- Career and Technology Center; District STEM Academies	Advanced
Technology-related vocational programs	Forrest College	Advanced

100% of classrooms connected to internet via broadband	Achieved in all five school districts	Basic
100% of libraries connected to Internet via broadband	Achieved at all nine county library locations	Basic

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
Online GIS mapping	Public access system for GIS mapping and inquiries	Advanced
ACPASS/ Bill pay	Public access and inquiries of public records, including online bill payment	Advanced
Citizen alert system	Emergency alerts available online, through reverse 911, text, e-mail, and twitter	Advanced
Events Calendar	Online calendar for public events	Advanced
Interoperable wireless public safety network	Law enforcement, public safety and emergency services participation in the PAL 800 interoperable communications system	Advanced
SafeTown	Participation in the SafeTown program (citizen sharing of info with law enforcement and responders through a variety of internet based apps- www.safetown.org)	Advanced
Employment Opportunities	Employment opportunities with the County government made available online; similar service provided by all municipalities with websites	Advanced
Public announcements	Notification of meetings and other items of public interest via e-mail, Facebook, and Twitter	Advanced
Online video resource library	Law enforcement, public safety and emergency services participation in the PAL 800 interoperable communications system	Advanced
Next Generation 911	New 911 center designed with infrastructure to accommodate NG 911 usage	Advanced

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
Remote patient monitoring	Used by AnMed Health	Advanced
Telemedicine	Used by AnMed Health	Advanced
Broadband and technology use overall	AnMed Health named among "100 Most Wired Hospitals and Health Systems in the U.S." by Hospitals and Health Networks Magazine	Advanced
Computerized physician order entry system	Used by AnMed Health	Advanced
Electronic patient records	Used by AnMed Health	Advanced
Online restaurant inspections	Available through SCDHEC	Basic
Online listing of healthcare providers	Available through AnMed Health	Basic

ACTION PLAN

Priority Projects

This exercise has culminated in the outlining of projects to allow the community to continue its recognized excellence in technology and broadband planning across the community. Below are 4 priority projects, each describing a project plan with suggested steps. This is followed by a complete list of all recommended actions.

Promote Computer Ownership Expansion, Internet Access, and Digital Literacy Training for Low-income Students

Project Description:

Touch the Future, a nonprofit based in Anderson County, provides individuals who are disabled, seniors, qualified veterans, or those from disadvantaged communities with computers, durable medical equipment, and assistive technology. Connect2Compete (C2C) is a national nonprofit organization designed to help narrow the digital divide by making high-speed Internet access, computers, education and jobs content, and digital literacy training more accessible for Americans without home connectivity. Connect2Compete will help Americans access technology through free digital literacy training and discounted high-speed Internet.

Goal:

Ensure that low-income community members have the opportunity to purchase reduced-price computers through Touch the Future, while promoting Connect2Compete's digital literacy training and low-cost Internet service.

Benefits:

- Through Connect2Compete, multiple cable providers will offer discounted Internet service at \$9.95.
- Touch the Future will offer discounted personal computers and software.
- Through a partnership with Best Buy's Geek Squad and America's public libraries, Connect2Compete will offer in-person digital literacy training in communities nationwide and free online digital literacy training.

Action Items:

- Identify a local planning team to help spread the message about Connect2Compete and Touch the Future.

- Identify students or programs that can benefit from the programs and direct them to Connect2Compete and Touch the Future.

Implementation Team:

To be determined.

Complete a Vertical Assets Inventory

Project Description:

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.

Goal:

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:

- 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.
- The inventory can encourage the expansion of affordable, reliable wireless broadband services to underserved areas by shortening project development time.

Action Items:

- 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.

- Data to collect would include vertical asset type, owner type, minimum base elevation, minimum height above ground, and location.
- 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.

Implementation Team:

To be determined.

Perform a Broadband Build-out Analysis in Unserved Areas

Project Description:

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.

Goal:

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

Benefits:

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

Action Items:

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

Implementation Team:

To be determined.

Identify, Map, and Validate Broadband Demand

Project Description:

Develop a team to conduct research surveys and market analyses to validate a business case for additional broadband deployment. 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.

Goal:

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

Benefits:

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

Action Items:

- The project team should be prepared to provide research project design, data collection services, data analysis and reporting, and presentation development and delivery.

Implementation Team:

To be determined.

Complete List of Recommended Actions

ACCESS: Recommended Actions

Broadband Availability

1. 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.

Goal:

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

Benefits:

- Affordable. 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.
- 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.
- Provides equal hardware and Internet access to all students.
- Supports curriculum updates and increased push for STEM education.

Action Items:

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

2. 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 some 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.

Goal:

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

Benefits:

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

Action Items:

- 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.
- 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.

3. 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 systems 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.

Goal:

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

Benefits:

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

Action Items:

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

4. Identify, Map, and Validate Broadband Demand

Develop a team to conduct research surveys and market analyses to validate a business case for additional broadband deployment. 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.

Goal:

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

Benefits:

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

Action Items:

- The project team should be prepared to provide research project design, data collection services, data analysis and reporting, and presentation development and delivery.

Broadband Speeds

No recommended actions.

Broadband Competition

No recommended actions.

Middle Mile Access

5. Develop Public-Private Partnerships to Deploy Broadband Service

Public-private partnerships take many forms, limited only by the imagination and legal framework in which the municipality operates. Some communities issue municipal bonds to fund construction of a network, which they lease to private carriers, with the lease payments covering the debt service. Others create non-profit organizations to develop networks in collaboration with private carriers or provide seed investment to jumpstart construction of networks that the private sector is unable to cost-justify on its own.

A public-private partnership should not be simply seen as a method of financing. The strength of these partnerships is that each party brings something important to the table the other doesn't have or can't easily acquire. The community can offer infrastructure (publicly-owned building rooftops, light poles, towers, and other vertical assets for mounting infrastructure) for the deployment of the system, as well as committed anchor tenants. Private-sector partners bring network-building and operations experience.

Goal:

Fund broadband network deployment.

Benefits:

- The public sector transfers much of the risk for private investment. For example, the public sector has many funding tools available, including incentivizing continued investment through tax credits, encouraging greater availability of private capital through government guaranteed loans, or government being a direct source of capital through loans or grants.
- The partnership can aggregate demand and reduce barriers to deployment. By working together, public and private parties can educate and build awareness needed for the public to better integrate the use of broadband into their lives, thereby improving the business case for broadband deployment.
- A good partnership concentrates investment on non-duplicative networks and aims to ensure that all residents have access to adequate broadband service.

Action Items:

- Decide on the technology (e.g. cable, DSL, fiber, etc.).
- Issue an RFP.
- Develop a finance and ownership model.

6. 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.

Goal:

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

Benefits:

- 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.
- The increased backhaul capacity can in turn benefit the whole community.

Action Items:

- 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.

7. Develop & Issue an RFP for Build-out

An RFP (request for proposals) is a widely used technique for establishing a selection of qualified responses for which to choose when contracting for services. The RFP should provide a guidance and due diligence framework for interested broadband providers and vendors. Furthermore, the RFP should request that interested parties provide plans for cost-effective community broadband networks, including equipment lists, locations, and itemized engineering cost estimates. In addition, the completed design should also include what technology will be needed at customer premises, the performance that can be expected, and recurring costs associated with operating and maintaining the system once it is in place.

Goal:

Identify the most credible and reliable broadband provider to serve your region's households and businesses.

Benefits:

- After completing an RFP, your community will have a good handle on the potential project risks, as well as benefits, associated with build-out.
- An RFP lets providers know that the situation will be competitive. The competitive bidding scenario is often the best method available for obtaining the best pricing and, if done

correctly, the best value.

Action Items:

- **Content:** The RFP should include a project overview, background information, scope of work, and selection criteria. Additionally, the RFP should require that vendors provide a cover letter, a statement of project understanding, a business plan, a proposed project schedule, qualifications, references, and cost.
- **Distribution:** The RFP could be posted to the community's website. Alternatively, one method of efficiently distributing an RFP is to send out to a wide audience a one-page document announcing the availability of the full RFP. Vendors and consultants who are interested in your project can then contact you to obtain the full RFP.

Mobile Broadband Availability

8. 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 condition, 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.

Goal:

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:

- 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.
- The inventory can encourage the expansion of affordable, reliable wireless broadband

services to underserved areas by shortening project development time.

Action Items:

- 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.
- Data to collect would include vertical asset type, owner type, minimum base elevation, minimum height above ground, and location.
- 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: RECOMMENDED ACTIONS

Public Computer Access

9. Provide Incentives to Encourage Computer Purchases among Students

Develop a program that will enable students to obtain computers. Programs could include refurbished computers or new laptops or tablets.

Consider a group purchasing program, which would allow:

1. Special discount pricing
2. Warranty availability
3. Wired and wireless usage throughout school and home
4. On campus access to tech support
5. Loaner computer access while devices are being repaired

Goal:

Provide equal access to computers and enable digital learning.

Benefits:

- Provides equal computer access, regardless of ability to purchase.
- Supports school wide online education initiatives.
- Enables the adoption of e-books.

Action Items:

- Research grants and private funding opportunities.
- Assess whether developing a leasing or purchasing program is more appropriate for your school.

10. Procure a Multipurpose Mobile Technology Center

Partner with the public library or school system to acquire a bus (or equip a bookmobile) with laptop computers and wireless Internet service to deliver technology access and programs to unserved residents in remote areas in the community. Equipped with an instructor, the mobile technology center should provide digital literacy classes, job search assistance, e-learning programs, information during community events, and emergency assistance. Beyond training and education, the mobile technology center should be utilized to target and reach unserved or underserved members of the community and to provide them with a medium for participating in the community's technology-planning process.

Examples of existing mobile technology centers include:

- [St. Louis Community College Mobile Tech Center](#)
- [El Paso Public Library Tech-Mobile](#)
- [State Library of Ohio Mobile Technology Training Center](#)
- [Pike County Public Library District Mobile Technology Center](#)

Goal:

Provide unserved and underserved residents with computer and Internet access.

Benefits:

- Improves digital literacy skills of community.
- Provides outreach and awareness.
- Provides opportunity for residents to participate in community's technology-planning process.

Action items:

- Equip the vehicle with:
 - 10-20 laptops loaded with appropriate software.
 - A wireless modem that interfaces with a wireless relay station on the vehicle. Signals can be sent from any remote site in the community to partnering organization (e.g. public library) for deployment to the Web, television, or other medium.
 - Large screen TV.
 - Smart board for instruction.
 - Wheelchair accessible workstations.
 - Networked printer.
 - Full-time instructor(s).
 - Develop schedule of mobile technology center visits.

11. Initiate a Community Computer Refurbishment Program

The first step in establishing computer refurbishing is recruiting community members to sanitize old computers and install new software. There are several target groups for performing

refurbishments: community volunteers, high school and college students, and prison inmates. Community computer refurbishing provides an opportunity for volunteers and students to gain valuable new skills and training that can be used for career enhancement, and in some cases earn credits for school or college, while reinvesting in their community. Communities also have the option of using prison inmates to refurbish computers so that they leave prison with some valuable job skills.

There are also established residential recycling programs that your community can take advantage of. For example, [Dell's Reconnect program](#) is a residential computer recycling program that offers a convenient way to recycle your used computer equipment. You can drop off any brand of used equipment at participating Goodwill donation centers in your area. It's free, and participants receive a receipt for tax purposes. To view a full list of acceptable products and locations, visit the [Dell Reconnect](#) website.

Computer recycling is also good for the environment. Explore these additional resources for computer recycling and refurbishment.

- [Earth 911](#)
Earth 911 is a comprehensive communication medium for the environment. Earth 911 has taken environmental hotlines, websites, and other information sources nationwide, and consolidated them into one network. Once you contact the Earth 911 network, you will find community-specific information on eCycling and much more.
- [Electronic Industries Alliance's Consumer Education Initiative](#)
The Electronic Industries Alliance's eCycling Central website helps you find reuse, recycling, and donation programs for electronics products in your state.

Goal:

Expand upon existing computer refurbishment programs designed to help recycle computers donated by local businesses, government, schools and other organizations, and then distribute them to low-income households and other households who face affordability barriers to computer ownership.

12. Establish a "Community Technology Academy"

Develop partnerships between libraries, community centers, churches (places with computer labs for public use) and schools, community colleges and universities (places with subject matter experts) to develop a "Community Technology Academy." Providers, local businesses, and community volunteers may be included to provide financial and/or in-kind support for the program. Academy curriculum should include basic training in areas such as "Introduction to Computers," "Internet Basics," social networking, using communication technologies, and the use of applications such as Microsoft Office, OpenOffice, or Google Docs.

Goal:

Create a partnership to underscore a community's commitment to developing a tech-savvy workforce. Such efforts are already being done to an extent by the Anderson County Library and local educational institutions.

Benefits:

- Creates a more digitally literate and competent populace.
- Develops community's human capital.

Action Items:

- Identify all organizations performing technology education and training services.
- Identify all the organizations that have computer labs.
- Compile a list of classes to be offered and developing content or leveraging content that is currently available at minimum or no cost from organizations such as Microsoft.
- Determine what classes are currently being offered in the community.
- Develop a collaborative and cooperative approach for operating the "Community Technology Academy" between all organizations.

Broadband Awareness

13. 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.

Goal:

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:

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

Action Items:

- Create community partnerships.
- Identify funding sources and hosts.
- Identify suitable speakers.
- Develop relevant content.

Vulnerable Population Focus

No recommended actions.

USE: RECOMMENDED ACTIONS

Economic Opportunity

15. 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 on 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, cybersecurity, 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

Goal:

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:

- Provides entrepreneurial support.
- Eliminates knowledge gap about how best to utilize broadband tools, increasing productivity.
- Promotes business growth and workforce development.
- 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:

- 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.
- Identify or develop a business awareness and training program.
- 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. http://srdc.msstate.edu/ebeat/small_business.html#

16. Establish a "Digital Factory"

A digital factory 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. Digital factories provide office space, computer and broadband access, and conference space, as well training ranging from computer and digital literacy skills to computer programming.

"VisionPerry," located in Perry County, Tennessee, provides an ideal example of the digital factory concept. VisionPerry provides office space, high-speed Internet service, a conference

room, and training/work rooms that all act as a hub for employees, remote employers, and online training courses. Training at VisionPerry currently follows two main courses: Customer Service Representative and Programmer Training.

VisionPerry currently partners with companies such as LiveOps, Salesforce.com, and Kodak, that desire customer service representatives and remote programmers. Just like a co-working facility, workers who are employed and working at the digital factory pay, according to their salary and job levels, a small monthly fee for using the facilities and services of the digital factory, making the operation sustainable without ongoing government support. For more information, visit <http://www.visionperry.com>.

Goal:

Connect IT training and education with remote employment opportunities.

Benefits:

- This type project can educate, train, employ, and has the potential to ultimately increase the productivity and economic competitiveness of your community's workforce.
- The physical infrastructure and training exposes a broad spectrum of residents to the benefits of telecommunications and productive uses of the Internet.
- 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:

- The digital factory concept 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.
- Identify the physical, financial, and technological resources needed to establish a digital factory.
- 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.
- Develop partnerships with companies who would provide contractual employment to program graduates.
- This employment focused program can be coupled with a digital literacy program, such as Connected Nation's Every Community Online program, in order to provide basic computer and Internet skills. Connected Nation provides a discounted, turn-key training lab solution, including refurbished or new computers, presentation equipment, training curriculum, and broadband service.

Education

17. 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 teach teachers how to integrate PowerMyLearning into their classrooms.

Goal:

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

Benefits:

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

18. Connect all School Classrooms to the Internet

A K-12 broadband network should provide adequate performance and reach, including abundant wireless coverage in and out of school buildings. “Adequate” means enough bandwidth to support simultaneous use by all students and educators anywhere in the building and the surrounding campus to routinely use the Web, multimedia, and collaboration software. To reach the goal of sufficient broadband access for enhanced K-12 teaching and learning and improved school operations, the [State Educational Technology Directors Association](#) (SETDA) recommends that broadband speeds in schools should equate to a [minimum of 100 Kbps per student/staff](#). However, given that bandwidth availability determines which online content, applications, and functionality students and educators will be able to use effectively in the

classroom, additional bandwidth will be required in many, if not most, K-12 districts in the coming years.

In order to evolve with technology, school districts must continue to update local educational policies and curriculum, assess their broadband and classroom technology needs, evaluate the professional development requirements of teachers, and provide tech support.

Goal:

Facilitate the connection of all classrooms to broadband Internet so that teachers and students can take advantage of global educational resources.

Benefits:

- Students can actively utilize school computers to access rich, multimedia-enhanced educational content, and the Internet.
- Students can post their content (including audio and video podcasts) to school learning management systems, access their e-textbooks and get their assignments online, and collaborate daily across the network with other students via wikis and other Internet-based applications.
- Teachers can videoconference or download streaming media to classrooms and take their students on virtual field trips to interact with subject area experts.
- School systems can utilize online courses.
- Teachers can actively participate in online professional learning communities to share lessons and to participate in professional development.

Action Items:

- Assess current and future bandwidth needs.
- Utilize E-Rate funding. [E-Rate](#) is the commonly used name for the Schools and Libraries Program of the [Universal Service Fund](#), which is administered by the [Universal Service Administrative Company](#) (USAC) under the direction of the [Federal Communications Commission](#) (FCC). The program provides discounts to assist most schools and libraries to obtain affordable telecommunications and Internet access. Funding is requested under four categories of service: telecommunications services, Internet access, internal connections, and basic maintenance of internal connections. Discounts for support depend on the level of poverty and the urban/rural status of the population served and range from 20% to 90% of the costs of eligible services. Eligible schools, school districts and libraries may apply individually or as part of a consortium.
- If broadband capacity is lacking at the local level, seek partnerships with other local high-capacity demand institutions, including local civic leaders, government entities, public safety agencies, libraries, hospital or clinics, in a coordinated effort to aggregate local demand needs for increased broadband capacity and service. 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. That increased backhaul capacity can in turn benefit the whole community.

Government

19. 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.

Goal:

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

Benefits:

- Facilitates business interaction with government, especially for urban planning, real estate development, and economic development.
- 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.
- e-Government provides a greater amount of information to businesses and provides it in a more organized and accessible manner.

Action Items:

- 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.
- 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:
 - 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.

20. 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.

Goal:

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:

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:

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

21. 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.

Relevant Funding Opportunities Include:

- [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.



Goal:

Deliver improved healthcare services to rural residents.



APPENDIX 1: STATEWIDE PERSPECTIVE OF BROADBAND

Statewide Infrastructure

Connect South Carolina was commissioned by the Office of the Governor to work with each of the state’s broadband providers to create detailed maps of broadband coverage and to assess the current state of broadband adoption - community-by-community - across South Carolina.

As part of the South Carolina State Broadband Initiative (SBI), and in partnership with the Governor’s Office, Connect South Carolina produced an inaugural map of broadband availability in the spring of 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 South Carolina 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 fall of 2012 depict a geographic representation of provider-based broadband data represented by cable, DSL, fiber-to-the-home, fixed wireless, and mobile wireless services. These maps also incorporate data such as political boundaries and major transportation networks in the state. Vertical assets that can be utilized for broadband network facilitation or transmission were added to the interactive mapping application in October 2012. Statewide broadband maps can be found at <http://www.connectsc.org/mapping/state>. County-specific maps and data can be found at: http://www.connectsc.org/community_profile/find_your_county/south%20carolina/anderson.

Table 1 -Estimate of Broadband Service Availability in the State of South Carolina - 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	57	1,744	96.82%
At Least 1.5 Mbps/200 Kbps	59	1,743	96.74%
At Least 3 Mbps/768 Kbps	126	1,675	93.02%
At Least 6 Mbps/1.5 Mbps	243	1,558	86.49%
At Least 10 Mbps/1.5 Mbps	257	1,544	85.74%

At Least 25 Mbps/1.5 Mbps	407	1,395	77.43%
At Least 50 Mbps/1.5 mbps	409	1,392	77.32%
At Least 100 Mbps/1.5 Mbps	1,159	642	35.66%
At Least 1 Gbps/1.5 Mbps	0	0	0%

Source: *Connect South Carolina, October, 2012*

Table 1 reports updated summary statistics of the estimated fixed, terrestrial broadband service inventory (excluding mobile and satellite service) across the state of South Carolina; it presents the number and percentage of unserved and served households by speed tiers. The total number of households in South Carolina, based on the 2010 Census, is 1,801,181, for a total population of approximately 4 million people. Table 1 indicates that 96.82% of households are able to connect to basic broadband service at speeds of at least 768 Kbps download/200 Kbps upload. This implies that the number of households originally estimated by Connect South Carolina to be unserved has dropped from 81,313 households in the fall of 2010 to 57,200 households in the fall of 2012. Further, approximately 1,675,406 households across South Carolina have broadband available of at least 3 Mbps download/768 Kbps upload speeds. The percentage of South Carolina households having fixed broadband access available of at least 6 Mbps download and 1.5 Mbps upload speeds is estimated at 86.49%.

Taking into account both fixed and mobile broadband service platforms, an estimated 99.84% of South Carolina households have broadband available from at least one provider at speeds of 768 Kbps download/200 Kbps upload or higher. This leaves 2,966 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 fall of 2012 show, additional participating broadband providers can have a large impact upon South Carolina 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 South Carolina 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 South Carolina has been sent on a semi-annual basis to the NTIA to be used in the National Broadband Map, and comprises the source of South Carolina’s broadband availability estimates reported by the NTIA and the FCC in the National Map. The National Broadband Map can be found here: <http://www.broadbandmap.gov>, and the specific page for analyzing South Carolina’s data can be found here: <http://www.connectsc.org>.

Connect South Carolina also maintains an interactive version of its broadband inventory maps, My ConnectView™, available at: <http://www.connectsc.org/interactive-map>.

Business and Residential Technology Assessments

To complement the broadband inventory and mapping data, Connect South Carolina periodically conducts statewide residential and business technology assessments to understand broadband demand trends 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 South Carolina. Key questions the data address are: who, where, and how are households in South Carolina using broadband technology? How is this technology impacting South Carolina households and residents? And, who is not adopting broadband service and why? What are the barriers that prevent citizens from embracing this empowering technology?

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

- Nearly one-half of rural South Carolina residents (47%, or approximately 396,000 adults) subscribe to home broadband service, compared to the state average of 57%.
- Approximately 305,000 South Carolina residents who don't subscribe to home broadband service instead use mobile devices to get connected.
- Approximately 560,000 South Carolina non-adopters would subscribe to home broadband service at a price they consider acceptable, including 309,000 who live in areas where broadband service is available.

For more information on the statewide information described, visit the Connect South Carolina website at <http://www.connectsc.org/survey-results/residential>.

Additionally, an assessment on technology in businesses released in a report titled *Technology Adoption Among South Carolina Businesses* in the fall of 2012 revealed the following key findings:

- South Carolina business establishments that use broadband report median annual revenues that are approximately \$300,000 higher than businesses that do not use broadband.
- Nearly three out of four rural South Carolina businesses (73%) advertise or sell their products online.
- Approximately 34,000 South Carolina businesses use the Internet to advertise job openings or accept job applications.

Analyzing South Carolina’s Broadband Adoption and Usage among Residents and Businesses

South Carolina broadband adoption and usage estimates were analyzed and presented as part of an initial working report titled, “*Broadband – A Technology Tool for Lifelong Learning*,” which was released in September 2012. This report analyzes the broadband adoption, usage, and main barriers to broadband adoption among South Carolina adults without a college education. This complementary research explored how broadband can improve their lives and benefit their next generations and the whole community. It also suggests that merely subsidizing the monthly cost of broadband may increase broadband adoption among these South Carolinians, but it will not completely overcome the digital divide that plagues this large subset of the population. This report is available at <http://www.connectsc.org/policy>.

Other reports that have been compiled by Connect South Carolina include:

Cost as a Barrier to Broadband Adoption: Structuring Subsidy Programs That Work, October 2012, <http://www.connectsc.org/policy>

Broadband: Helping South Carolinians Stay Healthy, October 2012,
<http://www.connectsc.org/policy>

Technology Adoption among Agribusinesses and Rural Businesses, December 2012,
<http://www.connectsc.org/policy>

APPENDIX 2: PARTNER AND SPONSORS

Connect South Carolina, in partnership with the State of South Carolina Office of the Governor, supports the state's reinvention and technological transformation through innovation, job creation, and entrepreneurship via the expansion of broadband technology and increased usage by South Carolina residents. In 2009, Connect South Carolina partnered with the State of South Carolina 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.
<http://www.connectsc.org>

Connected Nation (Connect South Carolina'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.
<http://www.connectednation.org>

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 South Carolina 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: THE NATIONAL BROADBAND PLAN

The National Broadband Plan, released in 2010 by the Federal Communications Commission, has the express mission of creating a high-performance America—a more productive, creative, efficient America in which affordable broadband is available everywhere and everyone has the means and skills to use valuable broadband applications. The plan seeks to ensure that the entire broadband ecosystem—networks, devices, content and applications— is healthy.

The plan recommends that the country adopt and track the following six goals to serve as a compass over the next 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.

To learn more, visit www.broadband.gov.

APPENDIX 4: WHAT IS CONNECTED?

The goal of Connect South Carolina’s Connected program is to certify that each community that participates in the program has, in some relevant manner, addressed their community’s need for improved Access, Adoption, and Use of technology by assessing community technological resources, identifying gaps, and working to fill those gaps:

- **ACCESS** – Is Broadband infrastructure available to all residents?
- **ADOPTION** – Do residents use the technologies?
- **USE** – Are residents using technology to improve their quality of life?

Connected Certification Process



The Connected certification process consists of a 4-step process to community certification:

Step 1: Create a community technology team. Facilitate kickoff meetings and program orientation with regional leaders and community champions. Provide them with tools and resources to form a community team. This team will be represented by local leaders from key community 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: Perform a technology assessment. With support provided by a planning specialist, Connect South Carolina will provide communities with tools (electronic or print depending on the community needs) to benchmark local community technology. Bolstered by benchmarking data that had been gathered through Connect South Carolina’s mapping and market research, the Anderson County Broadband Committee will work with community members to determine their overall broadband and technology grade on a 13-point “community certification AAU” model:

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

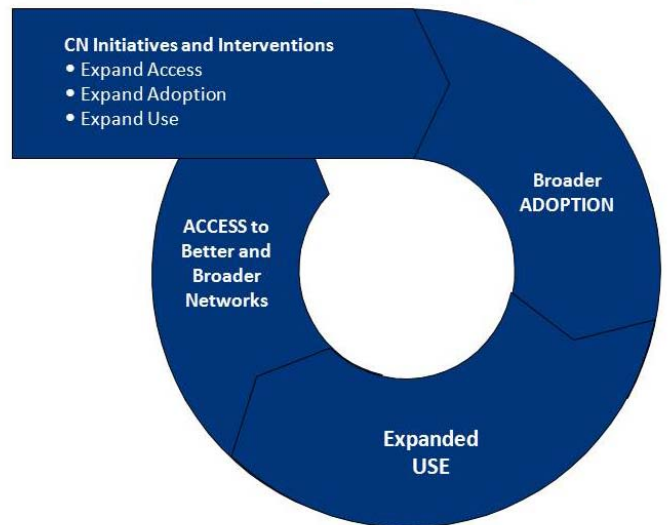
Step 3: Action Planning & Implementation.

Following Community Assessments, the data is analyzed, gaps will be determined, and recommended actions to help to fill gaps will be identified. After successful execution of projects the community will be certified as a Connected Community.

Step 4: Project Success and Expanded Local Empowerment.

Once a community is certified, the community will have an avenue to discuss its success and pursue opportunities as a recognized, technologically advanced community.

Broadband Catalysts for Change



APPENDIX 5: 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 unserved 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.