

Definitions – Digital inclusion & equity

The activities necessary to ensure that all individuals and communities, including the most disadvantaged, have access to and use of Information and Communication Technologies (ICTs).

Equity requires intentional strategies and investments to reduce and eliminate historical, institutional and structural barriers to access and use technology.



Elements of Digital Equity



Internet

Having access to internet that is **affordable, sufficient, and reliable** to obtain necessary resources and both download and contribute content online. Internet at home and on the go.



Devices

The computers and accessories necessary to **be productive, create content, and participate** (homework, job application, reading, etc.).



Digital Skills & Tech Support

The knowledge and skills required to use the equipment, applications, and internet effectively with training and support, including digital navigators, provided **in a culturally appropriate manner**.



Applications & Services

Including diverse users in the design and rollout of services while considering placement, outreach, training, user controls, privacy, universal design, and language.

Digital skill pathways

- **Beginner gateway skills**
 - **Setup, Basics, Security, Collaboration**
- **Life skills** (essential tech needs like transit, health)
- **Parent engagement** (school sites & homework help)
- **Youth education** (homework, STEAM, prep for college and career)
- **Work**
 - **Employment foundations**
 - **Applied tech skills** (e.g. retail point of sale, dental tech)
 - **Entrepreneurship tech skills**
 - **Tech careers** (network, devices, apps, security, etc.)



See [Digital skill sets for diverse users: A comparison framework for curriculum and competencies](#)

ACP market & impact risks

April was the last full month of benefits.

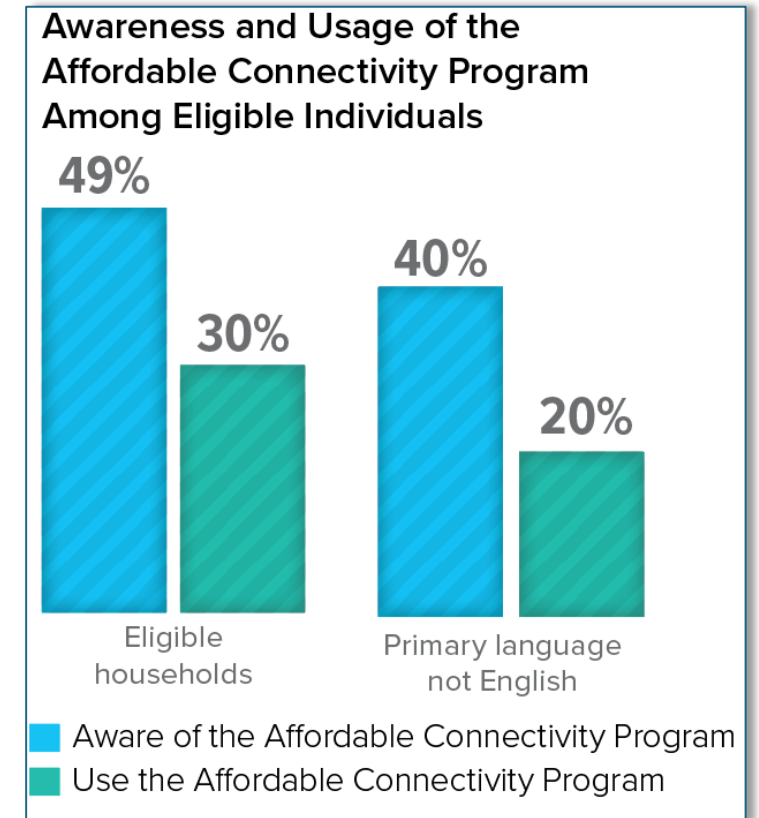
Some providers offering partial benefit in May.

Impact risks to ACP users of program ending:

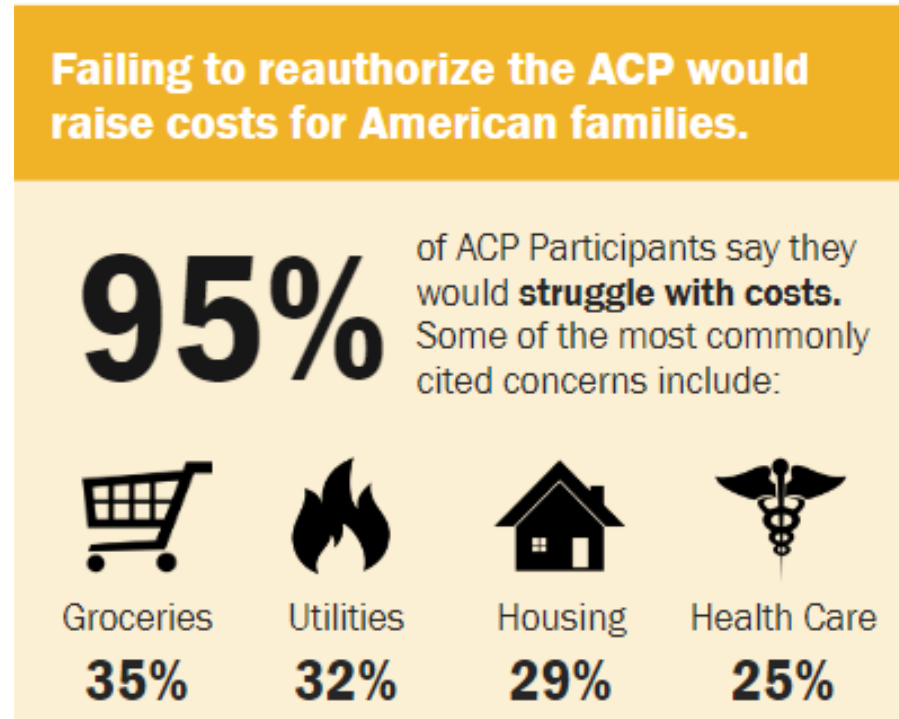
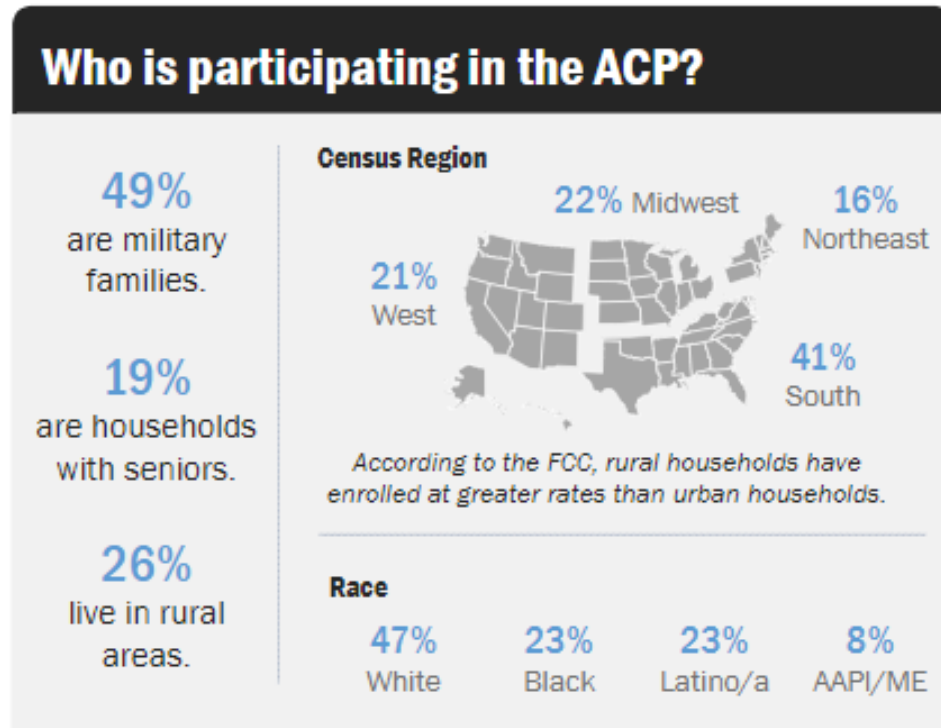
- Lose all internet
- Lose sufficient internet
- Subscribe to unaffordable services (debt risks)
- Loss of trust in benefit programs

Who could benefit from continued internet assistance:

- Current low-income subscribers
- Large number eligible but not enrolled
- Future residents with need as broadband built out



Who is participating in the ACP?



A national survey of ACP participants conducted by Benenson Strategy Group in collaboration with Comcast

National resources on impact of ACP loss

- [Who is About to Lose their ACP Discount? | Benton Institute for Broadband & Society](#)

[A national survey of ACP participants conducted by Benenson Strategy Group in collaboration with Comcast](#) found that if they lose ACP eligibility:

- 65% of ACP participants fear losing their job or their household's primary source of income.
- 75% of ACP participants fear losing access to important healthcare services, like online appointments or prescription medicine refills.
- 81% of ACP parents worry about their children falling behind in school.