



key_LS_Deck_FINAL.log

MBI

MASSACHUSETTS
BROADBAND INSTITUTE



at the MassTech
Collaborative

Pioneer Valley Region Massachusetts Broadband and Digital Equity Listening Session

September 2023

Agenda

Welcome!

Introducing MBI

Statewide Planning Process

Digital Equity and Broadband in Pioneer Valley

Breakout Sessions

Thank You & Closing

Meeting Ground Rules



Be **fully present** by not checking your phone or computer

Know when to lead versus **creating space for others to speak**

Be open and listen to others. Even when you disagree, suspend judgment, and look for common ground.

Recognize that **we are all approaching this process with different levels of understanding and lived experiences** surrounding equity and digital equity.



01

Introducing MBI

About the Massachusetts Broadband Institute



***MBI's mission** is to make affordable high-speed Internet available to all homes, businesses, schools, libraries, medical facilities, government offices, and other public places across the Commonwealth. MBI works closely with key stakeholders to bridge the digital divide in Massachusetts.*

Investments: Tech Goes Home

Expanding the TGH program to reach learners in **Holyoke and Springfield** that will receive **digital literacy instruction, a new device**, and registration support for the Affordable Connectivity Program (ACP) – a \$30 federal subsidy for broadband service.

How to get involved?

Refer learners to partner sites via TGH Staff and [program website!](#)



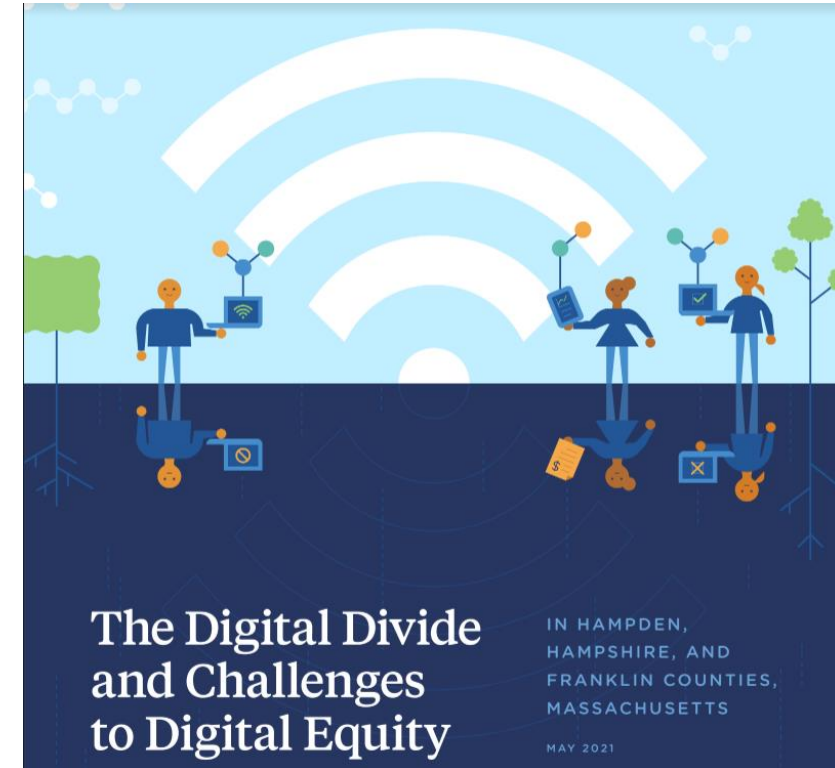
Western MA Alliance for Digital Equity

This investment will support the following key activities:

- Distribution of mobile hotspots to homeless and relocated immigrant individuals through **105 local community based organizations**.
- Expanded digital skills programs with **Holyoke Community College**, Berkshire Community College, Springfield Tech College, and Greenfield Community College that will provide digital skills training to **360 learners** from the communities served by these colleges.
- Improved internet access and facilities at **80 public spaces** such as community centers, libraries, and public housing common areas.
- Coordinated network of **20 organizations** focusing on increasing ACP registration and adoption in the region through the ACP Helper Network.

How to get involved?

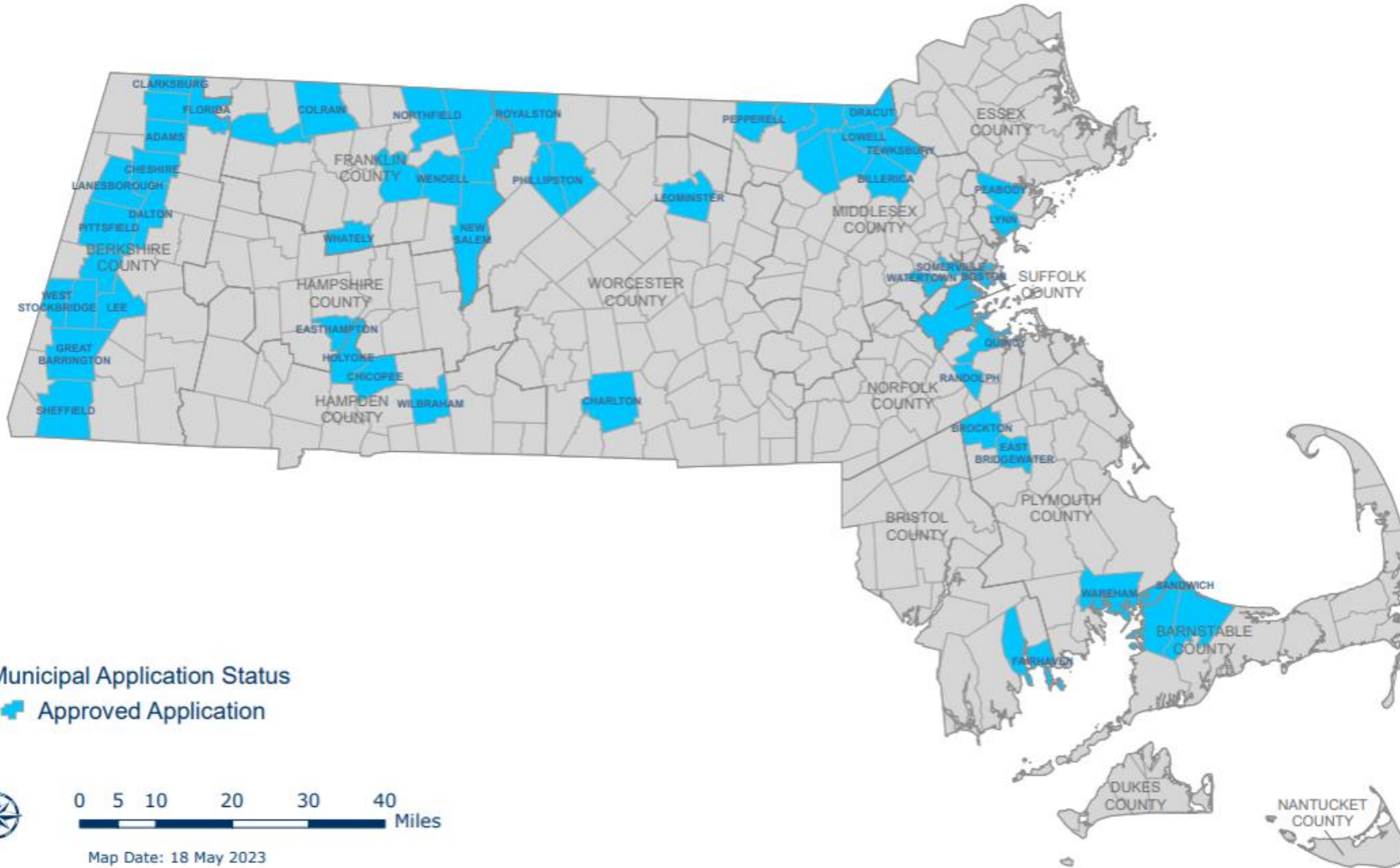
Join the [Alliance!](#)



MBI's Digital Equity Programs and Partnerships

Pioneer Valley Participants

Holyoke
Springfield
Colrain
East Hampton
Chicopee
Wilbraham
Whately
Wendell
Northfield
New Salem
Royalston
Phillipston



MBI

MASSACHUSETTS
BROADBAND INSTITUTE



at the MassTech
Collaborative

Massachusetts Broadband & Digital Equity Funding

\$75M - State ARPA Digital Equity
Fund

\$175M - US Treasury Capital Projects
Fund

\$1M - NTIA Digital Equity Act
Planning Grant

\$147M - NTIA Broadband Equity,
Access,
and Deployment Grant (including
\$5M Planning Grant)



Dr. Frank Robinson

*Vice President of Community
Relations and Public
Health, Baystate Health*

02

Statewide Planning Process

State Broadband and Digital Equity Planning

The State Digital Equity Plan will include...

- Vision and input gathered from communities across the state in the planning process
- Community-identified barriers to digital equity
- An assessment of what's working to advance digital equity
- Strategies to build on existing data, reports, and plans



How you can further shape the plan!



Contribute to Asset Mapping Database

Fill out Asset Mapping form with relevant assets including programs, organizations, reports, engagement activities



Take our Public Survey

Send to your friends and family!

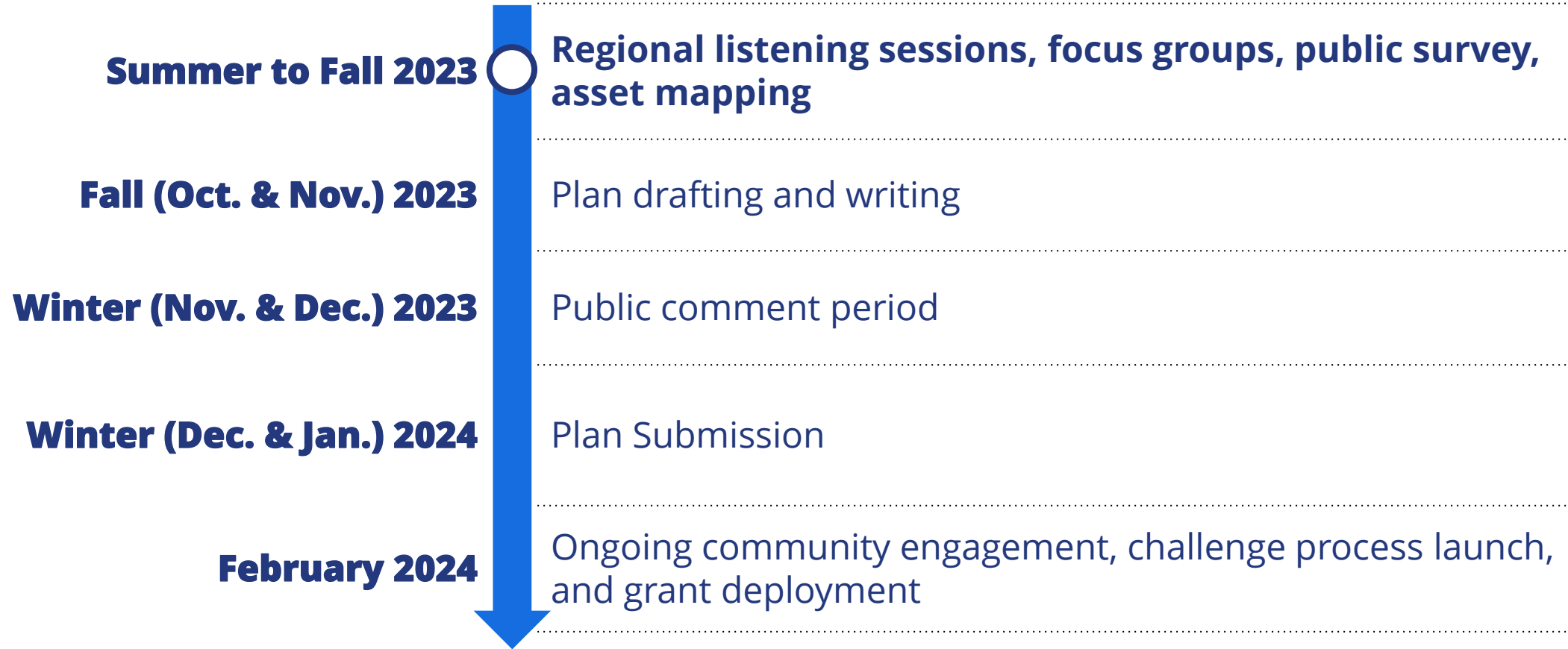


Promote a Listening Session

Tell your networks about the regional listening sessions!

Pittsfield 9/13
Holyoke 9/14
Lowell 9/20
Hyannis 9/28
Boston 9/30
Greenfield 10/3

Timeline



→ Visit broadband.masstech.org for upcoming events and ways to get involved.

A background network diagram consisting of numerous blue nodes connected by thin lines, forming a complex web of connections. The nodes are of varying sizes and are distributed across the entire frame. The overall color scheme is dark blue with lighter blue highlights for the network elements.

03

Existing Conditions



***Digital equity** is a condition in which all individuals and communities have the information technology capacity needed for full participation in our society, democracy, and economy. Digital equity is necessary for civic and cultural participation, employment, lifelong learning, and access to essential services.*

– National Digital Inclusion Alliance

Determining Factors of Digital Access



Connection

**Fast
Affordable**



Adequate Device

**Router
Personal Computer /Laptop**

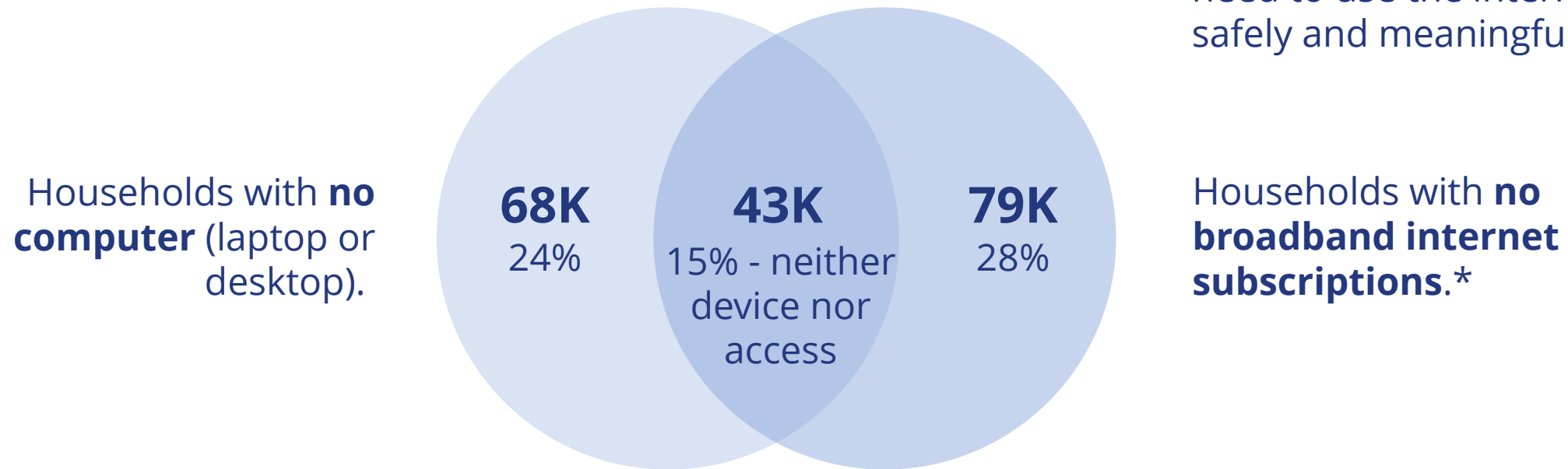


Literacy

**Use of Technology
Ensuring functioning equipment
Evaluating quality of information and privacy risks**

Digital Gaps in Pioneer Valley

Of **281,000 households** in the Pioneer Valley Region...

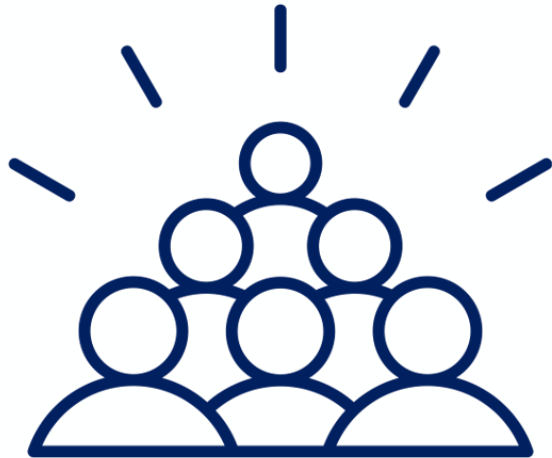


Many more face challenges with finding the support they need to use the internet safely and meaningfully.

These challenges have **disproportionate impact for specific population groups** depending on a range of socioeconomic, historical, and geographic factors.

* Residents with no broadband access (cable, fiber optic, or DSL) in their household. **Source:** U.S. Census Bureau

Statewide Survey - Preliminary Findings



Total Responses x Region

| Region | Responses | Target |
|---------------------------|--------------|--------------|
| Pioneer Valley Region | 821 | 307 |
| Greater Boston Region | 1,091 | 1,085 |
| Cape Cod & Islands Region | 828 | 112 |
| Southeast Region | 1,101 | 608 |
| Northeast Region | 1,034 | 455 |
| Central Mass Region | 175 | 378 |
| Berkshire Region | 918 | 55 |
| Unknown | 62 | - |
| Total | 6,030 | 3,000 |

Covered Population Responses in Pioneer Valley

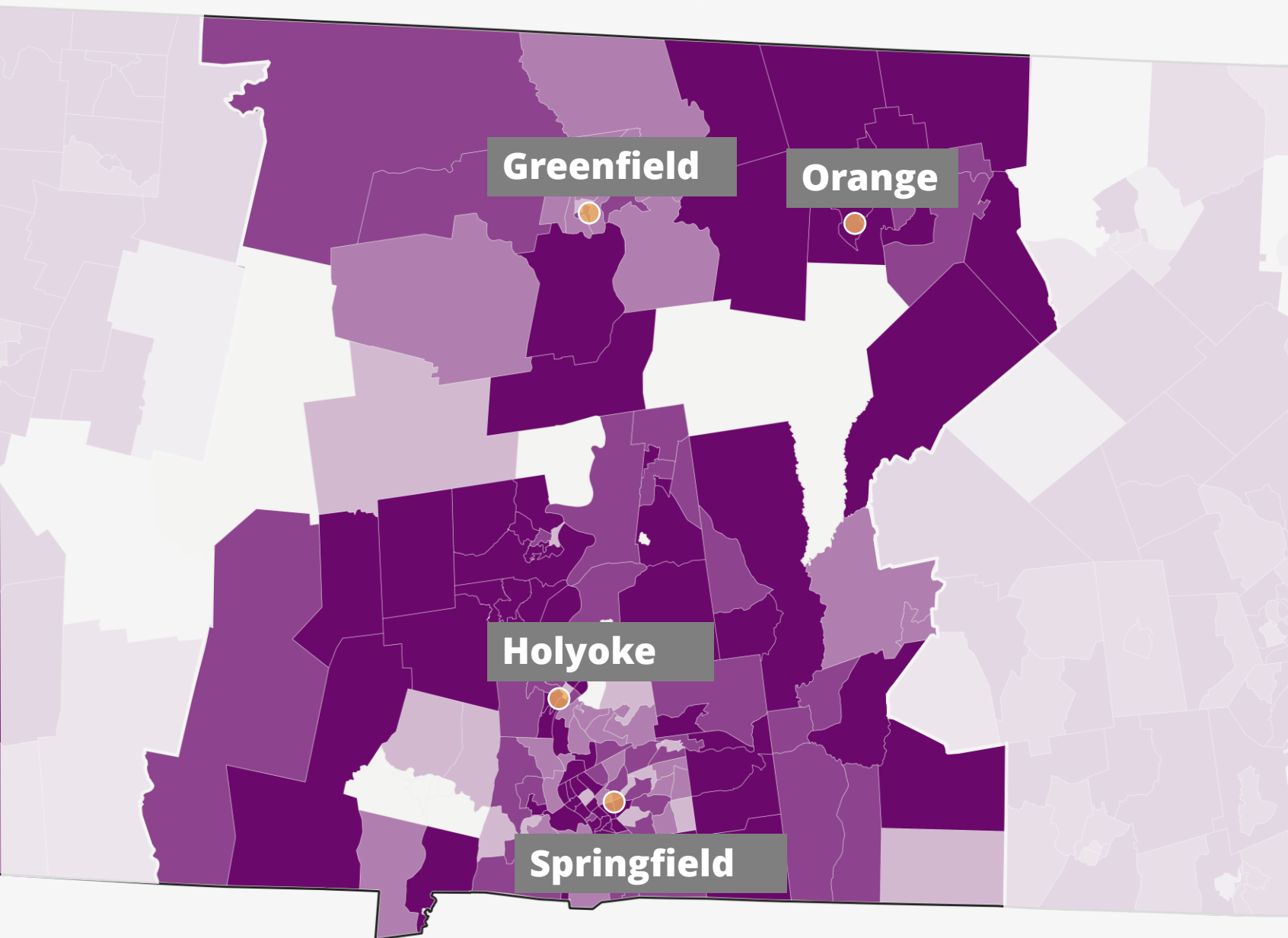
| Covered Population | Responses | Target |
|-----------------------------------|-----------|--------|
| Aging Individuals | 398 | 75 |
| Veterans | 32 | 16 |
| People of Color | 197 | 64 |
| Households with Limited English** | 5 | 7 |
| Individuals with Disabilities | 115 | 46 |
| Low-Income Households | 92 | 65 |
| Residents in Rural Areas | 656 | 84 |

*Response numbers are updated as of Wednesday, 9/13, 12pm.

** This is an estimate based on the number of non-English surveys submitted.

Note: The availability gap score is comprised of three scores: 1) average upload speeds, 2) average download speeds, and 3) percent of the population (2021) not using internet at 100/20 megabits per second. This metric does not capture infrastructure.

Sources: ACS 2017-2021, 5-year estimates and Ookla speed tests.



Access and Quality of Service

26% of statewide survey respondents reported that their internet service is not good enough to meet their household's needs.

52% of municipalities in the Pioneer Valley have little or no competition in the broadband market.

Legend

The availability gap score ranges in value from 0 to 100, where 100 indicates the highest gap in availability.



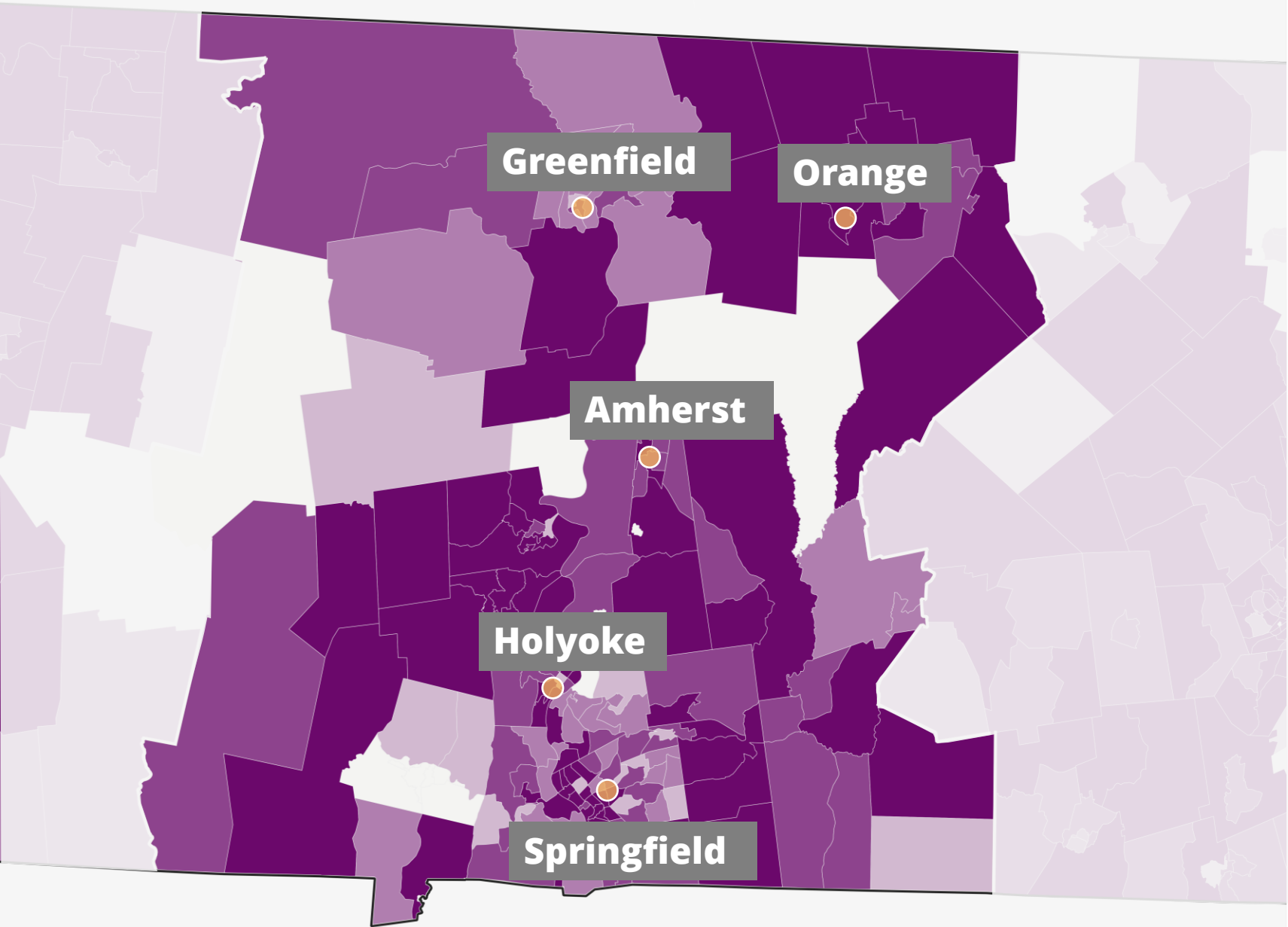
LOW

MEDIUM

HIGH

Access and Quality of Service

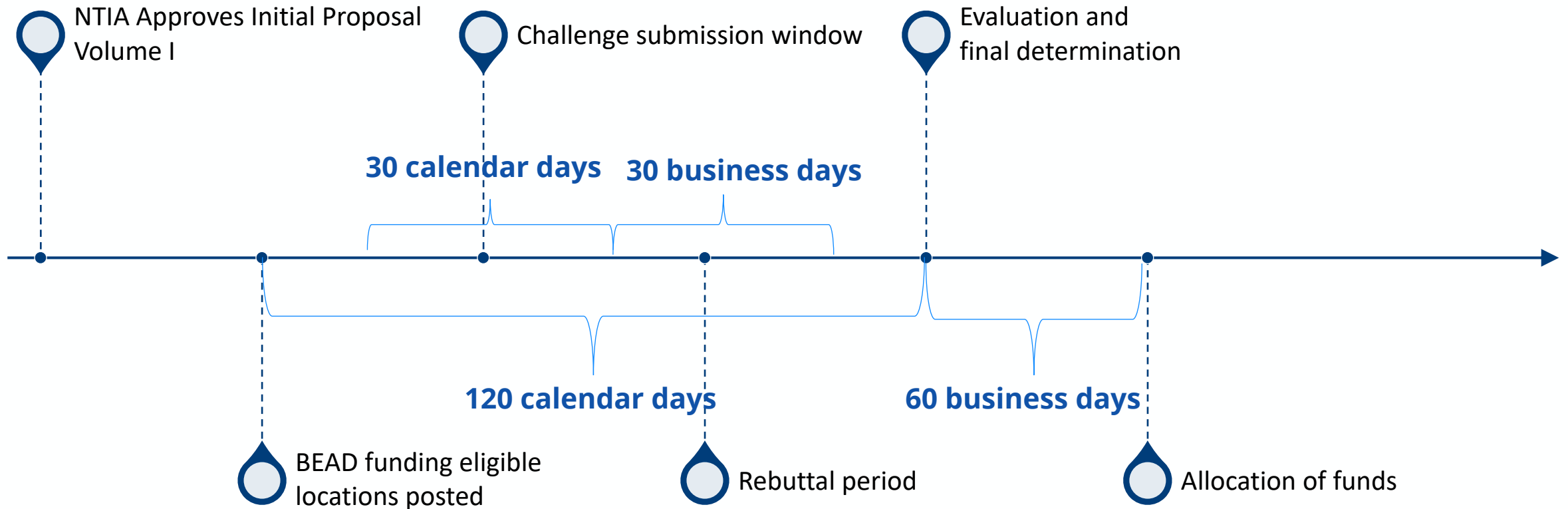
In the Pioneer Valley, there are ~2,100 **Unserved or Underserved** locations.



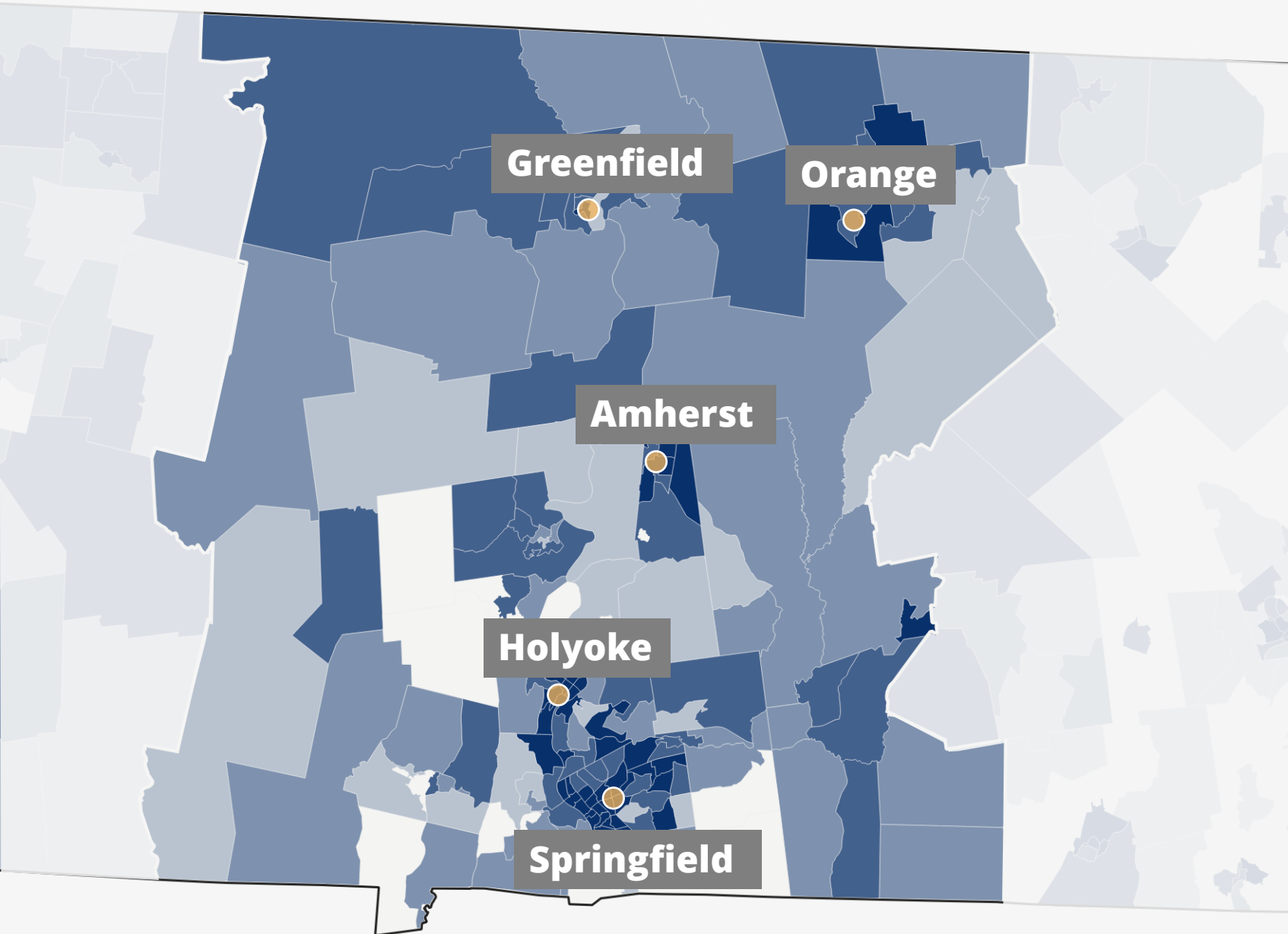
| Top 5 Municipalities – Unserved Locations | |
|---|-----|
| Tolland | 497 |
| Wilbraham | 106 |
| Warwick | 106 |
| Northampton | 102 |
| Hawley | 53 |

| Top Municipalities – Underserved Locations | |
|--|-----|
| Warwick | 280 |
| Hawley | 153 |

Challenge Process



Note: The affordability gap score is comprised of percent of households in poverty. Sources: ACS 2017-2021, 5-year estimates.



Affordability Gap

Over **1 in 3** survey respondents statewide reported having at least some difficulty paying for their internet.

The average for the lowest broadband price regionwide is **\$72**.

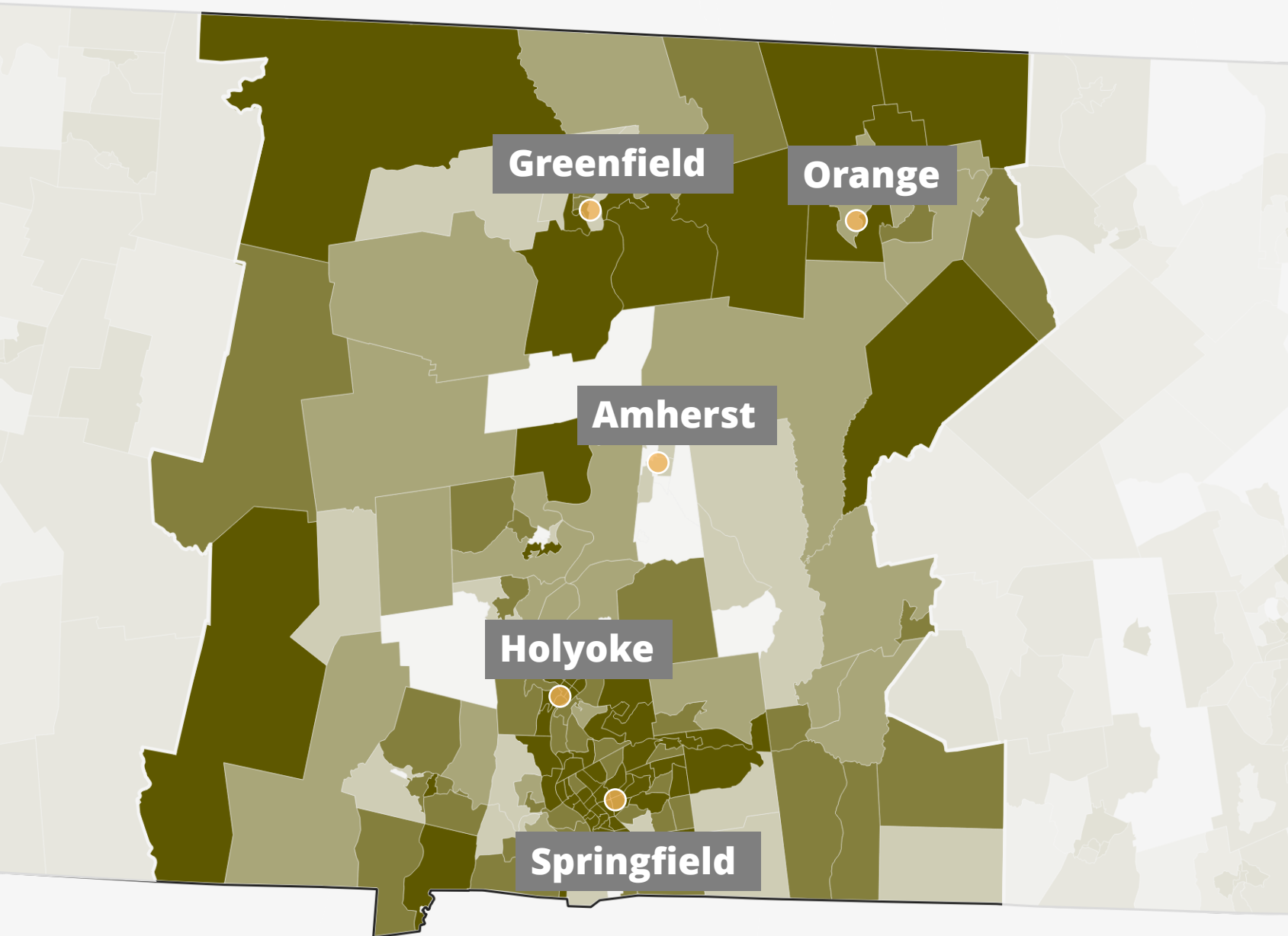
Legend

The affordability gap score ranges in value from 0 to 100, where 100 indicates the highest gap in affordability.



Note: The adoption gap score is comprised of two scores: 1) percent of homes without internet access or not subscribing, and 2) percent of homes with no computing devices.

Sources: ACS 2017-2021, 5-year estimates.



Adoption Gap

In the Pioneer Valley, adoption gaps are highest in Springfield/Holyoke and rural communities.

Statewide, **nearly half** of survey respondents without internet at home cite cost as a prohibiting factor.

Legend

The adoption gap score ranges in value from 0 to 100, where 100 indicates the highest gap in adoption.



Community Anchor Institutions



Education Institutions



Community Centers



Libraries



**Museums and Cultural
and Religious Centers**



**Healthcare
Infrastructure**



Public Housing

Assets in Pioneer Valley Region

MBI is collecting unique assets that contribute to digital equity in each region.

20

*Digital equity
assets submitted to
date for the region*

Example Assets:



Alliance for Digital Equity - a Western Massachusetts based coalition of community-focused organizations working toward digital equity for all people.



The Tech Foundry - Teaching skills for the IT workforce, contributing to a growing IT eco-system headquartered in Springfield. The foundry has trained over 400 students, representing the diversity lacking in IT, including women, people of color, LGBTQA+ people and those from non-traditional backgrounds.

MUNICIPAL DIGITAL EQUITY PLANNING

PIONEER VALLEY PLANNING COMMISSION

PLANIFICACIÓN DE EQUIDAD DIGITAL

COMISIÓN MUNICIPAL DE PLANIFICACIÓN DE PIONEER VALLEY

SPRINGFIELD, MA

9/13/23

Eric Weiss, MSME
*Director of Economic and
Municipal Collaboration*



Pioneer Valley Planning Commission
60 Congress Street – Floor 1
Springfield, MA 01104
413 • 781 • 6045 office
413 • 687 • 3356 cell
eweiss@pvpc.org
www.pvpc.org

DIGITAL EQUITY

EQUIDAD DIGITAL

| An Orientation to Municipal Digital Equity Planning | Una Orientación para la Planificación Municipal de la Equidad Digital |
|---|---|
| <ul style="list-style-type: none">• Digital inequity is a significant issue. | <ul style="list-style-type: none">• La desigualdad digital es un problema importante. |
| <ul style="list-style-type: none">• To help bridge this gap, the PVPC is now providing Municipal Digital Equity Planning support and expertise to its member communities. | <ul style="list-style-type: none">• Para tender un puente, PVPC ofrece ahora a las comunidades que se hacen miembros apoyo y experiencia en la planificación de la equidad digital municipal. |
| <ul style="list-style-type: none">• “The Municipal Digital Equity Planning Program” is supported and funded by the Massachusetts Broadband Institute (MBI). | <ul style="list-style-type: none">• El "Programa de Planificación de la Equidad Digital Municipal" cuenta con apoyo y financiamiento del Instituto de Banda Ancha de Massachusetts (MBI). |
| <ul style="list-style-type: none">• These funds are provided to Massachusetts through federal ARPA funds (This new planning effort will not cost your community any money). | <ul style="list-style-type: none">• Estos fondos se proporcionan a Massachusetts a través de fondos federales ARPA (Este nuevo esfuerzo de planificación no costará dinero a su comunidad). |
| <ul style="list-style-type: none">• This effort will contribute to the state’s digital equity plan, as mandated by the Federal Digital Equity Act. | <ul style="list-style-type: none">• Este esfuerzo contribuirá al plan de equidad digital del estado, según manda la Ley Federal de Equidad Digital. |

BACKGROUND

Lack of access to the internet is the result of a variety of issues, often overlapping.

Most commonly these include:

- Lack of connection, frequently due to lack of infrastructure or affordability.
- Lack of devices that can enable someone to effectively engage online (tablets and laptops but not smartphones) — usually due to affordability.
- Lack of skills or familiarity with using the internet, often due to lack of knowledge and training, but sometimes concerns about safety.

La falta de acceso a Internet es el resultado de una serie de problemas, que a menudo se entrelazan

Los más comunes son:

- Falta de conexión, a menudo por falta de infraestructuras o de asequibilidad.
- Falta de dispositivos que permitan a las personas interactuar eficazmente en línea (tabletas y ordenadores portátiles, pero no teléfonos inteligentes), por lo general debido a su asequibilidad.
- Falta de destreza o familiaridad con el uso de Internet, a menudo por falta de conocimientos y capacitación, pero a veces por preocupaciones acerca de la seguridad.

EFFORTS TO DATE HAVE BEEN LIMITED DUE TO THE LACK OF RESOURCES

LOS ESFUERZOS HASTA LA FECHA HAN SIDO LIMITADOS DEBIDO A LA FALTA DE RECURSOS

COMPUTER CLASSES



Drop-In Tech Help & Tinkering
Bring your device and technology-related questions and issues to our sessions! | East Forest Park | Teens & Adults

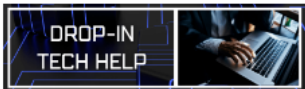


Code Builders 2.0
Build the skills you need to create animations, games, apps, and more using fun online tutorials! | East Forest Park | All Ages



Free Computer Classes for Beginners
Hands-on workshops to build basic computer skills | Central Library | Adults

CLASES DE COMPUTACIÓN



Ayuda técnica y retoques directos
¡Traiga sus preguntas y problemas relacionados con el dispositivo y la tecnología a nuestras sesiones! | Parque Forestal del Este | Adolescentes y Adultos



Constructores de código 2.0
¡Desarrolle las habilidades que necesita para crear animaciones, juegos, aplicaciones y más usando divertidos tutoriales en línea! | Parque Forestal del Este | Todas las edades



Clases de computación gratis para principiantes
Talleres prácticos para desarrollar habilidades informáticas básicas | Biblioteca Central | Adultos

ALL YOURS
SPRINGFIELD CITY LIBRARY
JUST ASK

About ▾ How Do I... ▾ Adults ▾ Teens ▾ Children ▾ Services ▾ Locations and Hours

Borrow a Hotspot

Check Out Free Internet with Hotspots from the Library

ALL YOURS
SPRINGFIELD CITY LIBRARY
JUST ASK

Acerca de ▾ Cómo puedo... ▾ Adultos ▾ Adolescentes ▾ Niños ▾ Servicios ▾ Ubicac

Pide prestado un punto de acceso

Check Out Free Internet with Hotspots from the Library

Holyoke Public Library
-THE LIBRARY IN A PARK-

COMPUTER BASICS CLASSES

- HOW TO USE COMPUTERS
- HOW TO USE PROGRAMS
- INTERNET SAFETY
- BASIC TECH SKILLS

**REGISTER ONLINE
OR SPEAK TO A COMPUTER COORDINATOR
SCHEDULE CAN BE FOUND BY THE FRONT DESK OR ON OUR WEBSITE**

Holyoke Public Library
-THE LIBRARY IN A PARK-

CLASES DE CONCEPTOS BÁSICOS DE INFORMÁTICA

- CÓMO USAR LAS COMPUTADORAS
- CÓMO USAR LOS PROGRAMAS
- SEGURIDAD DE INTERNET
- HABILIDADES TECNOLÓGICAS BÁSICAS

**REGISTRO EN LÍNEA
O HABLAR CON UN COORDINADOR DE COMPUTADORAS
EL HORARIO SE PUEDE ENCONTRAR EN LA RECEPCIÓN O EN NUESTRO SITIO WEB.**

DOORS THAT CAN BE OPENED FOR ALL IN A WORLD OF DIGITAL EQUITY

PUERTAS QUE PUEDEN ABRIRSE PARA TODOS EN UN MUNDO DE IGUALDAD DIGITAL

| | |
|---|---|
| <ul style="list-style-type: none"> • Remote medical care | <ul style="list-style-type: none"> • Atención médica a distancia |
| <ul style="list-style-type: none"> • Remote education: K-12, post-secondary, lifelong learning opportunities | <ul style="list-style-type: none"> • Educación a distancia: K-12, postsecundaria, oportunidades de aprendizaje permanente |
| <ul style="list-style-type: none"> • Interacting with our governments: apply for public benefits, renew driver's license or registration, follow city council meetings | <ul style="list-style-type: none"> • Interactuar con nuestros gobiernos: solicitar beneficios públicos, renovar el permiso para conducir o registros, seguir las reuniones del consejero municipal. |
| <ul style="list-style-type: none"> • Looking for housing: whether you rent or own | <ul style="list-style-type: none"> • Búsqueda de vivienda: ya sea de alquiler o propietario. |
| <ul style="list-style-type: none"> • Shopping: retail, groceries, Uber Eats, etc. | <ul style="list-style-type: none"> • Compras: tiendas, supermercados, Uber Eats, etc. |
| <ul style="list-style-type: none"> • At the height of COVID, people relied on remote access for an infinite number of things, from "attending" worship services to tracking infection rates in our communities | <ul style="list-style-type: none"> • En el apogeo de COVID, la gente dependía del acceso remoto para infinidad de cosas, desde "asistir" a los servicios religiosos hasta darle seguimiento a los por cientos de infección en nuestras comunidades |
| <ul style="list-style-type: none"> • As technologies like artificial intelligence (AI) continue explosive growth, the range of things that rely on full digital literacy and access will grow and grow. | <ul style="list-style-type: none"> • A medida que tecnologías como la inteligencia artificial (IA) siguen creciendo explosivamente, la gama de cosas que dependen de la plena alfabetización digital y el acceso crecerá y crecerá. |
| <p>If we DON'T take decisive action now to ensure everybody has equitable access, those left behind will be increasingly disadvantaged.</p> | <p>Si NO tomamos ahora medidas decisivas para garantizar que todo el mundo tenga un acceso equitativo, los que se queden atrás se verán cada vez más desfavorecidos.</p> |

MUNICIPAL DIGITAL EQUITY PLANNING PROCESS

PROCESO DE PLANIFICACIÓN DE LA EQUIDAD DIGITAL MUNICIPAL

| | |
|--|---|
| <ul style="list-style-type: none"> • Convene core planning group made up of community representatives | <ul style="list-style-type: none"> • Convocar un grupo central de planificación compuesto por representantes de la comunidad |
| <ul style="list-style-type: none"> • Collect community data, and map assets | <ul style="list-style-type: none"> • Recopilar de datos comunitarios y mapas de recursos |
| <ul style="list-style-type: none"> • Engage with people at the community level | <ul style="list-style-type: none"> • Comprometerse con la población a nivel comunitario |
| <ul style="list-style-type: none"> • Create a municipal profile | <ul style="list-style-type: none"> • Crear un perfil municipal |
| <ul style="list-style-type: none"> • Conduct a needs assessment – with findings | <ul style="list-style-type: none"> • Realizar una evaluación de las necesidades - con hallazgos |
| <ul style="list-style-type: none"> • Develop short- and long-term strategies | <ul style="list-style-type: none"> • Desarrollar estrategias a corto y largo plazo |
| <ul style="list-style-type: none"> • Explore potential funding options | <ul style="list-style-type: none"> • Explorar posibles opciones de financiación |

PROJECT TIMELINE

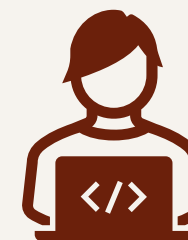
CALENDARIO DEL PROYECTO

| Activity Type | Activity | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
|--|---|------------------|------------------|------------------|------------------|-----|------------------|------------------|
| 1.0 Planning and Data Gathering | | [Dark Blue Bar] | | | | | | |
| | 1.1 Preliminary work/PVPC and Core Planning Team | [Light Blue Bar] | | | | | | |
| | 1.2 Quantitative Data Gathering for Needs Assessment | | [Light Blue Bar] | | | | | |
| | 1.3 Qualitative Data Gathering for Needs Assessment | | | [Light Blue Bar] | | | | |
| | 1.4 Asset Mapping to Establish Digital Equity Baseline | | | | [Light Blue Bar] | | | |
| 2.0 Outreach and Community Engagement | | [Dark Brown Bar] | | | | | | |
| | 2.1 Develop and Distribute Outreach Materials | [Orange Bar] | | | | | | |
| | 2.2 Engage Stakeholders & Community; Conduct 4 Community Forums | | [Orange Bar] | | | | | |
| 3.0 Recommendations and Final Report | | | | | [Dark Blue Bar] | | | |
| | 3.1 Develop interim report of findings | | | | [Light Blue Bar] | | | |
| | 3.2 Explore Short- and Long-term funding, begin drafting final report | | | | | | [Light Blue Bar] | |
| | 3.3 Develop Final Recommendations; submit final report | | | | | | | [Light Blue Bar] |

FOCUS ON 6 MAIN AREAS

ENFOQUE EN 6 ÁREAS PRINCIPALES

| | |
|--|---|
| • Infrastructure availability | • Disponibilidad de infraestructuras |
| • Affordability for residents | • Asequibilidad para los residentes |
| • Accessibility for residents | • Accesibilidad para los residentes |
| • Digital Literacy including skills and training | • Alfabetización digital, incluyendo destrezas y entrenamiento. |
| • Safety and security awareness | • Concientización sobre seguridad y protección |
| • Access to appropriate devices | • Acceso a los dispositivos adecuados |



AFFECTS MANY DIFFERENT POPULATIONS

AFECTA A MUCHAS POBLACIONES DIFERENTES

| | |
|---|--|
| <p>The Digital Equity Act and MBI have also identified particular populations within society that are more likely to experience digital inequity. These include:</p> | <p>La Ley de Equidad Digital y el MBI también han identificado poblaciones particulares dentro de la sociedad que tienen más probabilidades de experimentar desigualdad digital. Entre ellas se incluyen:</p> |
| <ul style="list-style-type: none"> • Individuals who are struggling financially | <ul style="list-style-type: none"> • Personas con dificultades económicas |
| <ul style="list-style-type: none"> • Aging individuals (over 60) | <ul style="list-style-type: none"> • Personas mayores (más de 60 años) |
| <ul style="list-style-type: none"> • Incarcerated individuals | <ul style="list-style-type: none"> • Personas encarceladas |
| <ul style="list-style-type: none"> • Veterans | <ul style="list-style-type: none"> • Veteranos |
| <ul style="list-style-type: none"> • Individuals with disabilities | <ul style="list-style-type: none"> • Personas con discapacidades |
| <ul style="list-style-type: none"> • Individuals with a language barrier (literacy, immigrants) | <ul style="list-style-type: none"> • Personas con barreras lingüísticas (alfabetización, inmigrantes) |
| <ul style="list-style-type: none"> • Individuals who are members of a racial or ethnic minority group | <ul style="list-style-type: none"> • Personas pertenecientes a una minoría racial o étnica |
| <ul style="list-style-type: none"> • Individuals who primarily reside in a rural areas | <ul style="list-style-type: none"> • Personas que residen principalmente en zonas rurales |
| <ul style="list-style-type: none"> • Housing instability | <ul style="list-style-type: none"> • Inestabilidad de la vivienda |

NEXT STEPS – OPEN DISCUSSION

PRÓXIMOS PASOS - DISCUSION ABIERTO

| | |
|--------------------------|---------------------------------|
| • Where to go from here? | • ¿Qué hacer a partir de ahora? |
| • How can you help us? | • ¿Cómo puede ayudarnos? |
| • How can we help you? | • ¿En qué podemos ayudarle? |

Eric Weiss, MSME

*Director of Economic and
Municipal Collaboration*



Pioneer Valley Planning Commission

60 Congress Street – Floor 1

Springfield, MA 01104

413 • 781 • 6045 office

413 • 687 • 3356 cell

eweiss@pvpc.org

www.pvpc.org

MASSACHUSETTS STATEWIDE DIGITAL EQUITY SURVEY

ENCUESTA SOBRE EQUIDAD DIGITAL EN EL ESTADO DE MASSACHUSETTS

Your input is valuable!



Su opinión es muy valiosa.

The Massachusetts Broadband Institute (MBI) wants to hear from you about your experiences with getting and using internet service. Your input will help the State make sure that everyone can have access to high-quality and affordable internet service, devices, skills training, and digital support.

El Instituto de Banda Ancha de Massachusetts (MBI, por sus siglas en inglés) quiere conocer sus experiencias a la hora de obtener y utilizar el servicio de Internet. Su opinión ayudará al Estado a garantizar que todo el mundo tenga acceso a un servicio de Internet asequible y de alta calidad, dispositivos, entrenamientos y apoyo digital.

Complete the survey here



Complete la encuesta aquí





03

Breakout Discussions

Remember the Ground Rules



Be **fully present** by not checking your phone or computer

Know when to lead versus **creating space for others to speak**

Be open and listen to others. Even when you disagree, suspend judgment, and look for common ground.

Recognize that **we are all approaching this process with different levels of understanding** surrounding equity and digital equity.

Respect confidentiality. What is discussed in this room stays in this room.

Breakout Rooms

We look forward to hearing from you on the topics below.

Virtual Breakout Rooms:

Please follow this [jam board link](https://bit.ly/3EybmFj):

<https://bit.ly/3EybmFj>

In Person:

Staff will assign breakout group participation

Visioning Exercise

Thank you for your participation in breakout discussions. We would like to move into a visioning exercise to close out today's activity.

What does Internet for All mean to you?

Imagine it's five years in the future. The Digital Equity Plan has been a resounding success. After some initial challenges, Massachusetts's solutions are having a huge impact on the world in ways you'd never even imagined!

- Take 1 minute to scan the QR code to the right and use one word to answer the question above.





04

Closing Session

Report back

Thank you for your participation in our facilitated discussion. We want to learn more about what you heard and discussed.

What was
discussed in
your breakout
room?



Timeline



→ Visit broadband.masstech.org for details on events and ways to get involved.

Thank you!

Contact MBI at

broadband@masstech.org

Visit the **Internet for All Page**

broadband.masstech.org/internetforall