What are the characteristics of "Reliable" Broadband service?

The right speed	Works all the time (or at least 99% of the time)	Network gear maintenance	Speeds that allow f productive use – Zoo Google Classroom upload/download – tele	om – –				
Low latency speeds	No data caps	Works all the time (or at least 99% of the time)	Continuous connection at least two de at minimum stand	vices dard				
Wireline is more reliable than fixed wireless/satellite	Speed accuracy	Speed/uptime	Always on/available – no buffering	Always on/available no buffering	Mobility	Multiple USAGE	Always on	Low latency
		Speed is consistent across devices and time of day	Uptime – low Downtime		Accessibility	Adaptability	No data caps	No data throttling
		Symmetric – consistent speed	Minimum of 100 download/100 upload		99% availability uptime	Symmetric upload/downloa d speeds		

What are the characteristics of "Reliable" Broadband service?

Affordability

Service that's affordable

Affordable: \$30/mo or less

Affordable options (both on and off ACP) that are comparable

Would appreciate
learning how
multiple
users/devices affect
stated speed

User Friendly

Add your thought here

Digital Dignity + NDIA definition + Devices, Internet, Digital Skills for all!

5 9's; Only unavailable 5.39 [ILLEGIBLE] a year; 99.999%

Equitable performance

Infrastructure in ALL neighborhoods – 5 9's

Geographic areas/neighborhoods without high quality options for internet High speed, high quality equitable service (all in the people in the region getting the same quality service)

Those that are lacking connection to education, employment, health care resources because of their lack of access to computers, internet, or how to navigate online applications/websites

What are the characteristics of "Reliable" Broadband service?

Customer Service llows you to do not just what you need to do but also what you want to do

Service that's effective daily

99.9999% uptime Has customer service that is easily accessed and can offer fast solutions

Collective group of community members who care deeply AND execute solutions

Multiple languages for the customer service

Meets the Internet needs of the entire household (multiple people, multiple devices)

Service that's technologically sound

Can handle entire family's usage at once Access to customer support

Customer support

Choice (multiple high-speed options to choose from; competitive rates)

Point-in-time pricing (sliding scale)

Stated speed by provider is available to the subscriber

Language support