State of Indiana

Performance Report

Capital Projects Fund

2026 Fiscal Year Report

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Executive Summary:

Indiana effectively utilized its $203 million Capital Projects Fund (CPF) award to advance the Next Level Connections (NLC) Broadband Grant Program, with investments targeted to last-mile broadband deployment in unserved and underserved rural communities. CPF funding supported Indiana's updated 100/20 Mbps minimum speed standard and aligned with prior state and federal broadband investments, including SLFRF resources. Rounds 1 and 2 have been fully completed, while during this reporting period the state achieved additional progress through the closeout of 83 Round 3 projects and 2 Round 4 projects. These activities contributed to measurable improvements in address-level connectivity, strengthened provider participation, and advanced statewide digital equity goals. Indiana continues to monitor implementation challenges, including supply-chain delays, vendor invoicing issues, and construction timelines—and remains engaged with providers to ensure compliance with Treasury's reporting, extension, and performance requirements. Full outcomes and detailed metrics are provided in subsequent sections of this report.

Uses of Funds

During the reporting period, Indiana continued to advance broadband deployment through two major CPF funding rounds of the Next Level Connections (NLC) program.

NLC Round 3

Indiana awarded 124 projects in Round 3, supported by nearly $170 million in CPF funding and approximately $216 million in local match contributions. This produced a total investment of $387 million across 75 counties, funding 45,137 addresses.

In Fiscal Year 2026, 82 Round 3 projects reached full closeout connecting 32,538 total addresses. A total of 115 projects have now been closed in Round 3, connecting a total of 42,267 addresses. Two projects remain active and are expected to close by September 30, 2026, pending final reporting.

A total of 7 projects have been de-obligated, due to unavoidable issues such as provider withdrawal, state-level deduplication requirements, or overlapping federal commitments.

NLC Round 4

Awarded in 2024, Round 4 supported 49 projects across 17 providers, with nearly $78 million in funding (~$33M CPF + ~$45M ARPA). Local match contributions totaled approximately $133 million, resulting in a combined investment of $211.5 million across 55 counties.

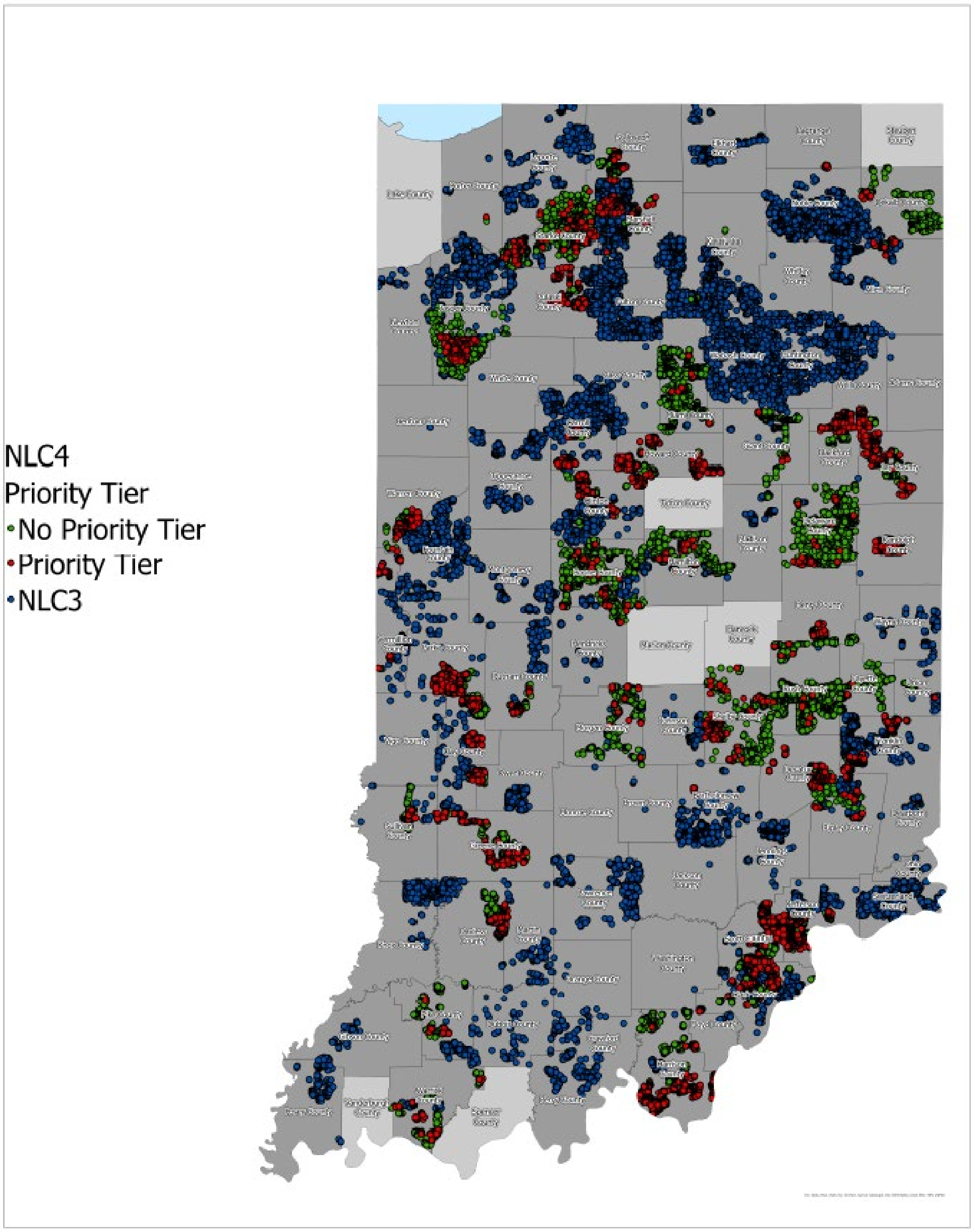
For Fiscal Year 2026, 2 Round 4 projects have been completed connecting 554 total addresses. 43 projects remain actively on track, with 4 projects de-obligated due to overlapping builds initiated by other providers—ensuring Indiana avoids double-funding and duplicate construction under state and federal grants.

Program Integrity & Ongoing Oversight

Indiana continues monitoring all active Round 3 and Round 4 projects to ensure that CPF investments result in measurable broadband expansion. Oversight includes quarterly reporting, validation of address-level data, review of speed benchmarks, compliance tracking, and fiscal documentation. De-obligated projects are logged for future assessment and retained to support transparency and program audit requirements.

*Please see the attached map of NLC-3 and NLC-4 Awards.

NLC Rounds 3-4



- ***Activities planned for the next reporting period:***

  Indiana will continue to maintain rigorous oversight of all active Next Level Connections (NLC) projects as the state moves into the next reporting period. Under NLC Round 3, two remaining projects are still active and are anticipated to close by September 30, 2026, pending final documentation and provider reporting. Under NLC Round 4, 47 active projects remain in progress and will continue toward substantial completion within the established timeline. The State will monitor implementation milestones closely to ensure progress remains consistent with the approved work plans.

  The primary focus for the upcoming reporting cycle will be validating measurable outcomes across all ongoing broadband deployments. This includes confirming address-level connectivity, verifying upload/download speed benchmarks, and monitoring community adoption rates. Indiana will also continue to oversee the CPF extension process, assisting providers as needed to ensure all extension materials meet U.S. Treasury's requirements and are submitted timely.

  The broadband administrative team will continue to proactively identify and address any issues that could impede progress toward program goals. This involves ongoing data validation, stakeholder communication, and direct intervention where compliance risks, reporting gaps, or construction delays arise. The team will also ensure that all communication with the U.S. Department of the Treasury is accurate, timely, and aligned with federal policy guidance so that providers receive clear direction and any required corrective actions are realistic, transparent, and consistent with program rules.

- ***Narratives about individuals/households benefiting from CPF funds, including information about methods used for collecting and measuring success.***

  Indiana's CPF-funded broadband investments under NLC Rounds 3 and 4 continued to generate significant, measurable benefits for households, businesses, and anchor institutions across the state.

  Program Reach & Deployment Metrics

  Across all CPF-supported NLC projects, **80,004 addresses** have been funded, including 62,637 addresses financed directly through CPF grants.

- Round 3 – Completed Project Metrics

  Reporting from 33 completed Round 3 projects shows substantial infrastructure gains:
  • 3,518 fiber miles deployed, exceeding the planned 2,396 miles.
  • 9,729 completed addresses in FY2025, consisting of:
  – 8,868 households

– 818 businesses
– 43 anchor institutions (schools, libraries, healthcare sites).

- Current Fiscal Year – Additional Closures

  During the current fiscal year, NLC-3 had 82 and NLC-4 had 2 projects closed, for a total of 84 projects reaching close-out, adding 33,092 complete addresses, including:
  • 28,999 households
  • 3,816 businesses
  • 277 anchor institutions

- Fiber deployment also exceeded expectations:
  • Planned: 5,491.9 miles
  • Actual deployed: 5,800.9 miles
- These outcomes demonstrate meaningful service expansion for rural families, underserved communities, and business corridors, and support Indiana's progress toward universal broadband access.

How Success Is Measured

CPF requires standardized, auditable metrics to evaluate project performance and ensure impact.

- Quarterly Progress Reporting

  All CPF-funded providers must submit quarterly reports documenting:
  • Work completed
  • Number of passings
  • Adoption rates
  • Fabric IDs for awarded addresses
  • Address-level project status
  • Pre- and post-investment speed tests (upload/download)
  • Cost of service
  • Any additional metrics required by OCRA or Treasury

- Final Reporting Requirements

  At project closeout, each grantee must submit:
  • Financial documentation
  • Professional Engineering certification of completion metrics
  • Latency and speed verification from subscribers
  • Post-build coverage maps

• Cost reports
• Full project narrative and address-level progress report

- These documents allow validation of connectivity improvements, speed compliance, digital adoption trends, and cost integrity.

- Performance Indicators Demonstrated

  The reporting framework confirms:
  • Verified funded addresses using state and federal data
  • Household-level adoption increases
  • Accurate project-status and construction progress tracking
  • Improved upload/download speeds following investment
  • Measured latency improvements through field testing
  • Accurate cost-of-service reporting to inform digital-equity evaluations
  • Verified infrastructure through post-build mapping

Notable challenges and the status of each challenge:

Several challenges have continued to affect the timely execution of broadband projects under the Next Level Connections Program and the Capital Projects Fund. Many of these issues reflect ongoing conditions reported in prior fiscal years, while recent audit findings and provider submissions highlight additional barriers influencing construction and reimbursement timelines.

Permitting Delays and Municipal Authorization Requirements

Pole permitting and local permitting processes continue to experience prolonged review timelines, especially in jurisdictions with limited staffing and resource capacity. In some areas, construction could not begin until new right-of-way ordinances were formally adopted, or external engineering reviews were completed, resulting in multi-month delays before permits could be issued.

Private Easement Access Challenges

Several providers reported significant delays in securing private easements required for lawful construction. Despite ongoing outreach and communication efforts, not all property owners granted permission to place infrastructure on private land. These unresolved easements prevented deployment at impacted locations and required removal of certain addresses from project scopes.

Pole Attachment Agreement Negotiations and Make-Ready Constraints

In multiple project areas, pole owners required providers to negotiate new pole attachment agreements before any pole permits could be approved. These negotiations took longer than anticipated, delaying project start dates. Following permit submission, the volume of make-ready work exceeded pole-owner capacity, contributing to extended timelines for final approval and construction readiness.

Community Resistance to Deployment Methods

Some communities continued to express concerns about underground fiber installation or aerial deployment. These objections added time to planning processes and required alternate routing, additional public engagement, or adjustments to construction methodologies.

Supply Chain Limitations and Administrative Impacts on Reimbursement

Providers continued to experience material shortages, increased costs, and prolonged delivery timelines. Separately, administrative delays resulting from late vendor invoicing affected reimbursement preparation. When invoices were received later than expected, additional time was required to validate costs and compile accurate documentation in compliance with CPF requirements.

Treasury CPF Extension Support and Ongoing Coordination

Based on these continued challenges, and in alignment with the U.S. Department of the Treasury's Capital Projects Fund (CPF) guidelines, the Indiana Broadband Office is actively working with all CPF-funded providers to ensure clarity on reporting requirements and to assist any provider needing to submit a project-deadline extension request. This includes reviewing provider narratives, explaining Treasury's instructions, and confirming that all documentation meets federal thresholds for demonstrating extenuating circumstances.

As outlined in Treasury's CPF guidance and communicated to providers on July 8 and July 20, 2026, all extension narratives for NLC Round 4 were required to be submitted by July 20, 2026. The Indiana Broadband Office is currently reviewing all submissions for completeness and sufficiency. Following this review, the administering agency will forward the full extension package to the U.S. Department of the Treasury by the required deadline.

Indiana will continue to follow Treasury's instructions, timelines, and documentation requirements throughout this process. Until extensions are approved, all subrecipients must continue progressing toward the current September 30, 2026 deadline. If approved, the new deadline for substantial completion will be March 31, 2027.

Overview and outcomes of ancillary costs incurred to support bringing the capital asset(s) into full use (e.g., focused advertising to increase broadband subscriptions in high-need communities, digital literacy training to support device loan programs, community engagement to support successful operations, etc.)

The total federal reimbursements from July 1, 2025, to June 30, 2026, for NLC Round 3 and 4 projects were $53,715,694.72. Administrative costs charged to the program were $26,584.36.

Addressing Critical Needs

Treasury encourages uses of funds that promote growth in communities with a critical need, such as high-poverty and rural areas.

Each Performance Report must provide an update, using qualitative and quantitative data, on progress towards key outcomes and how the Recipient has addressed or faced challenges to addressing critical needs during the reporting period.

Please describe how the Recipient addressed critical needs at various stages of the Program during the reporting period, including:

a) ***Objectives: Based on your definition of communities with critical need, are there particular communities, including those living in rural areas and/or high-poverty areas, that the capital assets being funded by CPF are designed to serve? Include the definition of critical need used for each Program Plan.***

Indiana ensured that CPF-funded broadband capital assets effectively served communities with the greatest demonstrated need by requiring applicants to engage directly with local leaders and stakeholders throughout project development and implementation. This approach helped shape projects to be strategic, scalable, and responsive to the unique connectivity challenges faced by rural and high-poverty communities statewide.

Applicants were expected to collaborate with:

- **Libraries and educational institutions**, particularly those serving economically disadvantaged student populations.
- **Healthcare providers and rural clinics**, where broadband access supports telehealth capabilities.
- **Local governments**, including county commissioners and town councils, to ensure project designs aligned with community priorities.
- **Small businesses and nonprofits**, whose operations and public services rely on reliable high-speed internet.

These partnerships ensured that broadband projects were grounded in local needs and that providers understood specific service gaps affecting households, schools, businesses, and anchor institutions. Projects developed through this engagement were designed to bridge critical access gaps, raise digital equity, and improve overall quality of life.

Examples of Community-Focused Deployment Under NLC/CPF

The following examples illustrate how broadband providers participating in the Next Level Connections program targeted communities with critical need across Indiana.

Comcast

Comcast's deployments prioritized unserved and underserved corridors, particularly in:

- Hendricks County
- Wayne County
- Allen County
- Delaware County

These areas include rural pockets, low-income neighborhoods, and legacy infrastructure gaps where residents have historically lacked reliable service.

AT&T

AT&T's multi-county fiber rollout spans more than 90 communities, including:

- Marion County (Indianapolis and Lawrence)
- Monroe County (Bloomington)
- Vanderburgh County (Evansville)
- Lake County (Gary)
- Floyd County (New Albany)
- St. Joseph County (South Bend)
- Montgomery County (Crawfordsville)
- Delaware County

These regions contain substantial high-poverty census tracts and rural households with limited access to 100/20 Mbps broadband.

RTC Communications & Surf Internet

RTC’s buildouts target rural Martin and Daviess counties, focusing on distance- and terrain-challenged areas.
Surf Internet’s construction is concentrated in:

- Miami County (Peru)
- Grant County

These counties include numerous unserved rural households and farms requiring last-mile fiber.

Electric cooperatives (REMCs) frequently serve critical-need rural territories. Their project activity aligns with CPF/NLC goals to expand services where private investment has historically lagged.

Residents can track REMC broadband progress through:

- **Indiana Connectivity Program (ICP)** Portal, which alerts REMCs to unserved addresses.
- **Co-op fiber rollout maps** (e.g., South Central Indiana REMC, Nines tar Connect, Tipmont).
- **Partner construction portals**, such as Surf Internet for REMC joint builds.

Speed Capabilities and Pricing Tiers

The following broadband service tiers demonstrate the providers’ ability to deliver scalable high-speed service in priority areas: **Provider**	**Maximum Speed**	**Technology**	**Estimated Starting Price**	**Plan Notes**
AT&T Fiber	Up to 5 Gbps	Symmetrical Fiber	$55–$60	No data caps; equal upload/download speeds.
Comcast	Up to 2 Gbps	Cable/Fiber Hybrid	$30–$35	Entry pricing is highly promotional; upload speeds vary.
Surf Internet	Up to 2 Gbps	Symmetrical Fiber	$50–$65	Infrastructure scalable to 10 Gbps; no annual contracts.

The following broadband service tiers demonstrate the providers' ability to deliver scalable high-speed service in priority areas: **Provider**	**Maximum Speed**	**Technology**	**Estimated Starting Price**	**Plan Notes**
REMC / RTC	Up to 1 Gbps	Rural FTTH	$60–$85	Locally owned; stable pricing without steep promotional increases.

These offerings demonstrate providers' commitment to digital equity, affordability, and scalable engineering design—criteria aligned with CPF's objective to support communities with the greatest broadband need.

b) *Awareness: Was it convenient for members of these communities, including households, businesses, and other organizations, to become aware of the service projects funded by CPF? Please explain. –*

Members of the communities served under Indiana's NLC-3 and NLC-4 CPF-funded broadband projects had multiple accessible and convenient avenues to become aware of ongoing and upcoming infrastructure expansions. Public awareness was supported through several coordinated state and local resources, ensuring that households, businesses, and community institutions could easily identify service eligibility, monitor project activity, and stay informed as work progressed.

State-Hosted Resources

Awareness efforts were reinforced through publicly available tools on **IN.gov**, including:

- **Address eligibility lists**, allowing residents and businesses to confirm whether their locations were included in CPF-funded build zones.
- **Frequently Asked Questions (FAQs)**, providing clear guidance on service availability, timelines, and project expectations.
- **Challenge processes**, enabling community members to submit location-specific corrections and ensure accurate identification of unserved and underserved addresses. These state-managed resources provided transparent and self-service methods for residents to track progress and verify eligibility.

Local Government and Provider Coordination

Broadband providers engaged closely with county governments, community organizations, and regional stakeholders to share information on project timelines, planned construction routes, and expected service activation dates. County offices helped amplify project visibility through:

- Local announcements and public meetings
- Coordination with community leaders
- Integration of broadband updates into existing county communication channels

This collaboration ensured rural, remote, and underserved communities received timely and localized information.

Targeted ISP Outreach and Marketing

Participating in ISPs conducted direct engagement and targeted marketing efforts tailored to residents, businesses, and anchor institutions in project areas. Activities included:

- Mailers and notices describing project phases and anticipated service dates
- Public meetings and informational sessions
- Customer education on the benefits of new high-speed broadband service

These activities ensured that awareness was inclusive and comprehensively addressed digital literacy gaps common in rural and high-poverty communities.

Data-Driven, Targeted Outreach Tools

To precisely identify unserved and underserved locations, the State and providers used:

- **FCC Fabric-level data**, ensuring accurate mapping of address-level need
- **Indiana Connectivity Public Portal**, enabling constituents to self-identify as unserved These tools ensured outreach campaigns were directed to the correct households and that project communications reached those with the highest need.

Outcome of Awareness Efforts

Together, these awareness channels provided community members with clear, convenient access to information about:

- Available broadband services and speeds
- Eligibility requirements
- Construction timelines and activation periods

As a result, residents and organizations across rural and underserved areas were able to stay informed, verify project status, and prepare for service activation. These efforts contributed to strong community engagement and higher adoption rates, as reflected in state performance reporting.

c) ***Outcomes: What progress has the Program made toward addressing critical needs in these communities, such as closing gaps in broadband access, reaching universal levels of***

service, increasing access to digital connectivity devices or community facilities that directly enable work, education, and health monitoring? Please include other outcomes (e.g. affordable service) as relevant to policy objectives. What methods (e.g., surveys, interviews) are being used (if applicable) to quantify and qualify Project and Program outcomes?

Internet Service Providers (ISPs) and state agencies in Indiana expand digital connectivity through subsidized plans, device distribution, and broadband infrastructure.

Connectivity & Digital Equity Initiatives
State policy objectives and ISP partnerships focus on a holistic approach to digital inclusion:

- **Affordable Service:** Providers—such as Surf Internet and Mainstream Fiber—offer subsidized, low-income plans and hardware resources (e.g., refurbished laptops/tablets).
- **Community Facilities:** Public-private investments help establish public Wi-Fi hotspots and tech centers for residents requiring free access to education and health monitoring.
- **Targeted Outreach:** Programs address barriers for veterans, seniors, low-income families, and incarcerated populations to guarantee equitable access to digital skills and telehealth.

Methods for Quantifying and Qualifying Outcomes
State offices and academic partners utilize a mixture of quantitative and qualitative data to evaluate project success:

- **Surveys & Assessments:** Programs, such as the Digital Literacy Survey and regional digital inclusion assessments, are used to gauge household device ownership and user confidence.
- **Mapping & Data Collection:** The state uses registered broadband speed test data to qualify grant eligibility.
- **Academic Partnerships:** Initiatives rely on the Purdue University Center for Regional Development (PCRD) and Office of Community and Rural Affairs (OCRA)to map adoption rates, measure economic impacts, and evaluate the efficacy of digital literacy programs.

Broadband Access & Universal Service

- Providers completed last-mile and middle-mile infrastructure in multiple counties, including 57 miles of new fiber in Pike County (Mainstream Fiber) and tower activations in rural zones (Echo Wireless).
- Projects are now onboarding customers, with several ISPs reporting full coverage of grant-awarded addresses and readiness for closeout.

Digital Connectivity & Community Enablement

- Community facilities and households gained access to high-speed internet, enabling remote work, online education, and telehealth services.

- Providers like Comcast and Joink emphasized **cost-conscious service tiers** and Internet Essentials programs to promote affordability and adoption.

Community Engagement & Adoption

- ISPs deployed targeted marketing campaigns including mailers, yard signs, and digital ads (Mainstream Fiber, Joink).
- Outreach efforts included door-to-door engagement, grocery store booths, and local events such as "Touch the Truck" and county fairs.
- Echo Wireless and Joink leveraged local teams and long-standing community ties to build trust and encourage uptake.

Outcome Measurement Methods

- Speed verification was conducted via field meter readings, technician-led speed tests, and specialized hardware that exports formal reports (Joink, Comcast).
- Adoption rates and customer feedback were tracked through direct engagement, marketing response rates, and community surveys where applicable.

Additional Outcomes

- Leveraging the CPF funded projects several providers have reported broadband establishments for additional address by the providers out of pocket cost.
- Several providers reported plans to transition wireless customers into fiber, expanding long-term service reliability.
- Partnerships with local governments and workforce boards supported broader digital equity goals and sustainability.

Labor

Describe workforce practices on any Broadband Infrastructure and/or Multi-Purpose Community Facility projects being pursued. How are projects using strong labor standards to promote effective and efficient delivery of high-quality projects while also supporting economic recovery through employment opportunities for workers? For example, report whether any of the following practices are being utilized: project labor agreements, community benefits agreements, prevailing wage requirements, and/or local hiring.

The disclosure of labor practices is incorporated into the grant process. A separate form documents the grantee's acknowledgements and assurances of labor practices which support high-quality broadband infrastructure projects. A copy of this form is included below.

Indiana Office of Community & Rural Affairs
Next Level Connections (NLC) Program
Labor Standards & Civil Rights Certifications

OCRA NLC Form #

Section 1: Grantee Information			
1. Grantee Name	2. Award/Grant #	3. Award Amount	4. Grant Agreement #
5. Program Contact Name, Title	6. Program Contact Email	7. Program Contact Phone #	

Section 2: Grantee's Statement of Exemption to Davis Bacon & Related Acts
Check the box and initial to whichever statement applies to the award.

Funding Status	Statement & Certification	
❑ Award is less than $5,000,000 and no additional federal funds will be contributed as match toward this project.	Grantee certifies the award is less than $5M and not subject to Davis Bacon & Related Acts pursuant to Appendix A, Section (b)5 of the U.S. Treasury Compliance & Reporting Guide for States, Territories, and Freely Associated States, as amended. However, grantee acknowledges the project is subject to the Contract Work Hours & Safe Standards Act (CWHSSA) and will comply with it and all other applicable federal, state, and local labor laws and regulations.	Initial
❑ Award is $5,000,000 or greater, and/or additional federal funds will be contributed as match toward this project.	Grantee certifies the project is $5M or greater and/or other federal funds are being contributed as match toward this project. Therefore this award is subject to Davis Bacon & Related Acts pursuant to Appendix A, Section (b)5 of the U.S. Treasury Compliance & Reporting Guide for States, Territories, and Freely Associated States, as amended. Grantee further acknowledges the project is subject to the Contract Work Hours & Safe Standards Act (CWHSSA) and will comply with it and all other applicable federal, state, and local labor laws and regulations.	Initial

Section 3: Grantee's Commitment to Strong Labor Standards & Acknowledgements
Review and check the boxes for each statement below. Initial after all boxes have been checked.

❑ Grantee states its commitment to strong labor standards in order to promote effective and efficient delivery of high-quality infrastructure and services while also supporting to the economic recovery through employment opportunities for workers.	❑ Grantee affirms it will, where and whenever practicable, prioritize employers (including contractors and subcontractors) without recent violations of federal and state labor and employment laws in order to minimize project disruptions and delays.	
❑ Grantee affirms it will, where and whenever practicable, prioritize procurement decisions for employers (including contractors and subcontractors) who can demonstrate their workforce meets high safety and training standards and who prioritize hiring of local workers and/or workers from historically disadvantaged communities.	❑ Grantee acknowledges and affirms that regardless of Davis Bacon's applicability to the award, all contracts in excess of $100,000 made by the Grantee, its subrecipient, and/or its contractors and subcontractors shall include a provision for compliance with certain provisions of the Contract Work Hours & Safety Standards Act, 40 U.S.C. 3702 – 3704, as supplemented by 29 CFR Part 5.	Initial

Section 4: Grantee's Civil Rights Assurances & Statement of Compliance
Review and check the boxes for each statement below. Initial after all boxes have been checked.

❑ Grantee provides its assurance that it will not deny benefits or serves, or otherwise discriminate on the basis of race, color, national origin (including limited English proficiency), disability, age, or sex (including sexual orientation and gender identity), in accordance with the following authorities: Title VI of the Civil Rights Act of 1964 (Title VI), 42 U.S.C. 2000d-1 et seq., and the Department's implementing regulations, 31 C.F.R. part 22; Section 504 of the Rehabilitation Act of 1973 (Section 504), 29 U.S.C. 794; Title IX of the Education Amendments of 1972 (Title IX), 20 U.S.C. 1681 et seq., and the Department's implementing regulations, 31 C.F.R. part 28; Age Discrimination Act of 1975, 42 U.S.C. 6101 et seq., and the Department implementing regulations at 31 C.F.R. part 23. Grantee acknowledges it may be required to periodically submit data for post-award compliance reviews.	Initial

Section 5: Acceptance of Above Commitments, Assurances, & Certifications

Signature	Printed Name	Date
X		

Community Engagement

Recipients should report on (and include quantitative information, such as counts) about the following activities related to community engagement in support of the implementation and operations of each Program and related Projects:

- *Community engagement efforts and activities that occurred with and/or in communities served by the Program. Recipients should include information about the types of organizations (such as training providers, community colleges, libraries, churches, and community-based groups) and, where possible, names of organizations and communities the Recipient and Subrecipient(s) were engaged with to support the implementation and operations of Projects; and*
- *Outreach, advertising, and translation activities and services deployed to reach communities the Program is designed to serve; and*
- *Any plans to sustain, improve, and/or grow community engagement efforts in the subsequent performance year.*

Throughout the reporting period, CPF-funded projects engaged deeply with communities across Indiana to promote awareness, encourage adoption, and support equitable access to broadband services. Engagement efforts were tailored to local contexts and included partnerships, outreach campaigns, and sustained visibility in the areas served. The following examples demonstrate several ways recipients engaged with the local community to connect them to broadband.

Engagement with Local Organizations and Stakeholders

- Subrecipients coordinated with county commissioners, town councils, highway departments, and permitting authorities to align project timelines and address community concerns.
- Several providers partnered with local REMCs (e.g., Noble REMC via LigTel) to reach unserved members and promote service availability.
- Community-based engagement included:
  - Pop-up events and booths at local grocery stores, fairs, and family festivals (e.g., Joink, Comcast, Marshall County Fiber)
  - Meetings with elected officials and nonprofit organizations to foster digital adoption collaborations (Frontier, Comcast)
  - Groundbreaking ceremonies and media coverage to build public awareness (Marshall County Fiber)

Outreach, Advertising, and Translation Services

Providers deployed a wide range of outreach tools. Some examples are listed below.

- Direct mailers, door hangers, and yard signs in construction zones (e.g., Frontier, LigTel, Mainstream Fiber)

- Social media campaigns, radio ads, and billboards to reach diverse audiences (e.g., Marshall County Fiber, LigTel)
- Web-based service availability tools allowing residents to check eligibility and submit interest forms (Frontier, Marshall County Fiber)
- Frontier piloted a press and communications strategy in Brookville (Franklin County), leveraging traditional and social media in collaboration with local officials.
- Comcast and Frontier offered affordable service tiers and promoted federal programs like Lifeline, with dedicated web pages and printed materials to reach income-constrained households.

Plans for Sustained Engagement

Providers plan to continue outreach beyond the closeout period. Examples of this engagement are listed below.

- Ongoing marketing and sales efforts as new areas are activated (e.g., Echo Wireless, Joink)
- Expansion of community partnerships to support digital literacy and device access
- Continued use of interactive maps, customer service outreach, and community events to maintain visibility and encourage adoption

Quantitative Metrics (where available)

- Over 200 grant-awarded locations connected in Pike County alone (Mainstream Fiber)
- Multiple events hosted across counties, including the Association of Indiana Counties annual meeting, “Touch the Truck” family event, and tent pop-ups in rural towns
- Outreach materials distributed to hundreds of households via mailers, signage, and door-to-door engagement.