

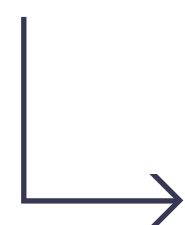


STARRY CONNECT IMPACT REPORT

2023



THE LACK OF BROADBAND COMPETITION ACROSS THE U.S. CREATES SEPARATE AND UNEQUAL ACCESS TO THE DIGITAL TECHNOLOGIES THAT POWER OUR DAILY LIVES. STARRY SET OUT TO CHANGE THIS.



THERE HAS NEVER BEEN a more exciting time for digital technology. From advances in artificial intelligence, like ChatGPT, to hardware that gives us access to all the world’s information in the palm of our hands, digital technology is changing how we do everything. Underpinning all of this innovation is internet access. Universal internet access is creating untold opportunities for everyone, except for those individuals and families caught in the digital divide.

Internet access is the fuel for our digital economy and technology innovation, but for far too many people, it remains a luxury: expensive and out of reach. Today, more than 24 million Americans lack access to high speed broadband¹. And many more lack the digital skills and devices needed to benefit from the opportunities afforded by digital access. The reasons for these gaps vary, but high costs remain the consistent barrier.

I recently asked ChatGPT to define digital equity. Its response was spot on: “Digital equity refers to the concept that all individuals and communities should have access to the resources and opportunities provided by digital technology, regardless of their socioeconomic status, geographic location, or other factors.”

It went on to say: “Achieving digital equity requires efforts from governments, businesses, and communities to ensure that all individuals have access to the resources and opportunities provided by digital technology, regardless of their background or circumstances.”

I couldn’t have said it better myself.

The COVID-19 pandemic laid bare the haves and have nots of internet access and over the last several years, federal, state, local government and community-based organizations have sprung into action, piecing together solutions to a problem that has been decades in the making. But more can and should be done to call attention to the structural issues - namely the lack of marketplace competition - that keep home broadband access unaffordable and out of reach for too many families.

In late 2017, we had our first internal conversation at Starry about digital inequity and what our role was in helping fix it. It wasn’t a popular conversation at the time. We had a lot on our plate: build new hardware, deploy a new network, launch a new brand and grow a new company. But at the core of everything we were building was this idea that EVERYONE deserves access to the internet and we could build technology that could lower the costs of doing so. It turns out, the concept of advancing digital equity was already baked into our DNA. It

was a matter of figuring out how to make the most meaningful impact and put into practice a digital equity program that was not just “window dressing” but a core part of our business and how we show up in the communities we serve.

Starry Connect was born from those internal conversations and launched in 2018 with little fanfare and a lot of ambition. Five years later, our digital equity program reaches more than 87,000 units of public and affordable housing across the country, positively impacting the lives of tens of thousands of underserved households. This report is a celebration of Starry Connect’s contributions to closing the digital divide, but importantly, this report also highlights how much additional work remains to fully bridge the digital divide in our most vulnerable communities.

To our committed housing, government and private sector partners, we’re deeply grateful for your continued support and championing of digital equity and affordable access in your communities. It takes a village and we look forward to many more years of collaboration in pursuit of digital equality for all.



Yours truly,
VIRGINIA LAM ABRAMS
 Executive VP For Government Affairs And Strategic Advancement




SECTION 1

DIAGNOSE THE PROBLEM

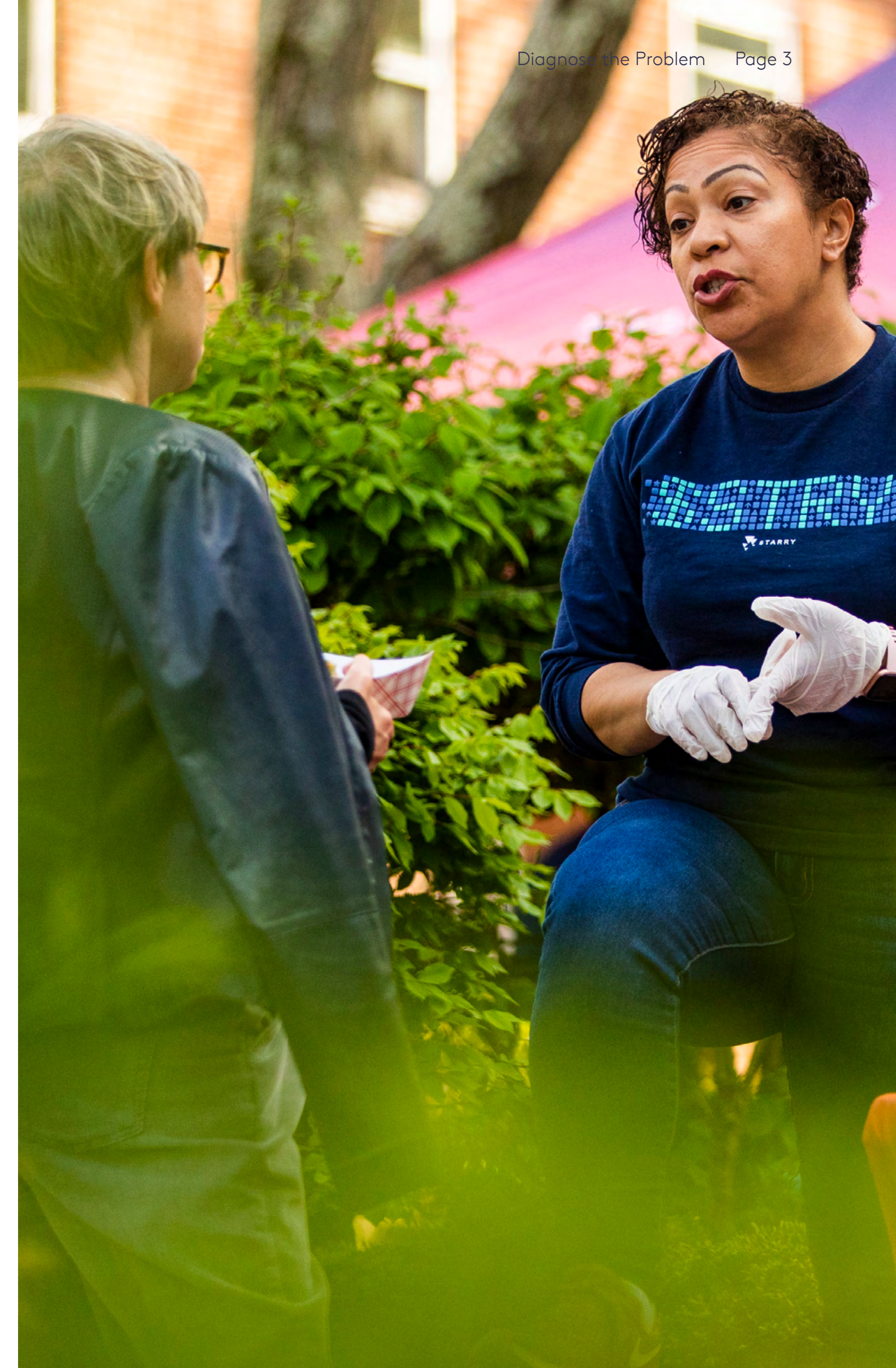
Starry Internet was founded on a simple premise: every household should have access to affordable, high-quality internet service. But the reality of the broadband market is much different and that was the problem we set out to understand.

YEARS OF DATA showed that income-vulnerable households in our largest urban cities are unconnected or underserved at much higher rates than their more affluent neighbors. Digital deserts often correlated with income levels. And, if internet access was available, it was expensive or the service was subpar, or it was both.

Pre-COVID, low-income internet access programs offered by existing providers were not effective or in widespread use. The programs were too cumbersome and included lengthy application processes that required people to affirm in multiple ways that they

were poor. Many income-vulnerable families could not access service due to credit checks or onerous equipment deposits. Coupled with other qualification requirements and often language barriers, these low-cost internet programs remained frustratingly out of reach for the very families they were intended to help.

STARRY SAW AN OPPORTUNITY TO DO BETTER.



SECTION 2 — A

DEVELOP A SOLUTION & MAKE IT PART OF THE BUSINESS

Starry's goal was to design a program that delivered a high-quality internet service experience without the barriers families typically faced when trying to sign up for service. We made five key decisions when developing our program, all of which centered on the customer experience:

1. ELIMINATE CREDIT CHECKS

This was something deeply important to our team, who had personally experienced the challenges that a lack of adequate credit can have on economic mobility.

2. ELIMINATE THE INDIVIDUAL QUALIFICATION PROCESS

Preserving the dignity of our customers was essential. Having to affirm in three different ways that you are poor creates a terrible customer experience and perpetuates unfair stereotypes.

3. ELIMINATE EQUIPMENT DEPOSITS AND ONEROUS FEES

We believed equipment deposits were an unnecessary barrier to access and served as a defacto credit check on customers. And junk fees were just a nonstarter.

4. FOCUS ON SPECIFICALLY SERVING PUBLIC & AFFORDABLE HOUSING COMMUNITIES

We knew from the data that the digital divide disproportionately impacted families living in subsidized housing, so we intentionally focused our program to serve that segment of the population in order to have the greatest impact.

5. DEVELOP MISSION-ALIGNED & PRODUCTIVE PARTNERSHIPS WITH PUBLIC & AFFORDABLE HOUSING OWNERS

Close partnerships with building owners enabled us to move the qualification burden (and barrier) from the household to the place of residence. These housing partnerships became a foundational program element to accelerate broadband adoption and advance digital equity.

WITH THESE FIVE DECISIONS SERVING AS OUR GUIDEPOSTS, STARRY CONNECT WAS BORN.

SECTION 2 — B

SIMPLE, TRANSPARENT PLANS

At Starry, we're committed to pricing transparency and that extends to our Starry Connect program. The price is always the price. Families will never be surprised with extra fees or bills that automatically increase without their knowledge.

Starry Connect offers a wide variety of broadband service plan options to fit every household budget.

STARRY ULTRA



\$60/Mo

✓ WiFi router included

STARRY PLUS



\$50/Mo

✓ WiFi router included

STARRY SELECT

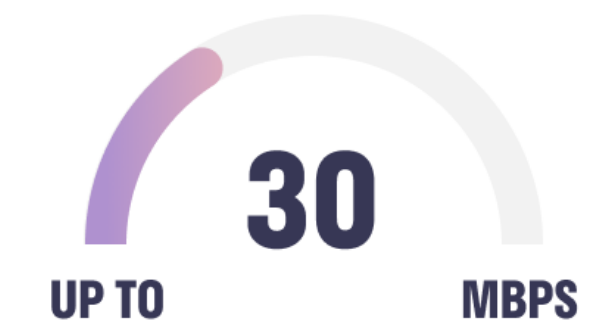


\$30/Mo

✓ WiFi router included

FULLY
COVERED BY
THE ACP*

STARRY CONNECT



\$15/Mo

✓ WiFi router included

FULLY
COVERED BY
THE ACP*

*For ACP eligible households

SECTION 2 — C

STARRY CONNECT PARTNER QUALIFICATION PROCESS

For households to access the Starry Connect program, real estate owners must first qualify to participate in the program. This address-level qualification process alleviates the burden from individual households needing to prove eligibility for Starry Connect. In order to qualify as a Starry Connect Community, a residential property must fall within one of the following categories:



90%+ units must be subsidized by federal, state or local funding.



The community is 100% owned by a public housing authority or other government entity.



90%+ units are rent-controlled, rent-stabilized or participate in another State or City mandated affordable housing preservation program.



100% of all units are either subsidized by federal, state or local funding and/or are income limited (income thresholds), so as to qualify as regulated affordable or workforce housing in the local municipality.

SECTION 3

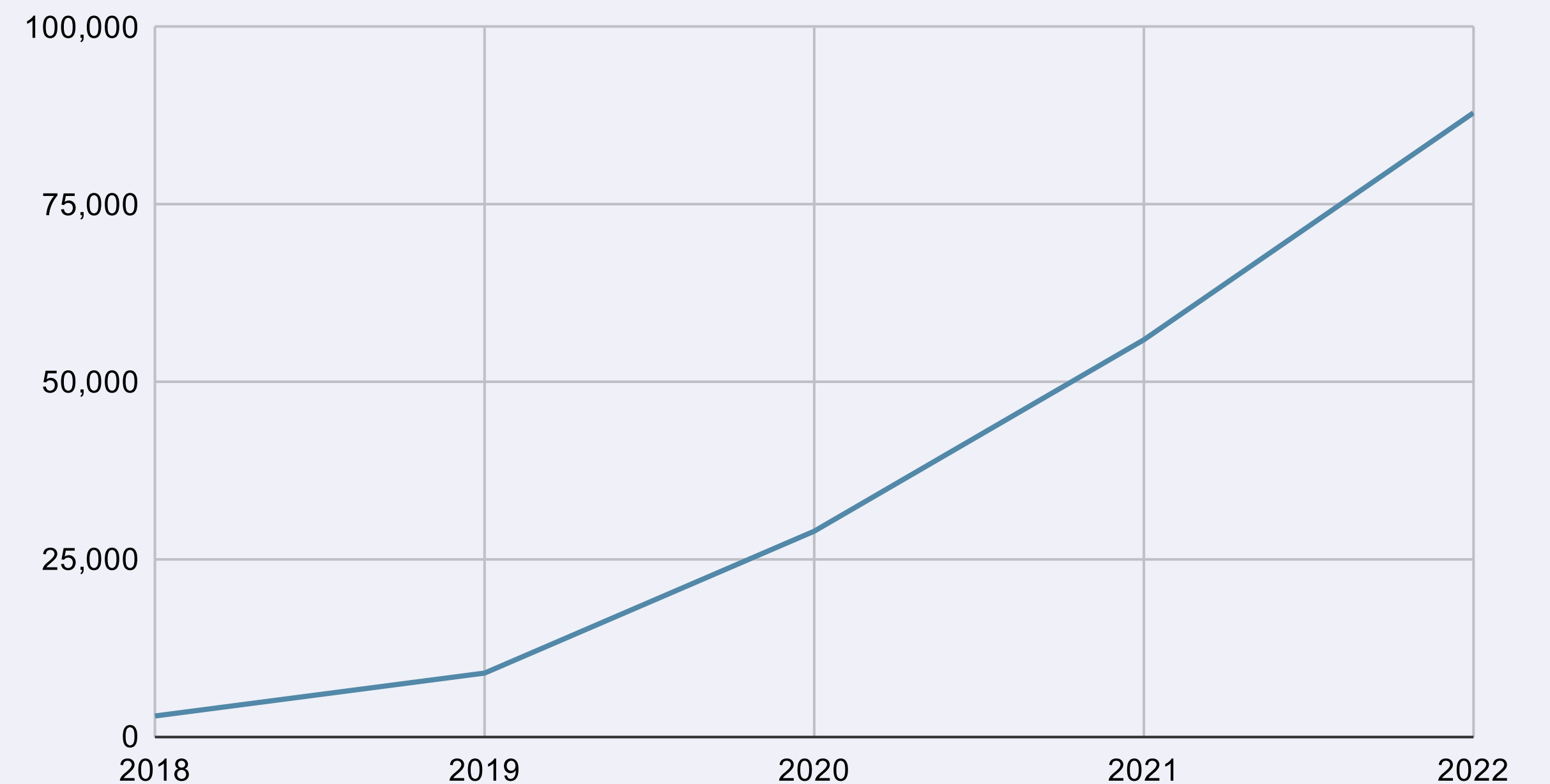
STARRY CONNECT: BY THE NUMBERS

Since launching in 2018, Starry Connect has grown exponentially to reach more than 87,000 public and affordable housing units across our markets.

STARRY HAS ESTABLISHED strong partnership programs with nine public housing agencies including the Housing Authority of the City of Los Angeles (HACLA), New York City Housing Authority (NYCHA), Denver Housing Authority (DHA), Jersey City Housing Authority (JCHA), Boston Housing Authority, Brookline Housing Authority, Cambridge Housing Authority, Innovative Housing Concepts (Englewood Colorado Housing Authority) and MetroWest Housing (Lakewood Colorado Housing Authority). Today, Starry Connect is available across more than 13,200 public housing units.

Starry has also partnered with other privately-held affordable housing and nonprofit housing organizations including, Related Affordable, Spring Creek Towers, Harlem Congregations for Community Improvement, Skid Row Housing Trust, SRO Housing Corporation, Beacon Communities, Jonathan Rose Companies, the Neighborhood Developers, Retirement Housing Foundation, A Community of Friends, and many others.

GROWTH OF HOUSEHOLD UNITS PARTICIPATING IN STARRY CONNECT



SECTION 4 — A

DEVELOP ALLIES & PARTNERS TO FURTHER DIGITAL INCLUSION

Starry strives to be a collaborative and engaged partner with our public and affordable housing communities that participate in our Starry Connect program. Each of our Starry Connect partners and their communities are different, and our teams take great care in getting to know the leadership and residents so we can provide the best service possible.

stakeholder in 2019 by the U.S. Department of Housing and Urban Development (HUD). Our partnership with ConnectHomeUSA has enabled Starry Connect to reach more public and affordable housing partners and helped accelerate competitive broadband choice in HUD communities nationwide.

Starry Connect’s core mission is to increase broadband adoption in underserved communities, but we also provide access to free devices, affordable device programs and digital literacy programs. Since Starry Connect’s inception, Starry has hosted more than 130 digital literacy education sessions across our communities and donated more than 570 free devices to residents. In addition, we’ve helped refurbish three computer labs across our communities. Many of these efforts could not have been accomplished without the help and support of our digital inclusion allies and partners such as Microsoft and EveryoneOn.

WE ENGAGE DIRECTLY, consistently, and transparently with our partners and their communities in the ways that work best for them. This includes communicating in the languages spoken across their communities and regular on-site engagement activities with residents in their communities. This “whole-community approach” is essential to building trust, which in turn, helps increase broadband adoption among residents.

In recognition of Starry’s efforts to bridge the digital divide in public and affordable housing, Starry was officially designated as a ConnectHomeUSA





In 2020 during the height of the COVID-19 pandemic, Starry and Microsoft, through its Airband initiative, partnered to accelerate the availability of ultra-low-cost, high-quality broadband access in public housing in New York City and Los Angeles, through Starry's Connect program. Microsoft provided Starry grant funding to specifically accelerate the expansion and deployment of Starry Connect in HACLA and NYCHA Housing.

The first initiative launched in October 2020, through a collaboration between the Los Angeles Mayor's Office of Budget and Innovation, Microsoft, and Starry to accelerate the availability of Starry's low-cost, high-quality broadband service in four of HACLA's most underserved communities: Imperial Courts, Nickerson Gardens, Pueblo Del Rio and Jordan Downs.

In September 2021, Starry and Microsoft next launched Starry's service across three NYCHA Communities, Atlantic Terminal Houses and 272 Wyckoff Street at Wyckoff Gardens in Brooklyn and Eugenio María de Hostos in Manhattan.

Sтары and Microsoft added a fifth HACLA community in February 2022, Avalon Gardens, to our partnership. Starry and Microsoft also worked together to refurbish the Avalon Gardens community computer lab with new WiFi access, new computers, printers and accessories for use by residents.

In the Spring of 2022, Starry expanded its work with Microsoft to connect additional affordable housing communities in NYC and LA, and to date, this partnership has provided connectivity to more than 12,500 households, with an over 30% connection rate.

The partnership has also supported device distribution through free Microsoft Surface Go donations, access to Microsoft's Affordable Computer Initiative, and digital literacy programming across these communities.





Through a joint collaboration between Microsoft and EveryoneOn, a national nonprofit working to eliminate the digital divide through partnerships to deliver free and affordable technology and digital literacy training to all Americans, Starry works with EveryoneON to provide digital literacy training across its Starry Connect communities in New York. In the Spring of 2022, it hosted three trainings for residents in NYCHA housing, and Lakeview Apartments in East Harlem. More than 45 residents participated in the training sessions and each received a free Microsoft Surface Go device for completing the course.



Starry also collaborates with organizations such as Human IT and PCs for People, which provide refurbished low-cost devices to underserved individuals, to help expand access to affordable devices across its Starry Connect communities.

Starry has also worked with its real estate partners, their residents, and corporate partner Ziff Davis to donate gently used devices, such as old laptops, phones, tablets, and monitors to Human IT, helping to divert more than a ton (2000+ lbs) of technology away from landfills. These devices are refurbished for future use across underserved communities.



SECTION 4 — B

OUR UNIQUE WHOLE COMMUNITY APPROACH

Beyond increasing broadband and digital access across our communities, Starry also works to support the other needs of our Starry Connect communities. Some of our initiatives have included:



- 1. Combating Food Insecurity.** Our teams hosted four holiday food drives in Los Angeles and New York City aimed at providing meals and basic pantry needs to residents living in our partner HACLA and NYCHA communities. We've also hosted picnics, family fun days and distributed more than 3,500 ice cream products and more than 600 mini sweet potato pies to families across our Connect communities.
- 2. Creating a Community Lending Library.** We refreshed a community room at Jersey City Housing Authority's Hudson Gardens and donated approximately 200 books to transform it into a community lending library and reading room for children.
- 3. Distributing New Warm Winter Coats.** We provided 200 brand new winter coats for the residents of the Cambridge Housing Authority.
- 4. Hosting Back-to-School Supplies Drives.** We've hosted six back-to-school backpack drives across our markets providing free backpacks and school supplies to students living in our public housing communities.
- 5. Planting Community Gardens.** We refreshed and replanted a community garden with Innovative Housing Concepts in Englewood, Colorado and also distributed more than 250 "Grow Kits" to Connect communities so they could plant their own personal gardens at home.
- 6. Providing internet access and sponsorship for the Hustle N'Code Hackathon at HACLA's Nickerson Gardens for the last three years.** The Hackathon helps inspire low-income youth in South Los Angeles to innovate and solve problems with technology by learning app development and coding.
- 7. Hosting Scholarship Dinner for College-Bound High School Students.** In collaboration with our Starry Connect partner, Spring Creek Towers, we sponsored a scholarship dinner for graduating high school seniors and partnered with Microsoft to provide scholarship recipients with a brand new Surface Go 2 tablet to use in their college careers.

SECTION 4 — C

TAKING DECISIVE & MEANINGFUL ACTION DURING THE COVID-19 CRISIS

The onset of COVID-19 health crisis shed a new light on the criticality of affordable and high quality broadband access in the home. As our communities transitioned to working, schooling, seeing their doctors, and doing just about everything from home, the breadth of the broadband connectivity gap, particularly in our income-vulnerable communities, became abundantly clear and a call to action for Starry.

IN MARCH 2020, Starry took a number of steps to ensure service continuity and expand access to our Starry Connect program. Those voluntary steps included:

- Providing free internet service for Connect households through July 2020
- Suspending cancellation of service due to nonpayment as it relates to COVID-19.
- Prioritizing expansion and availability of Starry Connect to additional units of affordable housing across our footprint

In addition, Starry was one of the first internet service providers to accept the Federal Communications Commission’s (FCC) “Keep Americans Connected” Pledge to not discontinue internet services due to nonpayment related to the COVID-19 crisis. While the FCC’s pledge period expired on June 30, 2020, Starry voluntarily extended its commitments to our customers through July 31, 2020.

Starry also implemented a “Fresh Start” debt forgiveness program for subscribers who were unable to pay their broadband subscription fee due to the impacts of the COVID-19 health crisis. This program wiped away any debt owed to Starry through July 31, 2020 and enabled subscribers to start with a zero dollar balance beginning August 1, 2020.



SECTION 4 — D

SUPPORTING OUR COMMUNITIES DURING COVID

WE ALSO WORKED CLOSELY with our public housing partners to identify ways we could further support their residents, many of whom were of the most vulnerable and at-risk population.

In August 2020, Starry provided Starry Connect service, free of charge until the end of 2020, to residents of the Housing Authority of the City of Los Angeles (HACLA)'s Mar Vista Gardens community, given that LA public schools remained fully remote at the start of the 2020-2021 School year. We also worked with HACLA to donate 26 computers to residents at their Mar Vista Gardens community who had been identified as not having a device in the home.

Upon launch of Nickerson Gardens, Jordan Downs, Imperial Courts, and Pueblo del Rio in November 2020, Starry also committed to providing six months of free Starry Connect service for those communities as well to help with remote learning.

In Denver, we donated 25 computers to residents across Denver Housing Authority Communities. The majority of the computers were given to DHA youth who completed an online website development class hosted by DHA and the Denver Public Library. The remaining portion of the computers were provided to DHA resident council leaders across six DHA communities. The devices allowed resident council leaders to participate in and lead virtual meetings in their communities. These meetings empower residents by giving them a platform to voice their thoughts on important topics and providing access to various resources.

To further support Denver Housing Authority communities, our team also provided 700 'Keep Safe Kits' including masks, hand sanitizer, and activities like crossword puzzles for residents, many of whom were homebound seniors.



SECTION 4 — E

EXPANDING PARTICIPATION IN THE AFFORDABLE CONNECTIVITY PROGRAM

Starry Connect’s innovative and successful approach to connecting public and affordable housing communities has been an important driver of our success in helping enroll eligible households into the FCC’s Affordable Connectivity Program (ACP).



Starry Connect Impact Report

AS A QUALIFIED PROVIDER for both the FCC’s Emergency Broadband Benefit (EBB) program and the longer-term ACP program, Starry offers a simplified “one-click” enrollment process for all Starry Connect eligible households through the FCC’s alternative verification process for existing low-cost broadband access programs.

For ACP-eligible households living outside of a Starry Connect community, Starry also offers a streamlined “one-click” enrollment process once the household obtains its National Verifier ID number. These simplified enrollment paths are structured to reduce sign-up friction for the household and make the federal broadband benefit easily accessible to eligible households.

But streamlined enrollment is only the first step. Starry’s teams have hosted thousands of ACP education sessions to further communicate the

importance of home broadband connectivity and how to navigate the ACP benefit. Our teams conduct these sessions in multiple languages, focusing on communities that historically have had low broadband adoption rates.

The results of our efforts are clear. In a 2022 survey of Starry Connect eligible customers, more than 70% of respondents indicated that they had first heard about the ACP benefit directly from Starry, with building events being the most impactful method for communicating the benefit.

This direct and consistent on-the-ground engagement with our communities has always been a hallmark of the Starry Connect program, and it has also been the most effective way to increase ACP awareness and adoption across public and affordable housing communities.

IN 2022, STARRY HOSTED MORE THAN 2,800 EDUCATION EVENTS AND PROVIDED MORE THAN 6,000 DROPS OF EDUCATIONAL MATERIALS, ACROSS MULTIPLE STATES, TO RAISE AWARENESS AND INCREASE ADOPTION OF THE BENEFIT.

SECTION 5

USING OUR VOICE FOR CHANGE

Successfully expanding broadband access and adoption in historically underserved communities also requires a focus on implementing policies and regulations that drive long-term affordability, deepen investments in access and equity, and increase competition and diversity of choice for consumers.

IN ADDITION TO EXPANDING the availability of the Starry Connect program, Starry actively engages in FCC proceedings that are aimed at expanding digital equity and access to high-quality, low-cost broadband services.

Starry has been a vocal advocate for increasing competitive broadband options for families living in multi-family housing. The multi-tenant environment (MTE) consistently presents unique opportunities and challenges to broadband deployment, as consumers and property owners continue to crave broadband choice in a market dominated by incumbents.

Starry has partnerships with national real estate owners and stewards of public housing who understand the value and importance of pursuing alternatives for competitive broadband. However, in many instances, Starry and other providers' ability to effectively offer a competitive choice has been impeded by historic exclusive agreements, including for inside wiring and marketing terms, that distort the market to benefit an existing incumbent, at the expense of consumers. Starry continues to proactively engage with the FCC to improve competition and certainty in deployments to MTEs and welcomes the FCC's adoption of modern policies that help to overcome these challenges.

Similarly, Starry continues to engage in the FCC's rulemaking to address digital discrimination of access to broadband internet access services. In the Infrastructure Investment and Jobs Act (IIJA) that was passed on November 15, 2021, Congress required the FCC to adopt rules to address digital discrimination. This requirement, and the rules the FCC promulgates pursuant to it, will provide a clear picture of the harms experienced by historically marginalized communities and bring us closer to providing pathways to access and affordability for

these consumers. Starry is actively engaged in this proceeding, and believes that tailored policies and ongoing collaboration between policymakers and across industries can help address lingering barriers to access and affordability.

For more on information our advocacy [click here](#).



SECTION 6

UNDERSTANDING OUR IMPACT

To help better understand the impact of the Starry Connect program on the individuals and families we serve, Starry conducted a survey in the fall of 2022 of 1,450 customers living in partner Starry Connect housing communities. We gained valuable insights on the program's impact.

1. AFFORDABILITY IS PARAMOUNT



The majority of respondents indicated that while they may have had internet service prior to switching to Starry, the cost of service was a significant financial burden. More than half of these respondents were paying more than \$60 per month with their previous internet provider.



22% of respondents indicated they did not have home broadband prior to Starry and used their mobile phone to get online.



Nearly 80% of respondents switched to Starry because the internet plans were more affordable.



2. INTERNET USAGE AMONG STARRY CONNECT HOUSEHOLDS IS STRONG

Starry's no-data caps policy is important for two reasons: 1) Across the board, fixed home internet usage is up and trending up every quarter and 2) Data caps on fixed home internet serve as an insidious barrier to access, increasing costs for families while simultaneously acting as a deterrent on use. Our survey results bear this out.

When we asked our Starry Connect communities to tell us how they were using their internet at home, 71% of respondents use the internet more than four hours per day and these were the leading use cases:

73% used the internet for accessing news and entertainment and keeping in touch with family and friends through email, video calling or social media.

61% used the internet for financial needs such as online banking and paying for their bills online.

56% used the internet for shopping for household needs.

46% used the internet to work from home.

43% used the internet for medical and health reasons.

38% use the internet for educational purposes like schooling from home or taking classes online for continuing education.

30% used the internet to access social services or other city services.

Other use cases highlighted by survey respondents included attending religious services, doctor appointments and support groups via video conferencing, as well as using the internet for researching their family history or finding a new job.

3. DEVICE ACCESS

When we asked our Starry Connect subscribers to list the devices they use to connect to the internet, respondents indicated that smartphones remain the most popular device (85%), followed by a computer (77.3%). Sixty-four percent of respondents indicated they use Smart TVs, 52% use a tablet, and 31% use a smart-home device.

4. THE IMPORTANCE ACP EDUCATION

We also asked our subscribers about the ACP benefit to help us understand adoption rates better. Sixty percent of survey respondents were currently enrolled in the ACP through Starry, and of these respondents, 70% indicated that they had first heard about the benefit from Starry through a building event, email or direct mailer, or through Starry's sign-up flow, with building events being the most impactful method for communicating the benefit.

Of the 40% of respondents who are not currently enrolled in the ACP, more than half (56.7%) indicated that the reason for not enrolling was that they did not know about the benefit.

These findings underscore the importance of Starry's community-based approach to working with our partners to increase ACP awareness and adoption.



SECTION 7

RECOGNITION FOR STARRY CONNECT

Since launching Starry Connect, Starry has been recognized for its contributions to furthering digital equity and closing the digital divide. From regional recognitions to national awards, the Starry Connect program has been lauded as an innovative and effective way to close the digital gap in public and affordable housing communities. Below is a selection of awards and recognitions received over the last several years:

★ In 2019, Starry was named to Fast Company’s annual World Changing Ideas list, which honors businesses making the most profound impact on both industry and culture. Starry was recognized for its innovative fixed wireless technology and commitment to digital equity.

★ In 2020, Starry was named an honoree in the inaugural FCC Digital Opportunity Equity Recognition (DOER) Program, which was created to acknowledge the tireless efforts of Americans working to close the digital divide in communities without access to affordable, reliable broadband.

★ In March 2022, Starry was included in the second annual TIME100 Most Influential Companies list which is an extension of the annual TIME100 list of the world’s most influential people, and highlights 100 companies making an extraordinary impact around the world. Starry was recognized for its focus on connecting residents across our cities who have been traditionally underserved to affordable and reliable broadband.

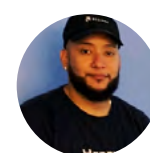
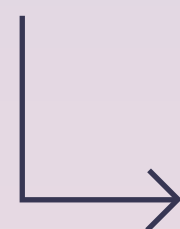
★ In October 2022, Starry was named to Fortune’s eighth annual Change the World List which recognizes companies that have had a positive social impact through activities that are part of its core business strategy. Starry was recognized for its innovative technology and business model delivering affordable, high-quality internet to Americans, and for reaching those whom other companies don’t by focusing on public and affordable housing through Starry Connect, and eliminating barriers, like credit checks, that often lock people out.

However, our most valuable recognition is the feedback we receive from our employees, partners and most importantly, our customers.

SECTION 8 — A

MAKING REAL WORLD IMPACTS

Starry Connect is a powerful motivator for our employees, who understand the promise and potential of enabling universal affordable broadband access. To our employees, the Connect program is a demonstrable manifestation of our mission and why people choose to work and build their careers at Starry. Here are some of their perspectives, in their own words:



EDWIN
SENIOR SUBSCRIBER SALES REPRESENTATIVE

Starry Connect has completely changed the game! It has helped so many people around the country and it has actually changed people's lives. Having the privilege to introduce Starry Connect to families here, in New York, has been life changing. Starry Connect has brought relief, happiness, and appreciation to many and I hope that it continues for many years to come. There's nothing better than seeing that you're able to help others when it's needed the most. Starry Connect does that every single day!



JOSHUA
SENIOR DIRECTOR

There are many many layers to this for me, but to start, finding the potential for a long-term career path at a company with a purpose and mission that you are genuinely and authentically excited and passionate about can be rare. Starry offered me that very opportunity at just the right time, in 2018, as Starry Connect and the Los Angeles market were being launched. I often tell people, especially during the interview process, that what we're trying to accomplish here is about as hard as it gets. And, in order to truly show up and perform day-in and day-out at the levels necessary to help us succeed, it requires aligning your responsibilities at Starry with whatever that thing is deep down inside of you that motivates you at your core. Connect keeps me focused on and tapped into that very thing. We can't fail, because there just might be a young girl or boy in one of our communities using Connect to access their rare opportunity to change the trajectory of their and their family's life.


CLORIA
STARRY CUSTOMER CARE EXPERT

The Connect program is an amazing way to get access to the internet to communities that may have limited resources or information regarding the internet and technology. One family that I remember in particular, where Connect was most impactful, was a multi generational household in New York City. The internet appeared to be offline and the grandchild in the household was on the phone trying to troubleshoot. She was in high school, and her parents and grandparents were not as tech savvy as she was, so she became the default spokesperson for the home. As we were troubleshooting, we discussed her plans to go to college. Her parents and grandparents were in the background shouting out her accomplishments and saying how smart she was. Once the internet was restored, it sounded like an auditorium of people celebrating in the background. They thanked and praised both the young girl and me for helping. To them, the internet was this young lady's key to her future, and to the life that she and they have always dreamed of. It's good to know that we are a part of stories like that.


DEON
SUBSCRIBER ACQUISITION MANAGER

When I joined Starry Internet in 2021 I didn't know or understand the scope of the Starry Connect program. Once I began interacting with individuals in Connect communities and the EBB/ACP program came into play, I started to see not only the cost savings this could bring to communities, but how it also brought the internet to individuals that could not afford it and families that lived on an extreme fixed income. The difference we began making in these communities and homes got me out of bed and ready to work every morning with ease and great pleasure. I helped customers look at the difference this program made in their life on a yearly basis in regards to their income. To this day when I visit Connect communities I run into current Starry customers that have been a part of the program for over a year and they personally thank me with words of kindness, hugs and some tears in their eyes because of the difference this has made in their lives. When I started working at Starry Internet I didn't know I would be assisting in providing a cost saving utility that has such a meaningful impact on families, assisting them in learning to use the internet in ways they never imagined. I am very proud to say we have been a part of making positive change across thousands of households, not only in NYC, but throughout the United States, making a real difference in people's lives.

SECTION 8 — B

OUR PARTNERS

Starry Connect’s impact would not be possible without the support of our housing partners and customers. Closing the digital divide is a team effort and we’re proud to share these customer and partner perspectives with you:



JENNIFER

**ASSISTANT DIRECTOR, HOUSING AUTHORITY
OF THE CITY OF LOS ANGELES HACLA**

Starry partnered with HACLA at the height of the pandemic in 2020 to bring high speed, low-cost internet at public housing developments across the city. With Starry’s support, HACLA has leveraged the power of partnership to promote telehealth services so that families could connect to much needed health and digital literacy resources and developed a plan to roll out the Starry Internet platform combined with the requisite outreach and engagement strategy needed to make this launch a success. We are proud of our collective community impact as Starry is now providing internet access to 11 housing developments and residents directly through the Affordable Connectivity Plan, with a 46% adoption rate across these sites. Starry’s outreach and engagement team has become a familiar and friendly face for HACLA residents as they are actively promoting their service on the ground and continuing to enroll residents at their sites. Working with Starry has been seamless and HACLA is proud of our ongoing partnership to close the digital divide.


DAYANARA
**DISTRICT MANAGER, DIRECTOR OF OPERATIONS
AT CAMBRIDGE HOUSING AUTHORITY**

The amazing offer for free internet was already enough for us, but [Starry] offered more than that. You embedded yourselves into our community and truly lived up to your word of engaging with your clientele and participating in what makes this community so special.

From the coat drive, to the block party, to even the weekly game nights in the summertime, Starry showed up to, faithfully, every week for eight weeks just to engage with the families that were participating—I have literally never seen anything like this. The customer service, the genuine care for our neighborhood...I don't know what the Pisani Center events would be without Starry. I don't ever want to picture it.

To all the Starry team that took the time to connect with everyone over here: you guys make the difference. Your energy and enthusiasm to be PRESENT above all things. It truly is unprecedented in my book. Thank you so much for all that you do for us.

MONICA
**SENIOR PROPERTY MANAGER,
RELATED BELMAR APARTMENTS, SANTA MONICA**

The Starry Connect program has significantly made a positive impact in our community. It has brought much needed financial relief during these hard times. The seniors in the community have seen a huge benefit due to the fact they are on fixed incomes. We are thrilled to be able to offer such an amazing service to our residents.

JESSE
**FORMER STRATEGIC INITIATIVES MANAGER,
THE DENVER HOUSING AUTHORITY**

Denver Housing Authority (DHA) has a focus on achieving digital equity for all of its 26,000 residents which includes affordable access to internet connectivity, digital training classes and devices. Starry helps us reach a goal of providing low-cost internet to DHA residents. We also value that residents have choice in providers and Starry plays an important role within that goal. Starry removes many of the connectivity barriers that creates digital inequity that we see within DHA communities, our city and across the country.

SECTION 8 — C

STARRY CUSTOMERS SPEAK OUT

EBONY

NICKERSON GARDENS, LOS ANGELES

I'm a single mother of four and I am a chef. We never had internet, I was low income and we couldn't afford Spectrum. This is our first internet, the kids love it! There's no more crying everyday "mom please get internet" we finally got internet and I can afford it! Thank you! I wanted to get internet from Starry because of the prices I cannot compare it with 50 dollars a month. My favorite thing about Starry right now is the schooling for the children, my kids are on time everyday for school because of the internet. Thank you Starry Internet!

MONIQUE

IMPERIAL COURTS, LOS ANGELES

I don't have not one issue with Starry, my internet continues to work with no problem, non stop. I wasn't gonna do it at first, but your guys was telling me they offer six months free so I was like why not?! I don't have to pay a bill for six months and we're in a global pandemic. I was glad they brought it up, because my daughter is in school, she couldn't really get on the internet, she would get knocked off the internet 3 or 4 times a day. Thank you so much Starry, I love my internet! Thank you for everything!

LILY

NICKERSON GARDENS, LOS ANGELES

Before Starry, I would pay about \$120 for DSL. When Starry came about and when I heard about it I was really excited. I knew they were giving out 6 months free but I went straight to the \$50 one, I couldn't wait. I had to have it all! I had to watch my shows! And the kids could be on their stuff, that's what I'm most excited about! I love Starry and I'm so happy with my internet service!

LORIAN

JORDAN DOWNS, LOS ANGELES

I'm really happy ever since I changed my internet service from Spectrum to Starry. With four people doing online classes during the day we had a lot of disconnections, but now that we have Starry we don't experience any disconnections. Our downloads are quick and we don't have any glitches. I also love that our monthly bill is so affordable. I'm very satisfied with the service and I will recommend it to everyone. You will not be disappointed!

STARRY CUSTOMER
LOS ANGELES

Starry offered William Mead City Housing internet service when none of the main services would not. I am so thankful that Starry thinks everyone is important enough to offer their services.

STARRY CUSTOMER
BOSTON

I had been trying to get your services for our area years ago and this year my dreams came true. You are providing the kind of internet I want and need due to my new DEAF situation. You also connected my deafness phone so I can communicate with hearing people. THANK YOU FOR BEING HERE AND GETTING RID OF PAST INTERNET CO. I love how you care for your customers GRACIAS.

STARRY CUSTOMER
DENVER

You folks are THE GREATEST! Your superior service, at a GREATLY reduced price, has allowed this vet to actually get my limited finances in order, to allow me to eat well through the end of the month. I LOVE LOVE LOVE Starry!!

STARRY CUSTOMER
NEW YORK CITY

My mother passed away 10 years ago, and I am blessed to have had your service for the past few years, especially since the pandemic, because I'm able to stay connected with my friends/family. I am lonely no longer. Thank you for your service.

STARRY CUSTOMER
LOS ANGELES

Starry is the best service, and communication service I've seen in a very long time. Their deals and rates are the lowest and providing me with further assistance during the pandemic showed real customer service in leadership in a very restricted area in my community. We don't always have access to the best of things in Watts. But I swear Starry is the best internet deal with no misleading ads. Thankful they are here.

APPENDIX

DIGITAL EQUITY

- [FCC Filings](#)

COMPETITIVE ACCESS / COMPETITION

- [FCC Filings](#)
- [“Navigating the Recent FCC Ruling & Response From Our Real Estate Partners,”](#) Starry Blog (03/07/22)

ACP / EBB

- [FCC Filings](#)
- [“Starry Announces Participation in the FCC’s Affordable Connectivity Program,”](#) (02/10/22)
- [“Starry Announces Participation in the FCC’s Emergency Broadband Benefit Program,”](#) (04/29/21)
- [“Update: Starry Extends Pledge to Keep Customers Impacted by COVID-19 Connected Through July,”](#) (06/16/20)

1. See, e.g., Comments of Starry, Inc., GN Docket No. 17-142 (filed Oct. 20, 2021); Letter from Virginia Lam Abrams, SVP - Communications, Government Affairs & Strategic Advancement, Starry, Inc., to Marlene H. Dortch, Secretary, FCC, GN Docket No. 17-142 (filed Oct. 29, 2020); Reply Comments of Starry, Inc., GN Docket No. 17-142 (filed Sept. 30, 2019); Comments of Starry, Inc., GN Docket No. 17-142 (filed Aug. 30, 2019).

2. See, e.g., Comments of Starry, Inc., GN Docket No. 22-69 (filed Feb. 21, 2023); Comments of Starry, Inc., GN Docket No. 22-69 (filed May 16, 2022). See also, Implementing the Infrastructure Investment and Jobs Act: Prevention and Elimination of Digital Discrimination, Notice of Proposed Rulemaking, FCC 22-98, GN Docket No. 22-69 (rel. Dec. 22, 2022).

3. See Infrastructure Investment and Jobs Act, Pub. L. No. 117-58, 135 Stat. 429 (2021) (Infrastructure Act). Section 60506 of the Infrastructure Act is codified at 47 U.S.C. § 1754, Digital Discrimination.

- [“Extending Our Pledge To Keep Americans Connected During The Coronavirus Challenge,”](#) (05/01/20)