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Joseph Clancy traces his roots to Delaware County, where he attended St. Denis in Haverford before graduating from Archbishop Carroll in 1973. He attended West Point before transferring to Villanova University, where he graduated in 1978 with a political science degree. He taught at Father Judge High School in Philadelphia before joining the Secret Service. Clancy retired from the Secret Service in 2011. He spent the previous three years working for Comcast, becoming the cable giant's executive director of security in May. Now, he's headed back to Washington as President Obama's choice to lead the Secret Service. More in the [Washington Post](#) and [Philadelphia Inquirer](#)

When Google Inc. launched its fast Internet service in Kansas City in 2012, the Web giant said it wanted to spread broadband widely and close the "digital divide." But a survey conducted for The Wall Street Journal suggests the company is far from achieving that goal.

The survey, in six low-income Kansas City, Mo., neighborhoods, found that just 10% of residents subscribe to Google's Fiber service. An additional 5% use a slower version that



is free for seven years, after a \$300 installation fee. By contrast, 42% of the residents surveyed in five nearby middle- and higher-income neighborhoods signed on to Google Fiber. An additional 11% took the slower version. Both surveys were conducted door-to-door by research firm Haynes & Co.; the one involving middle- and higher-income neighborhoods was commissioned by brokerage firm Sanford C. Bernstein.

The results suggest that the digital divide is less about where broadband service is offered—the subject of fierce debate when Google first arrived in Kansas City—and more about who finds it useful and can pay for it. That points to the challenge in overcoming the divide. Nationally, 70% of homes have broadband service, but only 55% of African Americans and 43% of

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households with annual income below \$25,000 have it, according to the Pew Research Center.

The two surveys by Haynes & Co. were taken on opposite sides of Troost Avenue, which has long been an economic and racial dividing line in Kansas City. The Journal survey focused on neighborhoods east of the road, where the median household income is a little over \$20,000 and the population is 87% black and 7% white. The Bernstein survey polled areas west of Troost, where the median household income is just over \$57,000 and the population is 63% white and 21% black, according to U.S. Census data.

Google did at least as much as traditional telecom providers to encourage the adoption of Google Fiber in lower-income areas. It sent employees door to door in some neighborhoods and teamed up with community groups to spread the word. It also supported nonprofit groups that offer classes on using the Internet and sell cheap refurbished computers. "Addressing the digital divide is going to take a lot more than any Internet offering, because some people still don't see the relevance of the Internet in their lives," said Erica Swanson, Google Fiber's head of community impact programs.

Among respondents in the Journal survey who didn't subscribe to Google Fiber, 21% cited the cost—more than any other reason. The service offers speeds of one gigabit a second, about 100 times the national average, for \$70 a month; an Internet and TV package costs \$120 a month. The alternative service, at five megabits a second—about half the national average—is free, but it requires a \$300 installation fee, which can be spread out over monthly \$25 payments. "They come in here, and this is a low-income neighborhood, and they are selling their packages at such a high rate," said Vivian Hawthorne, a resident of Squier Park, a neighborhood east of Troost Avenue, who didn't subscribe.

Other superfast Internet services come at a similar premium. AT&T charges \$70 to \$149 a month for speeds of up to one gigabit in parts of Dallas-Fort Worth and Austin, Texas. By contrast, a traditional AT&T Internet service in Kansas City, with speeds that are less than 1% as fast, starts at \$19.95 a month, according to the company's website. Researchers say such divisions are gaining importance as access to jobs, education and other opportunities increasingly comes via the Internet. "We may be limiting opportunity for poorer people because the fastest speeds are more common in richer neighborhoods," said Angela Siefer, who researched digital-divide issues this year for the University of Illinois's Center for Digital Inclusion.

For some people who don't take Google's Internet service, cost wasn't the issue. Barbara Connolly, a 68-year-old resident of the Citadel neighborhood, east of Troost, has a TV, Internet and phone package from AT&T that costs more than \$250 a month. While Google Fiber's TV and Internet service is less than half the cost, she didn't want to pay an extra bill for a phone line. She was also confused by Google's slower Internet service, and the \$300 upfront installation fee. "I didn't understand the whole concept, and Google explained nothing to me," she added.

The cheaper service isn't attractive to many poorer Kansas City residents because they rent their homes and move regularly, according to Rick Chambers, head of an education foundation in the area. The service is attached to the property, so if residents move, they can't take it with them, he said. The Journal survey found other reasons for the low adoption of Google Fiber. Some residents said they didn't need faster service because they don't use the Internet much. Others said the Internet service on their smartphones is adequate. "The Internet is not really important," said Chad Grade, a 24-year-old single father and factory worker who lives in Vineyard Northwest, another area east of Troost. "I use it for navigation on my phone, but I don't use it at home."

Such statements trouble John Horrigan, a consultant who studied broadband adoption at the Pew Research Center and for Comcast Corp. "School work, searching for a job and some health-care applications are much less useful for people with only a smartphone's

small screen as their connectivity device," he said. – **Wall Street Journal**

As its carriage impasse escalated into a selective blackout of Internet content, Viacom on Wednesday announced that it had renewed its affiliate agreement with Verizon FiOS. The agreement to carry 25 Viacom channels also includes multiscreen rights that will enable Verizon to put those networks on its FiOS mobile app starting in 2015. "People want to watch TV anywhere, not just in their living rooms. Disruption in the TV marketplace is happening and Verizon wants to reach agreements with content providers like Viacom that reflect that reality and give people what they want," said Ben Grad, executive director, content strategy and acquisition at Verizon.

As Viacom made things official with one of bigger fish in the pay-TV pond, its feud with Suddenlink continued to escalate, with the entertainment conglomerate blocking the MSO's broadband subscribers from online content. When trying to stream shorts of *SpongeBob SquarePants*, *The Daily Show* or any other Viacom program, Suddenlink ISP customers were greeted with a page featuring this message: "Suddenlink has dropped 24 of your favorite channels and blocked you from seeing this content. We at Viacom understand your frustration and are making every effort to reach a distribution agreement." The page then directs visitors to call Suddenlink and voice this frustration.

On Wednesday, the St. Louis-based MSO, which touts 1.1 million video subscribers, pulled Viacom channels off its program guides, replacing them with channels including the Oprah Winfrey Network and Sean Combs' Revolt TV. Viacom said it agreed to Suddenlink's terms, but the MSO said that capitulation came after it already earmarked its bandwidth and licensing coin under long-term agreements with other program providers. Reads a Suddenlink statement released Wednesday afternoon: "Viacom has rejected all of our offers, including one we made yesterday. It's unfortunate we could not reach agreement, and we understand the frustration this will cause some customers, but we sincerely hope they'll give the new channels a try and that they find those channels as compelling as others have said they do." – **Fierce Cable**



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