



Digital Equity Town Hall

Baltimore City Information & Technology

Office of Broadband and Digital Equity | December 2, 2025

Mission

Provide sustainable infrastructure and technology to support and enhance City agencies, communities, and businesses, to meet City and mayoral goals.

Vision

Over the next decade engage all City agencies, businesses, and residents to design, build, and implement technology that creates a safe, thriving, and smart City.

Values

- Innovation & Excellence
- Customer Focus
- Accountability & Credibility
- Respect & Inclusion
- Efficiency
- Safety



Public-Facing Services

- 311 call center
- Applications
- Broadband
- CitiWatch CCTV
- Data & Mapping (GIS)
- Digital equity
- Emergency comms & dispatch
- Open Baltimore
- Web services



Core IT Services

- Application development
- Cloud services
- Database management
- Fiber management
- Information security
- Mainframe computing



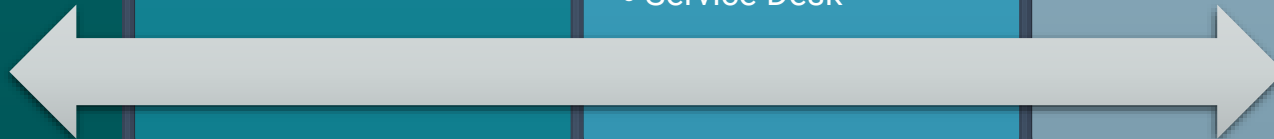
City Employee Services

- Microsoft 365 suite
- Network & wireless access
- PC support & engineering
- Remote & hybrid work support
- Service Desk



BCIT Administration

- Change management
- Financial management
- Human Resources
- IT contracts
- Staff development
- Project management



Town Hall Housekeeping Items

This meeting will not be recorded.

Closed captioning is available, if needed.

There will be Q&A after each agenda segment.

Questions limited to 1-2 per person, per segment.

You can drop your questions/comments in the chat or send to BDE@BaltimoreCity.gov or call (443) 984-9740.

Unanswered questions will be organized, answered and shared in a follow up email.

Why We're Here?



Learn about upcoming city equity programs



Understand how to “Shop Smart for Internet”



Get the facts on cable franchise agreements



Share feedback on what we're asking providers to do for Baltimore

What is the Municipal ID?

- A free, official Baltimore City ID card for all residents.
- Accepted by all city agencies and other resources.
- Designed to be easier to obtain than state-issued IDs but it cannot replace a state-issued ID.
- Expected launch in 2026.
- Administered by BCIT, with support from all City agencies.



Why It Matters?

- Builds Baltimore's reputation as a **welcoming and inclusive city**.
- Allows residents to obtain an ID that **affirms their gender identity**.
- Expands access for residents who face barriers: immigrants, unhoused neighbors, domestic violence survivors, returning citizens.
- Protects privacy—**the City may not retain** application documents.



How the Program Will Work



Who qualifies: All City residents over 18. Youth added in next phase



How to apply: Provide proof of identity + proof of residency (wide range of documents accepted)



Alternative verification paths available for unhoused residents and others lacking traditional documents



Privacy protected: City **does not keep** copies of any documents used to verify identity and residency

Community Benefits and Next Steps



- **Discounts and perks** from participating **local businesses** (restaurants, shops, services, local attractions).
- **Access** to city services, schools, libraries, clinics, and interactions with law enforcement.
- Nonprofits and community partners will help with outreach, education, and **pop-up enrollment events**.
- Planning is underway; launch anticipated 2026.
- **Call to action:** Help spread the word, identify ideal enrollment sites, share feedback. Be one of the first to get your ID!

Questions?

Next up...Shop
Smart for
Internet

Municipal ID Online Questionnaire



<https://forms.office.com/g/wQxFMsJdxS>

Shop Smart for Internet



Broadband Facts Label



Required by the FCC for all internet providers



Available online and in person before you sign up for service



Shows the true monthly cost — including fees



Lists typical speeds you can realistically expect



* May change soon as the FCC considers updates

Broadband Facts

Provider Name

Service Plan Name and/or Speed Tier

(Fixed or Mobile) Broadband Consumer Disclosure

Monthly Price \$00.00

This monthly price is an introductory rate Yes / No

Time the introductory rate applies YY months

Monthly price after the introductory rate \$00.00

Length of contract YY months

Link to Terms of Contract

<https://www.example.com/terms-of-contract>

Additional Charges & Terms

Provider Monthly Fees

Fee description \$00.00

Fee description \$00.00

Fee description \$00.00

Fee description \$00.00

One-Time Purchase Fees

Fee description \$00.00

Fee description \$00.00

Early Termination Fee \$00.00

Government Taxes Included/Varies by Location/\$00.00

Discounts & Bundles

Visit the link below for available billing discounts and pricing options for broadband service bundled with other services like video, phone, and wireless service, and use of your own equipment.

<https://www.example.com/discounts>

Speeds Provided with Plan

Typical Download Speed 000 Mbps

Typical Upload Speed 000 Mbps

Typical Latency 00 ms

Data Included with Monthly Price 000 GB

Charges for Additional Data Usage \$/GB

<https://www.example.com/data-usage>

Network Management Policy

<https://www.example.com/network-management>

Privacy Policy

<https://www.example.com/privacy>

Customer Support

Phone: (555) 555-5555

Website: <https://www.example.com>

Learn about the terms used on this label. Visit the Federal Communications Commission's Consumer Resource Center.

[fcc.gov/consumer](https://www.fcc.gov/consumer)

Unique Plan Identifier: F0005937974123ABC0456EMC789

Broadband Facts

Acme Wired

Signature Plan/Gigabit

Fixed Broadband Consumer Disclosure

Monthly Price	\$89.99
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This monthly price is an introductory rate	Yes
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Time the introductory rate applies	12 months
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Monthly price after the introductory rate	\$109.99
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Length of contract	24 months
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Link to Terms of Contract
<https://www.example.com/terms-of-contract>

Additional Charges & Terms

Provider Monthly Fees	
Modem Rental	\$10.00
Wifi Extender	\$5.00

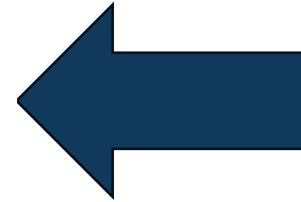
One-Time Purchase Fees	
Installation	\$100.00
Battery Back-up	\$50.00

Early Termination Fee	\$75.00
Government Taxes	\$27.57

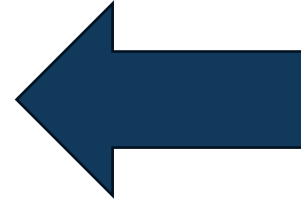
Discounts & Bundles

Visit the link below for available billing discounts and pricing options for broadband service bundled with other services like video, phone, and wireless service, and use of your own equipment like modems and routers.

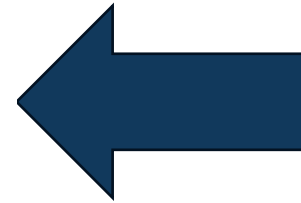
<https://www.example.com/discounts>



Your monthly price



Contract terms



Understand your additional fees

Speeds Provided with Plan	
Typical Download Speed	1,200 Mbps
Typical Upload Speed	200 Mbps
Typical Latency	47 ms

Data Included with Monthly Price	
Charges for Additional Data Usage	1,000 GB n/a

<https://www.example.com/data-usage>

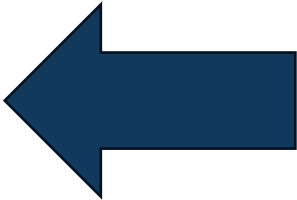
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Privacy Policy
<https://www.example.com/privacy>

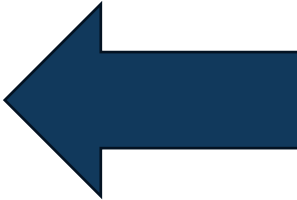
Customer Support
Phone: (555) 555-5555
Website: <https://www.example.com>

Learn about the terms used on this label. Visit the Federal Communications Commission's Consumer Resource Center.
[fcc.gov/consumer](https://www.fcc.gov/consumer)

Unique Plan Identifier: F0005937974123ABC456EMC789



Know your expected internet speeds with your plan



Customer support options

Broadband Facts

Gateway Fiber

1000 Mbps
Fixed Broadband Consumer Disclosure

Monthly Price **\$90**

This Monthly Price **is not** an introductory rate.
This Monthly Price does not require a contract.

Additional Charges & Terms

Provider Monthly Fees

Equipment Rental	\$0
Managed WiFi	\$0

One-time Fees at the Time of Purchase

Install Fee	\$0
Router Setup Fee	\$0

Early Termination Fee **None**

Government Taxes **Varies by Location**

Discounts & Bundles

No Discounts available.

Speeds Provided with Plan

Typical Download Speed	1000 Mbps
Typical Upload Speed	1000 Mbps
Typical Latency	5 ms

Data Included with Monthly Price

Charges for Additional Data	Unlimited MB
Usage	\$0/Unlimited MB

Network Management [Read our Policy](#)

Privacy Policy [Read our Policy](#)

Customer Support

Contact Us: (888) 201-4339
info@gatewayfiber.com
<https://www.gatewayfiber.com/contact-us>

Learn more about the terms used on this label by visiting the Federal Communications Commission's Consumer Resource Center.

[fcc.gov/consumer](https://www.fcc.gov/consumer)

Broadband Facts

FiberNet

Up to 100Mb/100Mb
Fixed Broadband Consumer Disclosure

Monthly Price **\$50.00**

This monthly price **is not** an introductory rate.
This monthly price **does not** require a contract.

Additional Charges & Terms

Provider Monthly Fees

Late Fee	\$2.00 or 1.5% of past due balance (whichever is greater)
Optional Managed WiFi	\$8.00

One-Time Fees at Time of Purchase

Installation Fee (Waiver available.)	\$100.00
Early Termination Fee	\$0.00
Government Taxes	\$0.00

Discounts & Bundles

Visit the link below and enter your address for available billing discounts and pricing options: fiber.net/monticello.com

Speeds Provided with Plan

Typical Download Speed	102.8 Mbps
Typical Upload Speed	104.63 Mbps
Typical Latency	10.9 ms

Data Included with Monthly Price **Unlimited Data**

Network Management Policy [Read our Policy](#)

Privacy Policy [Read our Policy](#)

Customer Support

Phone: 763.314.0100
Website: fiber.net/monticello.com/contact-us

Learn about the terms used on this label. Visit the Federal Communications Commission's Consumer Resource Center.
[fcc.gov/consumer](https://www.fcc.gov/consumer)

Unique Plan Identifier: 00FIB100MB100MB

Brightspeed

Fastest: Brightspeed 940 Mbps

Fixed Broadband Consumer Disclosure

Monthly Price **\$69.00**

This monthly price is an introductory rate **Yes**
Time the introductory rate applies **12 months**
Monthly price after the introductory rate **\$69.00**
Length of contract **No annual contracts**
Link to Terms of Contract
<https://www.brightspeed.com/aboutus/legal/consumer/terms-and-conditions.html>

Additional Charges & Terms

Provider Monthly Fees	
Equipment Fee	\$15.00
One-Time Purchase Fees	
Professional Installation Fee	\$0.00
Early Termination Fee	Up to \$200.00
Government Taxes	Varies by location

Discounts & Bundles

Visit the link below to see discounts and prices for broadband packages that include video, phone, and wireless services, and using your own equipment.

<https://www.brightspeed.com/internet/>

Speeds Provided with Plan

Typical Download Speed	Up to 940 Mbps
Typical Upload Speed	Up to 940 Mbps

Data Included with Monthly Price **Unlimited data**

Charges for Additional Data Usage	\$0.00
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Network Management Policy

<https://www.brightspeed.com/aboutus/legal/consumer/internet-service-disclosure/full-version/>

Privacy Policy

<https://www.brightspeed.com/aboutus/legal/consumer/privacy-notice/>

Customer Support

Phone: (833) 692-7773
Website: [brightspeed.com/help/contact](https://www.brightspeed.com/help/contact)

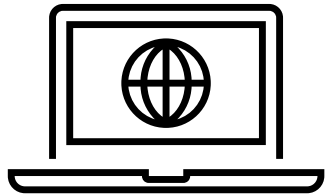
Learn about the terms used on this label. Visit the Federal Communications Commission's Consumer Resource Center.

[fcc.gov/consumer](https://www.fcc.gov/consumer)



How much
internet do
you really
need?

Which speed tier fits your household?



Light

- 50-100 Mbps
- Internet browsing, checking email



Moderate

- 100-300 Mbps
- Streaming, homework



Heavy

- 300-500 Mbps
- Video calls, smart devices



Very Heavy

- 500 Mbps – 1Gbps
- 4k, gaming, 10+ devices

Things To Remember Broadband Facts

1. Check the *true* monthly cost

Look for equipment fees, installation charges, and the price *after* the promo ends.

2. Make sure the speed fits your household

More people + more devices = more speed needed (100 Mbps is the baseline).

3. Upload speed matters too

Important for video calls, schoolwork, gaming, and sending large files.

4. Compare providers using the Broadband Label

Every provider must show the label before you sign up—use it to compare plans side-by-side.



Demystifying Cable Agreements in Baltimore

What is a Cable Franchise Agreement?



It's a contract between the city and a cable TV company



It allows the company to use public streets, poles, and underground space to deliver **cable TV** service



The agreement set rules that protect residents and the community (customer service, maintenance, fair access).



Only covers cable, not non-cable services (like internet, phone).



In Baltimore, the Mayor's Office of Cable and Communications (CharmTV) manages the City's Cable Franchise officeofcable@baltimorecity.gov

What Cable Franchise Agreements *Actually* Do

Require **customer service standards** (response times, professionalism).

Require the company to serve the **entire city**, not just high-income areas.

Funds **PEG channels** (public, education, government TV).

Require **fees** paid to the City for use of public infrastructure.

Support **local accountability**—City can enforce rules if needed.

Myth vs. Fact

Myth

“The franchise agreement controls my internet service.”

**MYTH
BUSTED!**

Fact

- Cable franchise agreements **only cover cable TV service**, not internet.
- Internet service is regulated separately and **does not require a franchise**.
- A company can be an ISP without ever becoming a cable TV provider.

Myth vs. Fact

Myth

“Cable companies and ISPs are the same thing.”

**MYTH
BUSTED!**

Fact

- A **cable TV company** sells *television* service and must have a franchise.
- An **ISP** sells *internet* service and does **not** need a franchise.
- Some companies do both, but these are **separate lines of business** with different rules and oversight.

Fact vs. Myth

Myth

“I can watch live TV on Hulu. It must be a cable company.”

**MYTH
BUSTED!**

Fact

- Netflix, Hulu, YouTube TV, Disney+, Amazon Prime, and others are online apps, not cable TV providers.
- Streaming works only because you have an internet connection, not because of a cable TV subscription.
- They do not use the City’s rights-of-way, so they do not need a cable franchise.
- The City cannot regulate their prices, content, or customer service.

Fact vs. Myth

Myth

“Comcast has a monopoly over all broadband access to residents in Baltimore.”

**MYTH
BUSTED!**

Fact

- The city **CANNOT** grant exclusive cable franchises. Federal law prohibits exclusive or monopoly agreements.
- Any qualified cable TV provider may apply for a franchise to operate in Baltimore.
- The lack of multiple cable companies is a business decision by **companies**, not a City restriction.

Things To Remember Cable Franchises

1. The City **did not** and **cannot** give any company a monopoly. That's against federal regulations.
2. Any qualified company can request a cable franchise.
3. Streaming services are not cable TV.
4. Cable TV and internet service are not regulated the same way, and the franchise agreement only covers *television*, not internet or phone services.



Shaping Baltimore's Digital Future Together

What *should* we ask internet providers to do for and with Baltimore? How do we partner for a more digitally inclusive Baltimore?

Shaping Baltimore's Digital Future Together

Examples of Community-Focused Provider Actions

- Better customer service and multilingual support
- Support for low-income plans or device access
- Investment in community Wi-Fi and technology hubs
- Local hiring, internships, or digital skills programs
- Improved outage communication and faster repairs

These examples help us start the conversation – your priorities drive the list.

Discussion Questions

Please raise your hand or share your responses in the chat.

Question 1

What do you wish internet service providers would improve or do differently to better serve your household or neighborhood?

Question 2

What challenges do you or your neighbors face when signing up for, using, or maintaining home internet service?

Question 3

What types of community programs or technology resources would you like supported in your neighborhood?

Question 4

What information about internet service—pricing, fees, speeds, outages—is hardest to understand or access?

Question 5

Answer in the chat:

What **ONE** digital inclusion improvement would have the biggest impact in your community? For example, computer training, public wi-fi, local hiring, multi-language customer service, etc.

How else to provide feedback

- Complete this [feedback survey](#)
- Email our team:
bde@baltimorecity.gov
- Join an in-person town hall this spring
- Call us (443) 984-9740



<https://forms.office.com/g/FSpiRQfkaK>