



# EXECUTIVE SUMMARY

Carroll County, Arkansas  
October 2023



# CARROLL COUNTY ARKANSAS BROADBAND COMMITTEE REPORT

2023 | CARROLL COUNTY | ARKANSAS

THE FULL REPORT (112 pages) CONTAINS THE FOLLOWING:

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## INTRODUCTION TO THE BRADBAND EQUITY, ACCESS AND DEPLOYMENT FUND (BEAD PROGRAM)

### ARKANSAS ALLOCATION:

**\$1,024,303,993.86**  
Total Allocated

**\$843,673.10**

State Digital Equity Planning Grant

Source: [internet4all.gov/funding-recipient](https://internet4all.gov/funding-recipient)

### Primary Purpose for Funding:

The Federal "Internet for All" program will fund broadband equity, access and deployment to unserved and underserved areas without access to reliable wireline connection of 100Mbps/20Mbps speeds.

Program Administration:  
ARKANSAS STATE BROADBAND OFFICE  
Glen Howie, Director  
Laurie Ringler, Broadband Project Mgr.

## KEY REQUIREMENTS FOR BEAD FUNDING AND ISP PROVIDERS

- Priority will be given to **fiber-optic** infrastructures where feasible, as such advanced technology better supports scalability to meet expected increases in bandwidth demand.
- Regardless of technology infrastructure deployed, the ISP must demonstrate that it will reliably deliver a minimum of **100/20mbps** service throughout the service area.
- The ISP is also required to participate in the FCC's Affordable Connectivity Program.
- Applications that include at least one low-cost option (less than **\$50 per month**), at speeds of at least 100/20 mbps, without data usage caps or the obligation to purchase bundled services, will be awarded extra points in the scoring rubric.
- Although delivering affordable fiber connections to unserved areas takes precedence, states may thereafter also apply funds to connecting underserved areas, which are those without access to **100/20-Mbps service; providing 1-gigabit-per-second symmetrical—meaning for both upload and download—connections to community anchor institutions** such as libraries, schools, and hospitals; supporting digital skills training, workforce development, and provision of **telehealth services**; and promoting other broadband-related uses.
- Provide broadband service to end users within four years of receipt of funds, and make connections available to any customer within the service area covered by the funding award.
- Build and operate networks with average combined outages that do not exceed 48 hours a year (with exceptions for natural disasters).





## HISTORY OF THE CARROLL COUNTY BROADBAND COMMITTEE

The Carroll County Broadband Committee was created as a sub-committee of the Carroll County Collaborative (C3). C3 is led by the Mayors and Economic Development Directors from all four cities in Carroll County: Berryville | Eureka Springs | Green Forest | Holiday Island.

January of 2023, State Broadband Office Director Glen Howie and Broadband Project Manger Laurie Ringler met with civic leaders from the county to request the establishment of the broadband committee. Arkansas is slated to receive \$1.3billion starting in 2024 from the federal BEAD Act for 100:20 internet speeds and they are seeking input from every county. As stated on federal website, priority will be given to fiber optic.

The purpose of the Carroll County Broadband Committee is to provide the State with research, input and recommendations for reliable, affordable, high-speed broadband (fiber specifically) for Carroll County.

The Committee has produced website, social media, surveys, public awareness campaigns, press releases, fact sheets, community presentations and interviews with local, regional and state media outlets.

The Committee's first meeting was in March 2023, and continues to meet monthly.

### **Committee Member Representation**

Mayors	Agriculture
County Judge	Municipal Airport
Economic Development Directors	Chambers of Commerce
County Library System	ISP Providers
Healthcare Professionals	Nonprofits – underserved
Mental Health   Disabilities	Churches
Fire   Police	Realtors
Emergency Services	Financial Institutions
Education	Businesses
Public Works	Engaged Citizens including Youth



## MEMBERS OF THE CARROLL COUNTY BROADBAND COMMITTEE

Sandy Martin | Chair | Eureka Springs Economic Development

Mayor Tim McKinney | Berryville

Mayor Butch Berry | Eureka Springs

Mayor Dan Kees | Holiday Island

Mayor Don McNeely | Green Forest

Dean Lee | Economic Development

David Writer | Carroll County Judge

Jerry Pitman | Holiday Island Economic Development

Buddy Fry | Green Forest Public Works & Economic Development

April Griffith | Carroll-Madison County Public Library System

Mike Armstrong | Agriculture | Tyson Foods

Debbie Jecker | Berryville Chamber of Commerce

Tom Guhr | Mercy Hospital

Darren Caldwell | Mercy Hospital and Health System

Angie Shaw | Eureka Springs Hospital and Clinics

Superintendent Brian Pruitt | Eureka Springs School District

Superintendent Owen Powell | Berryville School District

Superintendent Matt Summers | Green Forest School District

Mark Pepple | Carroll County Airport

Rodney Balance | Hometown Internet

Jeannie Davison | Carroll County Assessor

Police Chief Brian Young

Fire Chief Gary Inman

Chief Robert Bartos

Chief Shannon Chester

Police Chief John Bailey

Kris Rednick

Michael Fureigh | Disabilities

Kim Stryker | Answering the Call

Jason Tenant | CS Bank

Elizabeth Kelley | Equity Bank

Devin Henderson | Eureka Springs Chamber of Commerce

Walt Kenyon

Carroll County Ministerial Alliance

Chief Tim Howard

Kent Turner | Carroll County Realtors

Eureka Springs Carnegie Library

Berryville Library

Green Forest Library

Reverend Blake Lasater

Simon Wiley





## EXECUTIVE SUMMARY: NARRATIVE

Until 1932 Arkansans who had electricity lived in the metropolitan areas. Rural Arkansans who had electricity used either steam or gas-powered generators for short term power solutions. It wasn't until the Federal Government recognized the tremendous need for rural Americans to have a better delivery system for a long term "future proof" solution of electricity that the necessary funding was made available. Using the funds from President Roosevelt's "New Deal", rural Arkansans were finally given the opportunity to be connected in 1937.

The availability of electricity in rural areas of Arkansas changed the lives of farmers, home-makers, and all businesses. Recognizing the need to fund a permanent solution for rural Americans instead of funding ways to "band-aid" the short-term solutions with subsidies for generators was the right thing to do.

Today rural Arkansans face a similar situation as it relates to Internet/Broadband connectivity.

Our Government officials are also facing the decision of funding short term and challenging solutions or committing to a long term, future proof solution. The people of Carroll County hope that these officials will be as wise as their predecessors, and realize that only fiber optic cables to the premises will be the right way to go.

Our primary concern is for the health and safety of our residents and visitors.

Eureka Springs and Eureka Springs West are both major tourism draws for the state, attracting more than 1.4 million visitors from around the world every year. The Eureka Springs Hospital is the only certified trauma and stroke hospital in the county and needs to expand telemedicine services to accommodate the rural population. The hospital service area includes a population of 44,000 in Arkansas and parts of northern Missouri. The current fixed wireless access is spotty and unreliable for the volume of services needed now and in the future.



## EXECUTIVE SUMMARY: NARRATIVE, cont.

In preparation for this report, we researched various means of Internet distribution to include cell-phone data, satellite services, fixed wireless, and fiber to the home systems. Among these opportunities only one is the long term and future proof solution, The other existing systems are soon to be as obsolete as the steam powered generator.

This committee unanimously stands firm that the only reasonable long-term solution is fiber to the premises.

We further believe that all consideration of funding future Internet connectivity should look beyond current speed tests, FCC map data and other reporting systems and simply focus on where fiber is and has been funded for installation.

We believe funding for Internet connectivity will not be available for long, so we must get it right the first time. Making a mistake to believe that other delivery methods such as fixed wireless, satellite or cell phone data will result in thousands of Arkansans left out in the cold.

We strongly urge decision makers to provide funding for connecting every resident in Carroll County with fiber optic cable while this once in a lifetime opportunity exists.

### **BROADBAND PRIORITIES FOR CARROLL COUNTY, AR:**

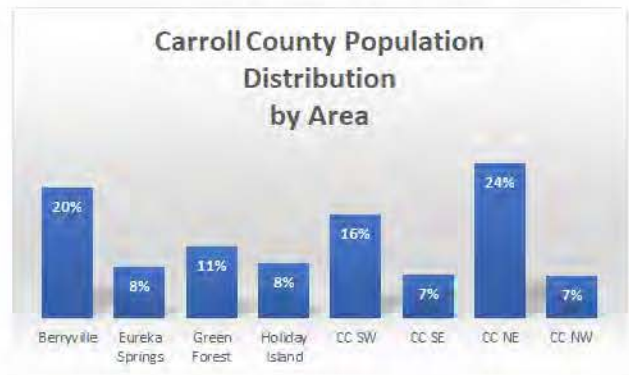
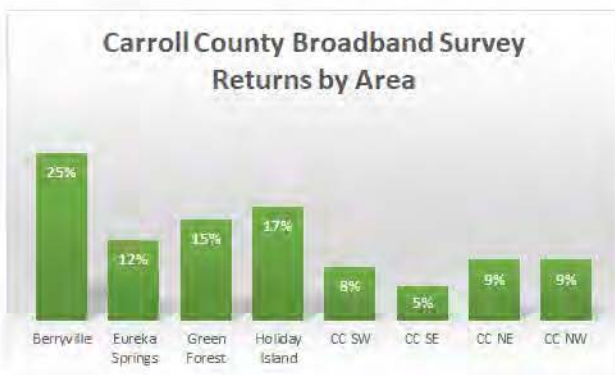
- Health care | Mental Health | Disabilities**
- Safety & Security**
- Education**
- Economic Development**
- Agriculture**
- Affordability**
- Digital Skills Training**
- Workforce Development**





## EXECUTIVE SUMMARY: NARRATIVE, cont. **COMMUNITY ASCERTAINMENT & PRICING**

To date, 1,253 surveys have been submitted from every corner of the county with the following survey return by area compared to population distribution:



A whopping **78.4%** reported their only internet service was through Satellite, Cable, Cell phone or DSL, qualifying them for BEAD funding.

Only **28.9%** reported paying for 100mbps service with **75%** saying they weren't getting that speed.

**PRICING:** Due to the lack of broadband options throughout Carroll County, pricing is prohibitive for most of the rural and lake area residents, particularly the unserved and underserved minority populations.

**61.3%** are paying over \$76 per month for satellite, cable, cell phone and DSL (22.3% - \$76-90 and 39% \$90 or above - with the **average monthly bill of \$135**).

**A competitive field of providers is recommended to encourage better pricing.**

Two primary factors come into play with pricing: Poverty levels and average age.

Carroll County has an average of 14.6% poverty rate that escalates to 24.6% in rural/remote areas. The average age of the population is older and many are on fixed incomes.





## EXECUTIVE SUMMARY:

### Carroll County Unique Considerations

#### 1. CARROLL COUNTY TERRAIN: FIBER versus FIXED WIRELESS

- A. Fixed wireless is not a solution for parts of Carroll County – specifically for Eureka Springs, Eureka Springs West and Holiday Island. The terrain and geography of Carroll County prevents reliable broadband access through fixed wireless technology at 100/20 or even at slower speeds. (see Figure 1 map)
- Fixed wireless uses radio waves which requires solid line-of-sight access between subscriber and ground station.
  - Obstructions from hills, valleys, trees, solid rock and cliffs prevent it from being installed in certain locations.
  - In some cases, the ground station can only be accessed in the winter months when there are fewer obstructions.
  - Fog, rain, snow, and other inclement weather adversely affect being able to receive the service and impacts the quality and speed of service if it can be accessed during those conditions.
  - Fixed wireless networks struggle to deliver acceptable speeds and are subject to slow down during busy times due to multiple users sharing the same network.
  - Fixed wireless only powers a limited area and is dependent upon the distance between the ground/tower station and the modem. This often causes loss of connectivity and signal instability.
  - Typical acceptable distance is 5-10 miles in an urban setting. In a rural setting, and certainly one with the terrain challenges of Carroll County, the distance must be closer for a stable signal. But this will not, necessarily, improve the speed or reliability.
- B. Fiber is the solution for Carroll County.
- BEAD funding states the preference for fiber optic broadband over all other technology.
  - Fiber is future proof and scalable.
  - Fiber broadband offers speeds up to 1 Gigabit per second and easily meets the 100/20 requirement.
  - The fiber signal does not degrade over distance.
  - Fiber does not rely on electricity; power outages and, proximity to powerful electric equipment does not affect or jeopardize accessibility or reliability of connection and service.
  - Fiber is not susceptible to inclement weather conditions – fiber remains stable and fast when people, municipalities, health facilities and emergency services need it most.



## EXECUTIVE SUMMARY: Carroll County Unique Considerations

### 1. COMMUNITY ANCHOR INSTITUTIONS NOT COVERED: HEALTH | SAFETY | SECURITY

A. As illustrated on Figure 2A and 2B, a large percentage of our Community Anchor Institutions are not served with reliable broadband service.

## CARROLL COUNTY COMMUNITY ANCHOR INSTITUTIONS

Figure 2A

- Hospital 
- Substance Abuse 
- Family Clinic 
- Health Unit 
- Ambulance/EMS 
- Fire Department 
- Fire Station 
- Police 
- Sherff 
- City Hall 
- Court 
- Jail 
- Lifelight Helipad 
- Airport 
- School 
- Library 
- Shelter 



Figure 2B

- Hospital 
- Substance Abuse 
- Family Clinic 
- Health Unit 
- Ambulance/EMS 
- Fire Department 
- Fire Station 
- Police 
- Sherff 
- City Hall 
- Court 
- Jail 
- Lifelight Helipad 
- Airport 
- School 
- Library 
- Shelter 



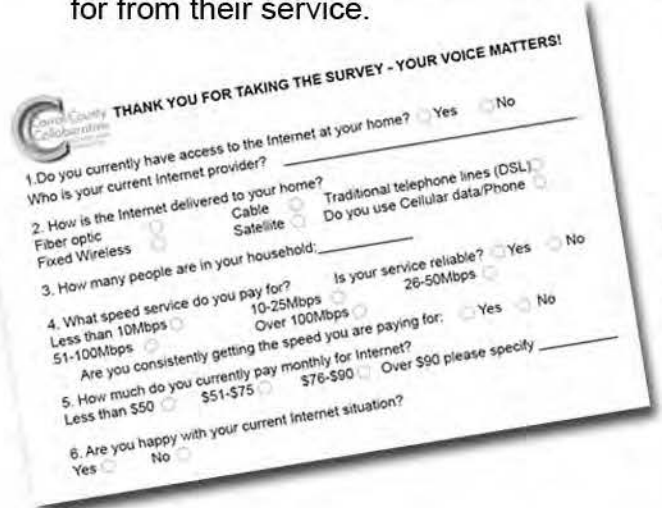
**OVER 50%** OF THE COUNTY COMMUNITY ANCHOR INSTITUTIONS ARE **NOT COVERED** WITH RELIABLE, FUTURE-PROOF BROADBAND ACCESS.



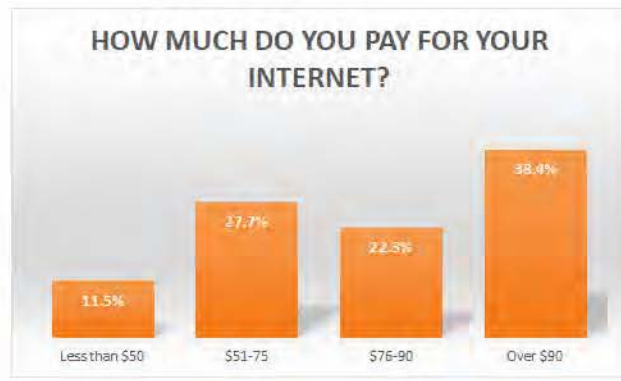
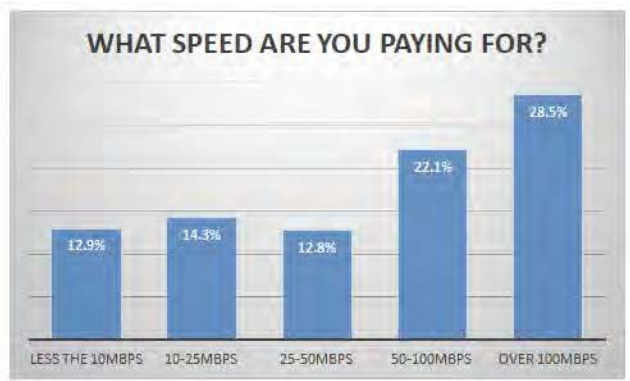
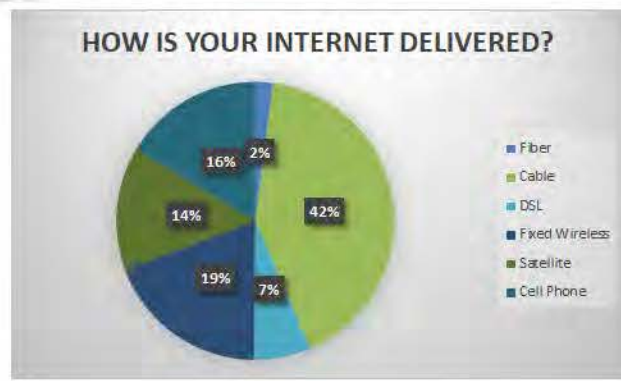
## EXECUTIVE SUMMARY: SURVEY RESULTS

The Carroll County Broadband Committee developed a survey to ascertain current broadband delivery, speeds and monthly costs for service. The survey also asked if residents were getting the speed they were paying for and if their service was reliable.

The survey was available online and hard copies were distributed throughout the county. As of September 20, 2023, 1023 surveys have been submitted and tabulated. The majority are paying well over \$90 per month (average \$135) and not getting the speed they are paying for from their service.



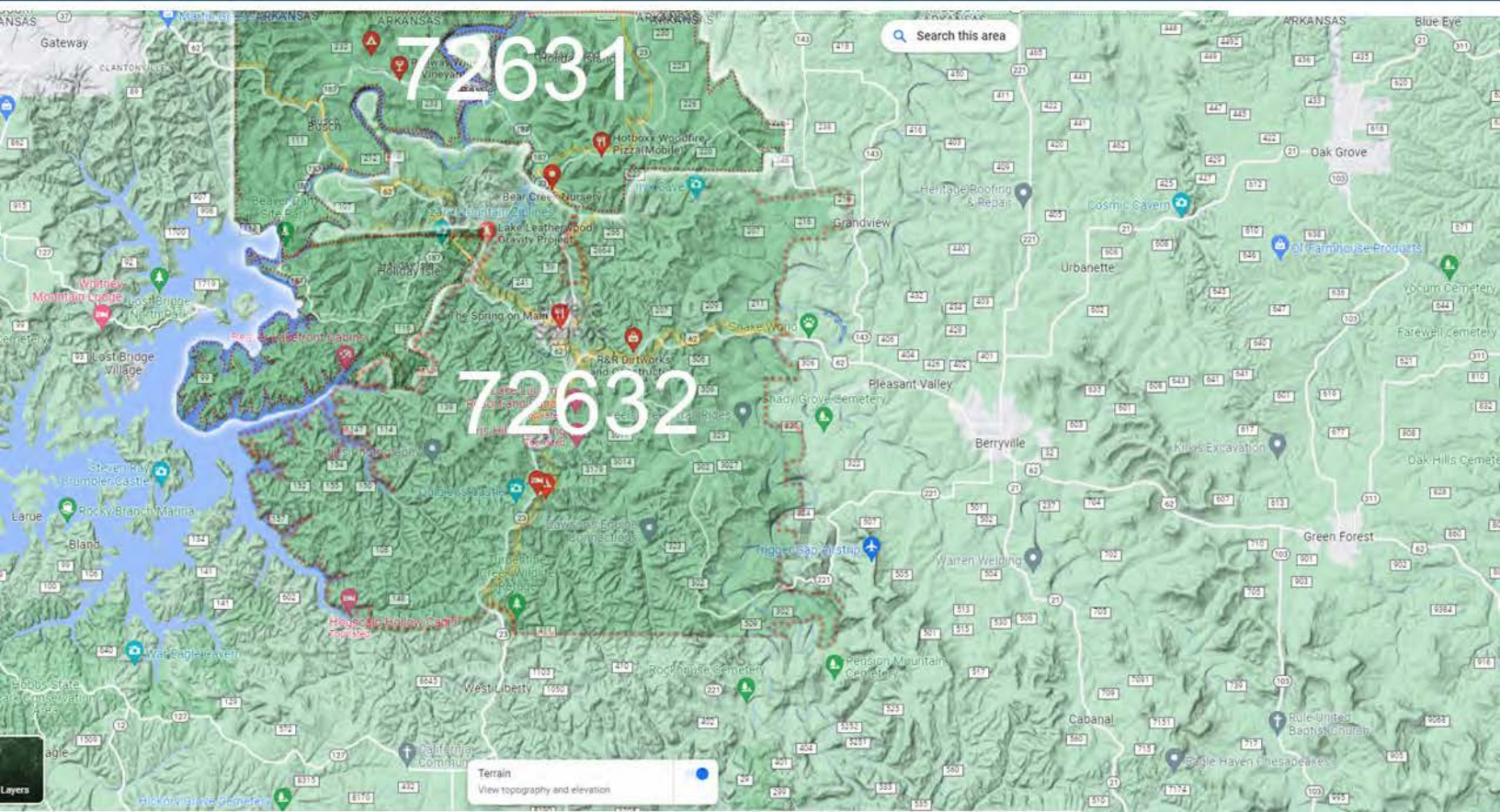
**19%** Report No Internet at Home  
**17%** Report only Internet Service is through Cell Phone  
**57%** Report Service is Not Reliable







# ZIP CODES 72631 AND 72632 INCLUDE THE MAJORITY OF THE COUNTY'S UNSERVED AND UNDERSERVED



Without Fiber Optic Broadband service in zip codes 72632 & 72631 -  
**39% OF CARROLL COUNTY'S POPULATION**  
 accounting for  
**52% OF ALL FAMILY HOUSEHOLDS\***  
 will remain unserved and underserved!

Fixed wireless service is a viable solution to fill in the Berryville and Green Forest zip codes when combined with more fiber optic service.

**However:** Fixed wireless is not a viable option for zip codes 72632 or 72631 due to terrain and ground station/tower distance challenges.

\*Source: U.S. Census Bureau 2022





## IMPACTS BY PRIORITY

### 1. HEALTH | SAFETY | SECURITY | MENTAL HEALTH

- Community Anchor Institutions must all have reliable high-speed 100/20 broadband service.
- Lack of 100/20 fiber impedes development of telemedicine. Telemedicine is becoming more of a priority to provide services to the unserved, underserved, elderly patients, those with mental health needs and patients with disabilities. Where many of these people live, they do not even have cell phone coverage.
- In addition to residents and visitors, over 12,000 people in Madison and Newton Counties and the Southern part of Missouri rely on Carroll County hospitals for care and emergency services.
- A growing population with disabilities and/or mental health needs require more services and access to broadband.
- Mental Health, Anxiety & Depression: Arkansas is the 2nd WORST state. "Securing access to mental health care is an especially difficult obstacle for people, especially children, in the Natural State". The "State of Mental Health in America" report says "23.2% of Arkansas youth with private insurance don't have coverage for mental or emotional problems, making it the worst for that category in the country. People living in rural areas often don't have as many resources, such as therapists and psychiatrists, money or means of transportation, as their urban counterparts. Teletherapy and other remote clinical services are needed to overcome the challenges. Some people may not have the necessary phone, tablet or computer to access even remote care options". Access to broadband internet in the home is critical.
- As a tourism destination attracting over 1.4 million visitors a year, reliable 100/20 fiber throughout the county can literally mean the difference between life and death.
- Ensuring the county airport and all medical facilities are covered is critical to life flight, emergency calls, transportation, and safety coordination needs.
- Optic fiber does not require electricity and is; therefore, not susceptible to power outages, surges, static electricity, or inclement weather when communication services are needed most.
- Fiber is future proof and can serve 30 years. Fiber is immune to moisture, temperature changes and can be installed underwater. It will not corrode as it does not contain copper.



## IMPACTS BY PRIORITY

### 2. EDUCATION

- The three school districts in Carroll County have fixed wireless service at the school and on the buses. However, the students that lack internet service at home is staggering.
- The following statistics were reported by school district:
  - o Eureka Springs: 23% of students do not have home internet service
  - o Berryville: 26% of students do not have home internet services
  - o Green Forest: 65% of students do not have home internet service
- Consistent access to high speed, reliable 100/20 internet is vital for the education and future of our students.
- Affordability is a major barrier for families with students
  - o Poverty levels:
    - Green Forest – 24.55%
    - Berryville – 17.4%
    - Eureka Springs – 11.7%
    - Carroll County – 16.8%
- See Priority #6 for more on education as it relates to workforce development.





## IMPACTS BY PRIORITY

### 3. ECONOMIC DEVELOPMENT – SEE NEXT SECTION FOR MORE

- Carroll County is a rare jewel for Arkansas with tremendous economic growth potential.
  - o The county has lots of land, water, and natural resources
  - o The county (specifically Eureka Springs) is a well-known brand nationally and internationally as a tourism and retirement destination.
  - o Quality of Life assets are plentiful throughout the county making it attractive to businesses and residents to relocate.
  - o Remote work options have escalated since Covid-19. Without reliable 100/20 fiber available, locations throughout the county get eliminated from the list of options and opportunities.
  - o Population is on the rise and is projected to continue to increase over the next 10 years.
  - o The average age of residents is falling and more families with children are moving to the area.
  - o More people are choosing the county for retirement.
  - o Economic diversification foundations already exist but are hampered by lack of broadband access:
    - Agriculture
    - Tourism
    - Entrepreneurship
    - Outdoor adventure products, services, and manufacturing
    - Healthcare
    - Advanced Manufacturing
    - Career tech and trade schools
- The county has an Opportunity Zone and a large industrial park as well as land to build more facilities of varying capacity.
- While there is plenty of prime area available for development, the county is dedicated to the preservation and protection of its natural resources and assets, and recognizes them as magnets to attract residents and businesses



## IMPACTS BY PRIORITY

### 4. AGRICULTURE

- Tyson Foods has made a major investment in the county and has potential to expand facilities and growers.
  - o Tyson is transforming into a self-service model that demands 100/20 broadband access for employees and especially for their growers. Management from Tyson report to the committee that most of their growers only have dial up services for internet. Without 100/20 service, they may not be in business with Tyson much longer.
- Three wineries in the county have potential for growth and to produce of grape-related food products.
- The county has a large medical marijuana cultivation operation.
- Farmland is plentiful and there has long been a desire to build a fish hatchery in the county.

### 5. DIGITAL LITERACY AND SKILLS TRAINING

- Carroll County is fortunate to have a very progressive, responsive, and collaborative library system.
  - o Carroll and Madison Library System is already offering free basic digital literacy training to help close the digital divide.
  - o Workshops include, but are not limited to:
    - Basic internet use
    - Video conferencing
    - Cybersecurity
    - Mobile device basics for phone and tablet
  - o The library systems have multi-language translators
  - o Hearing and site impairment assist equipment.
- However, without county-wide 100/20 broadband, access and use of these services are limited to the local library.
- More assistance with updating equipment is needed to remain state-of-the-art





## IMPACTS BY PRIORITY

### 6. WORKFORCE DEVELOPMENT

- To state the obvious, if Carroll County had 100/20 broadband service, more businesses, entrepreneurs, and remote workers would choose to live and work here.
- 100/20 broadband is key to expanding and diversifying the economy throughout the county.
- 100/20 broadband is need to expand existing career track programs available through our school districts:
  - o All three school districts have strong Career and Technical Education programs which include Information Technology, Construction, Agriculture, Business, Hospitality, Health Services, Art, Audio/Visual, Technology and Communications and, Science, Technology, Engineering and Math.
  - o Through a partnership with the Carroll County Airport, the STEAM program has been expanded to include a Student Aviation and Flight School consisting of two aviation STEM pathways: Pilot and Unmanned Aircraft Systems (drones). This career track is varied and totally dependent upon technology.
  - o Through the Carroll County Collaborative (C3), the Carroll County Career & Tech Center (C4) was established with a partnership and funding from Tyson Foods. The Center opened in 2017, and currently has a long waiting list of students and adults looking for training, up-skilling, and jobs.
- Each of these programs are poised to add additional curriculum and opportunities for area students to help build a workforce specifically around broadband technology and installation.
- The county has an untapped labor force of retired professionals from a variety of fields and industry. Many retired professionals find it necessary to gain full or part-time employment to supplement their income due to inflation and rising housing and utility costs. Many of whom would be interested in being part of building the county broadband infrastructure.



## IMPACTS BY PRIORITY

### 7. AFFORDABILITY

- The survey conducted through the committee revealed affordability as a major barrier to receiving decent broadband coverage. Over 1000 surveys were submitted.
- Of those paying more than \$90 a month for service, the average cost to get fixed wireless, satellite or cable was \$165 per month. Of those paying for fiber, the monthly cost was lower.
- The committee has promoted, with some success, the Affordable Connectivity Program and will continue to do so.
- Considering median household income and average rental costs, the ideal price range for 100/20 fiber broadband for Carroll County is \$50-\$90 per month.





## ECONOMIC DEVELOPMENT

Carroll County, Arkansas, is rich in resources, land, and quality of life assets making it a prime location for development and growth.

The county has a strong and formal collaboration foundation with the Carroll County Collaborative (C3) led by the mayors and economic developers from all four cities.

The Collaborative has a proven track record of identifying common issues and working together for successful outcomes. We realize that we are only as successful as our neighbor, and that we each have unique yet compatible assets to contribute to the overall strength and future of the county.

However, due to lack of available and reliable broadband service, economic diversification and development has been stymied. The inability to build infrastructure, affordable housing, and expand much needed public health and safety facilities is also critically hampered by lack of service.

100/20 broadband service will break through the barriers the county has encountered for economic development and growth.

The county needs to develop more affordable housing options and provide the infrastructure necessary to attract new residents and businesses. Obviously, that will greatly increase a diversified workforce.

To put it simply – it would be a huge game-changer and revenue driver for each city/town, the county, and the state.

While we strongly advocate for county-wide 100/20 fiber broadband, following are examples of areas that would very quickly benefit from installation of that service.





## ECONOMIC DEVELOPMENT

1. Berryville has developed a 280-acre Industrial Park in an Arkansas Opportunity Zone. There is no 100/20 broadband service available in that area.  
(see BVIP\_Map)
2. Eureka Springs is planning annexation of land East of the city to develop much needed affordable and workforce housing, retail space and potential advanced manufacturing facilities to diversify its economy beyond tourism. There is no 100/20 broadband service available in that area.  
(see ESANX\_Map)
3. Holiday Island is populated with over 2,300 people who are predominantly older and retired. The area has potential to add to the county's tourism economy as a major resort area.  
(see HI\_Map)
4. Eureka Springs West is populated with 1,327 people with little or no internet service other than satellite. It is a growing area for tourism and relocation. Many residents work in the Northwest Arkansas corridor and prefer the lake area over urban and congested Rogers, Bentonville, and Fayetteville. The area needs development of basic services that do not exist currently: grocery store, medical clinic, retail, etc. There is no 100/20 broadband service in that area.  
(see ESW\_Map)
5. Green Forest is home to a large Tyson plant and has potential to grow in manufacturing and agriculture. While the city does have limited fiber service, it does not cover the potential growth areas.  
(see GF\_Map)
6. The Northeast section of the county around Oak Grove is an agriculture zone with potential for expansion. The area is within a 20-minute drive of Branson, Missouri. There is no 100/20 broadband service in that area.  
(see OG\_Map)





# CONNECTING CARROLL COUNTY, ARKANSAS ECONOMIC DEVELOPMENT: Map 1

2023

## BVIP\_MAP

### COMMERCIAL / INDUSTRIAL DEVELOPMENT SITE OPPORTUNITY ZONE PROPERTY! Berryville Regional Business Park | 480 US Hwy 62 | Berryville, AR 72616



- AVAILABLE**  
±280 Acre Development Site  
\*\*Sites may be subdivided into parcels of 5-10+ Acres\*\*
- PRICE**  
Pricing from \$10,000+ per acre, depending on location
- COMMENTS**
- Property is located in an Opportunity Zone, providing tax incentives to investors
  - City services and utilities in place
  - No city property taxes
  - Three eco-friendly startups already in progress
  - Located north of Hwy 62, east of Haley Rd, just outside the Berryville city limits
  - Retail trade area includes several major cities including Bentonville (Walmart HQ & Crystal Bridges Museum), Rogers (Daisy BB Guns)
  - Located near several major tourist destinations including Eureka Springs, Branson, MO, and Silver Dollar City
  - Existing industries nearby include Nighthawk Custom Firearms, Wilson Arms, Tyson Foods, & Midstate Specialty Eggs

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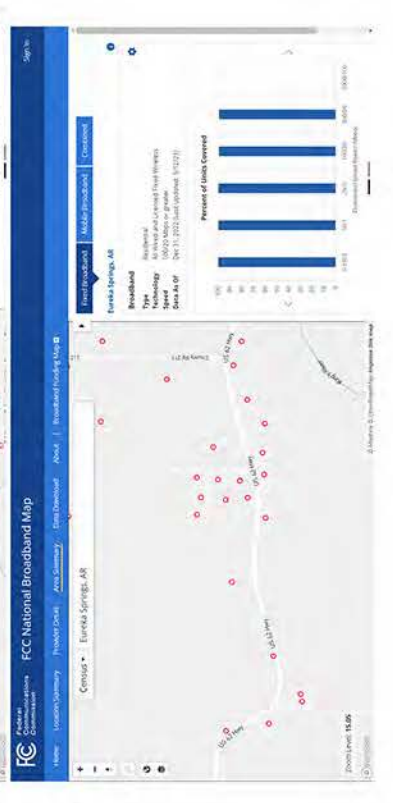
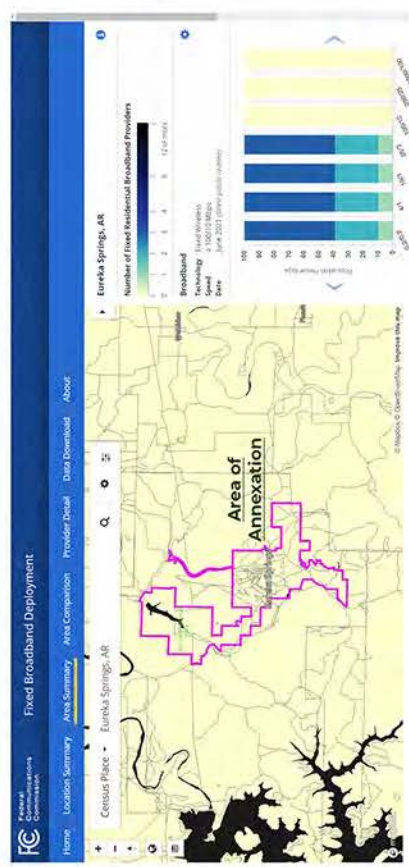




# CONNECTING CARROLL COUNTY, ARKANSAS ECONOMIC DEVELOPMENT: Map 2

2023

## ESANX\_MAP





# CONNECTING CARROLL COUNTY, ARKANSAS ECONOMIC DEVELOPMENT: Map 3

## HI\_MAP

Federal Communications Commission  
FCC National Broadband Map

Home | Location Summary | Provider Detail | Area Summary | Data Download | About | Broadband Funding Map

1 Country Club Dr, Holiday Island, Arkansas 72631, United States

Selected Location  
1 Country Club Dr, Holiday Island, Arkansas 72631, United States  
No location data.

Broadband  
Type: Residential  
Technology: All Wired and Licensed Fixed Wireless  
Last Updated: 11/11/2022 (last update: 9/13/23)  
Data as of: Dec 31, 2022 (last update: 9/13/23)

Click a location on the map to view broadband coverage information.

Map Legend  
Served Units Percentage

0%
0 - 20%
20 - 40%
40 - 60%
60 - 80%
80 - 100%

Zoom Level: 14.02

Federal Communications Commission  
FCC National Broadband Map

Home | Location Summary | Provider Detail | Area Summary | Data Download | About | Broadband Funding Map

1 Country Club Dr, Holiday Island, Arkansas 72631, United States

Zoom Level: 14.02

Federal Communications Commission  
FCC National Broadband Map

Home | Location Summary | Provider Detail | Area Summary | Data Download | About | Broadband Funding Map

1 Country Club Dr, Holiday Island, Arkansas 72631, United States

Zoom Level: 14.02





# CONNECTING CARROLL COUNTY, ARKANSAS

## ECONOMIC DEVELOPMENT: Map 4

2023

### ESW\_MAP

12 VISTA LN EUREKA SPCS, AR 72631

**Broadband**

Type: Residential  
 Technology: All Wired and Licensed Fixed Wireless  
 Speed: 100/20 Mbps or greater  
 Data As Of: Dec 31, 2022 (last updated: 8/29/23)

Availability Challenge	Down (Mbps)	Up (Mbps)	Chall.
AT&T Ftc	10	1	1
Hughes Network Systems, LLC	25	3	3
Space Exploration Technologies Corp.	50	10	10
T-Mobile USA, Inc.	0.2	0.2	0.2

**Map Legend**

- Coverage Available
- Coverage Not Available
- Not a known market location

### A Sampling of Eureka West Areas Not Covered

12 VISTA LN EUREKA SPCS, AR 72631

12 VISTA LN EUREKA SPCS, AR 72631

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# CONNECTING CARROLL COUNTY, ARKANSAS ECONOMIC DEVELOPMENT: Map 5

## GF\_MAP

Home Location Summary Provider Detail Area Summary Data Download About | Broadband Funding Map

Federal Communications Commission FCC National Broadband Map

Sign In

Fixed Broadband Mobile Broadband

**Selected Location**  
203 South Springfield Avenue, Green Forest, Arkansas 72638, United States  
No location data.

**Broadband**  
Type Residential  
Technology All Wired and Licensed Fixed Wireless  
Speed 100/20 Mbps or greater  
Data As Of Dec 31, 2022 (Last Updated: 9/12/23)

Click a location on the map to view broadband coverage information.

**Map Legend**  
Served Units Percentage

0%
0 - 20%
20 - 40%
40 - 60%
60 - 80%
80 - 100%

© Mapbox © OpenStreetMap contributors

Zoom Level: 10.35

Home Location Summary Provider Detail Area Summary Data Download About | Broadband Funding Map

Federal Communications Commission FCC National Broadband Map

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0%
0 - 20%
20 - 40%
40 - 60%
60 - 80%
80 - 100%

© Mapbox © OpenStreetMap contributors

Zoom Level: 10.20

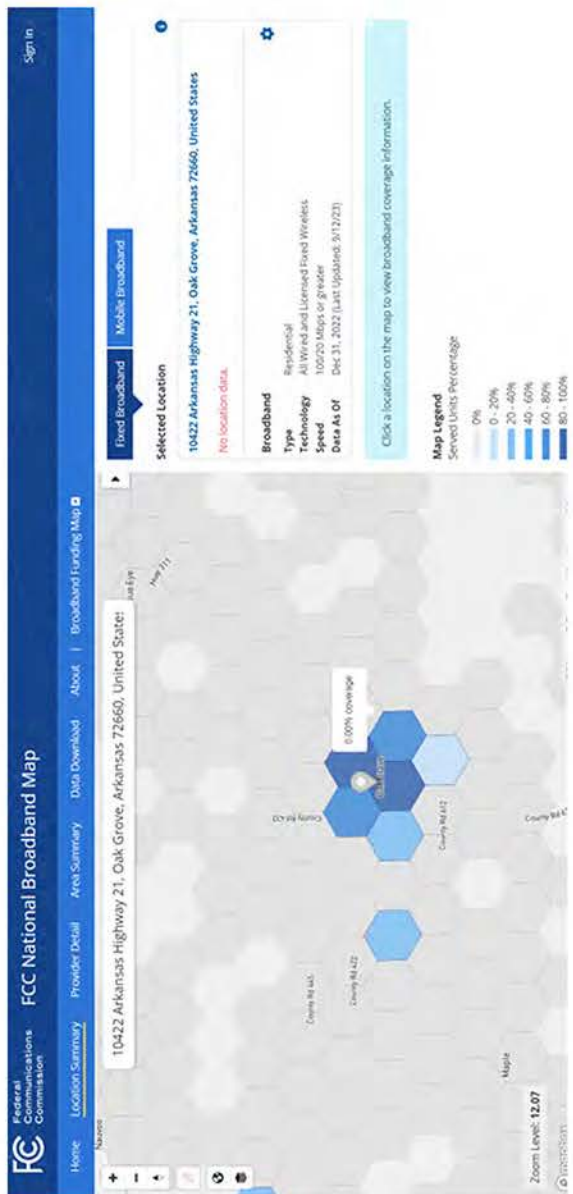




# CONNECTING CARROLL COUNTY, ARKANSAS ECONOMIC DEVELOPMENT: Map 6

2023

## OG\_MAP



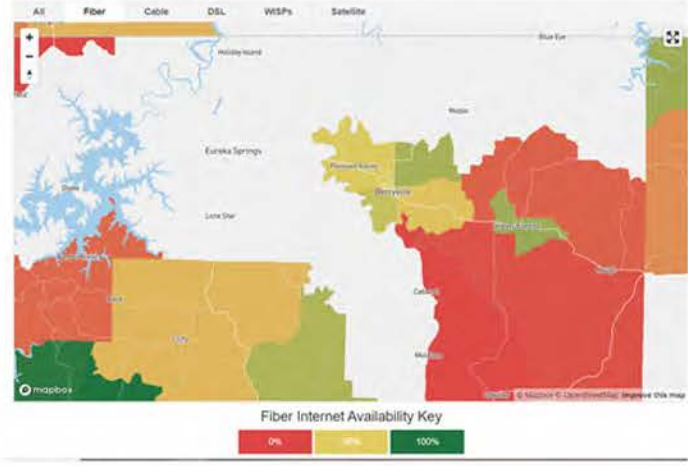


# CONNECTING CARROLL COUNTY, ARKANSAS

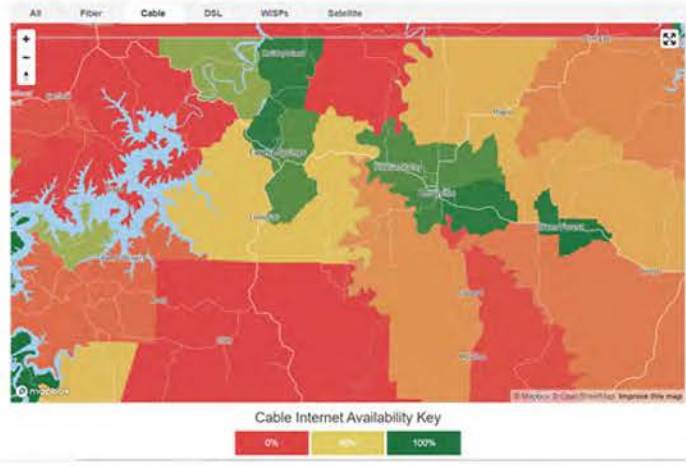
2023

## CARROLL COUNTY INTERNET COVERAGE

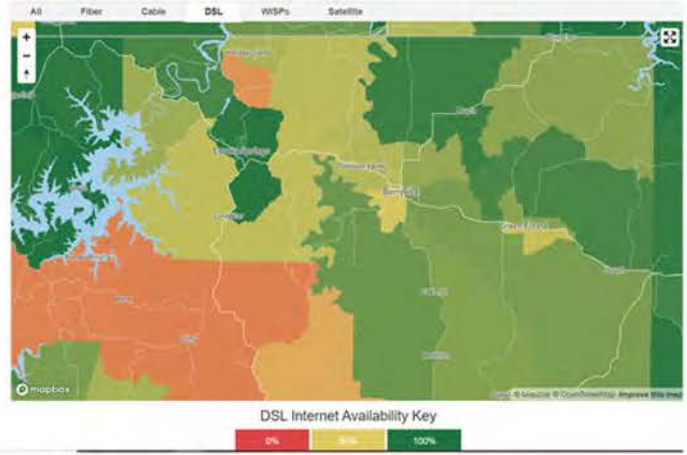
Where in Carroll County is fiber internet available?



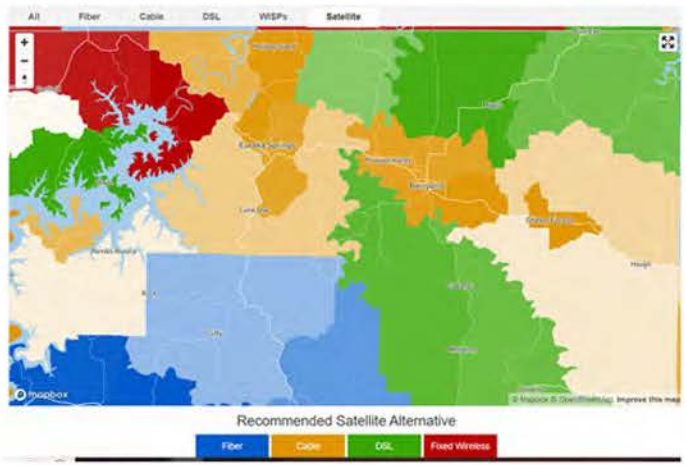
Where in Carroll County is cable internet available?



Where in Carroll County is DSL internet available?



Where in Carroll County is fixed wireless internet available?







## FCC OVER REPORTING BROADBAND COVERAGE BY 22%

BROADBAND NOW 2021 STUDY

<https://broadbandnow.com/research/fcc-broadband-overreporting-by-state>

### Map of Over Reporting Rate by State

Below is a table of over-reporting by state, comparing FCC data to our manual checks across the country.



This study confirms our estimate that at least 42 million Americans do not have access to broadband. For the first time, we also estimate broadband availability for all 50 states.

In addition, the study shows that:

- \* All technologies, including DSL, fiber, cable and fixed wireless are over-reported.
- \* Over-reporting occurs in cities, rural towns and everywhere in between.
- \* For more than 12% of the addresses that did have broadband service, the technology reported by FCC data is incorrect.
- \* The FCC's 2019 Broadband Deployment Report stated that 21.3 million Americans lack access to broadband internet, including wired and fixed wireless connections. In its 2020 report, the FCC claimed that the number of Americans without access to broadband fell to 14.5 million.

The figures and estimates cited by the FCC rely upon semi-annual self-reporting by internet service providers (ISPs) using the FCC-mandated "Form 477." However, there is a widely acknowledged flaw with Form 477 reporting: if an ISP offers service to at least one household in a census block, then the FCC counts the entire census block as covered by that provider.

### FCC REPORTING ERRORS BY TECHNOLOGY

Technology	% Over-Reported
DSL	18%
Cable	17%
Fiber	23%
Fixed Wireless	35%

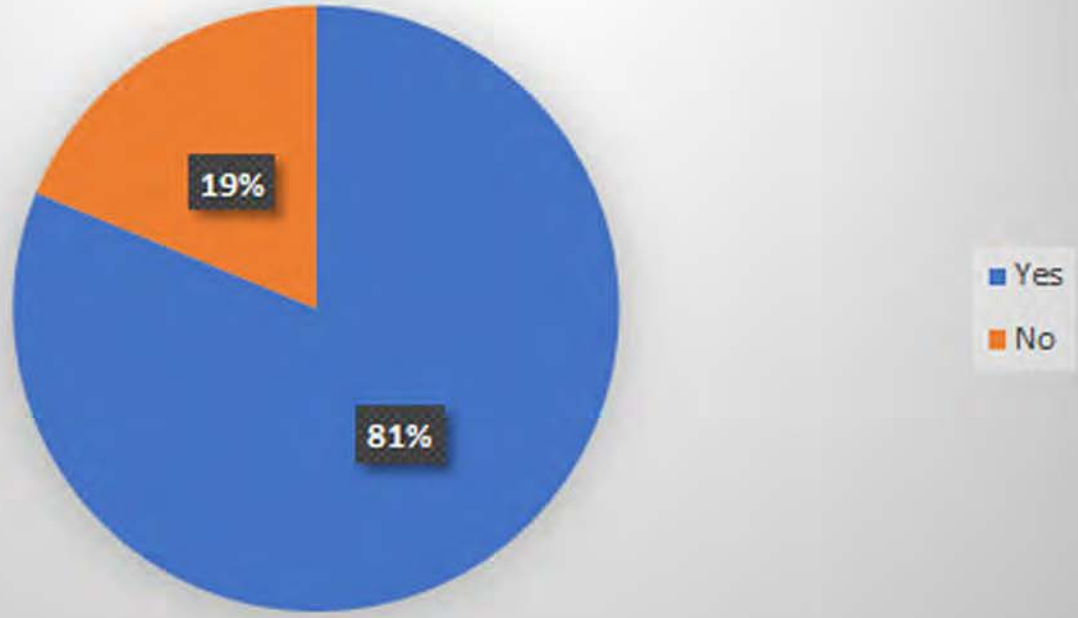
In addition, sometimes an address will have broadband access, but the technology reported isn't available. This occurred 12% of the time.



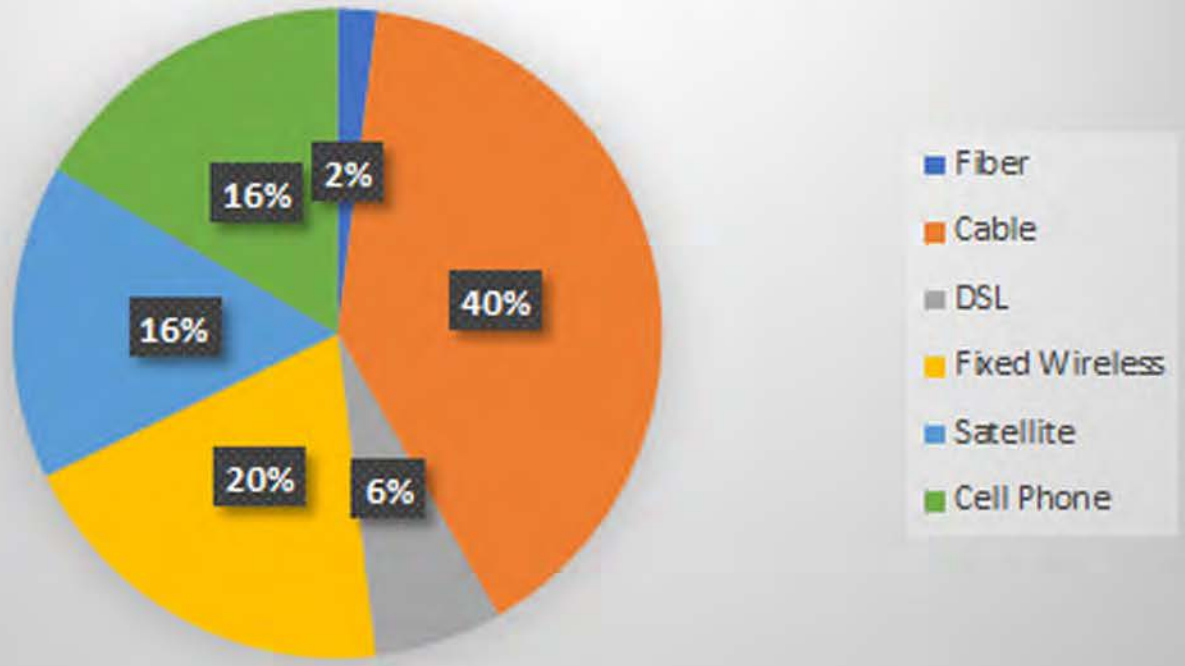
## SURVEY RESULTS

1253 Surveys Tabulated  
as of 10.4.23

### Do you have internet access at home?



### How is our internet delivered?

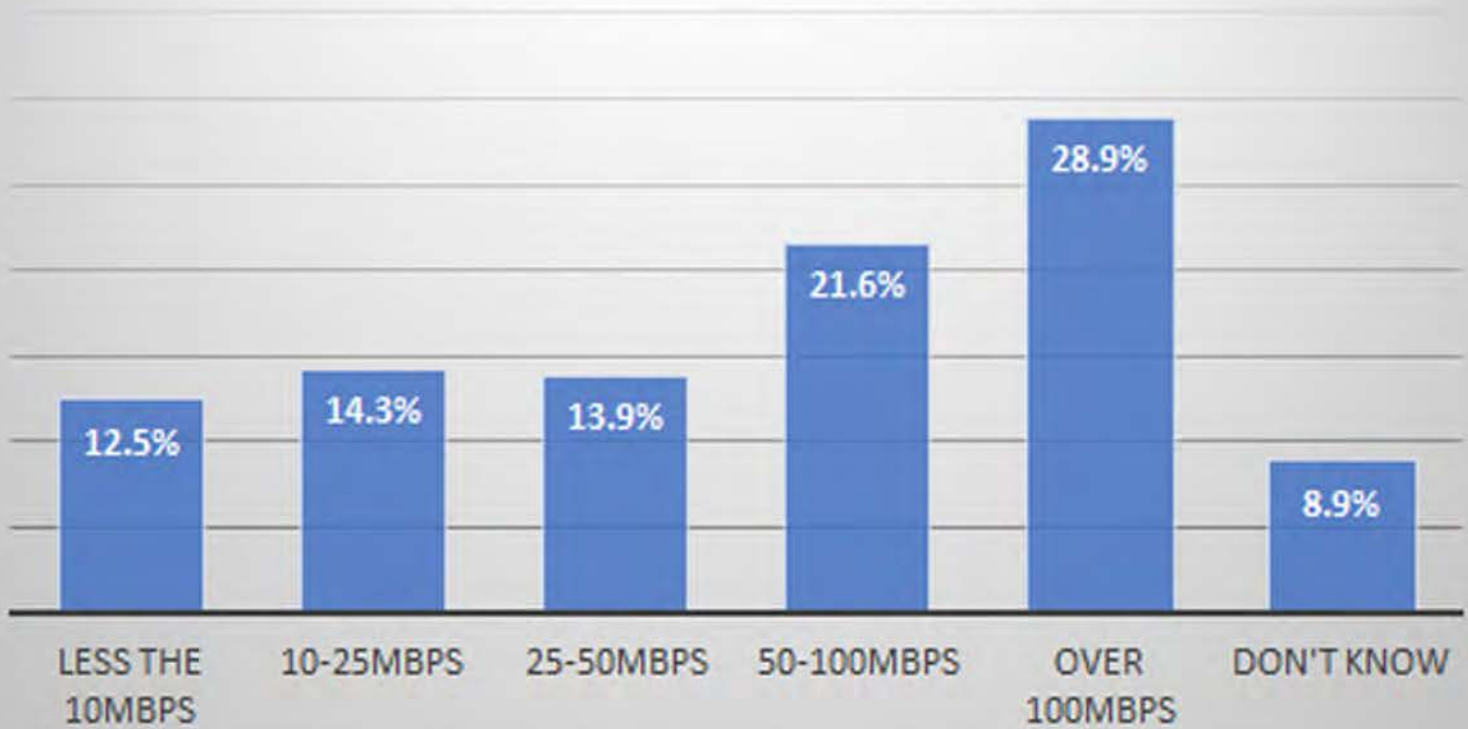




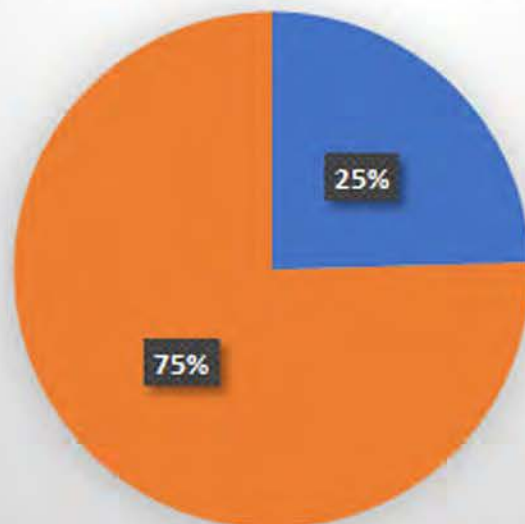


## SURVEY RESULTS

### What speed are you paying for?



### Are you getting the speed you are paying for?



■ Yes  
■ No

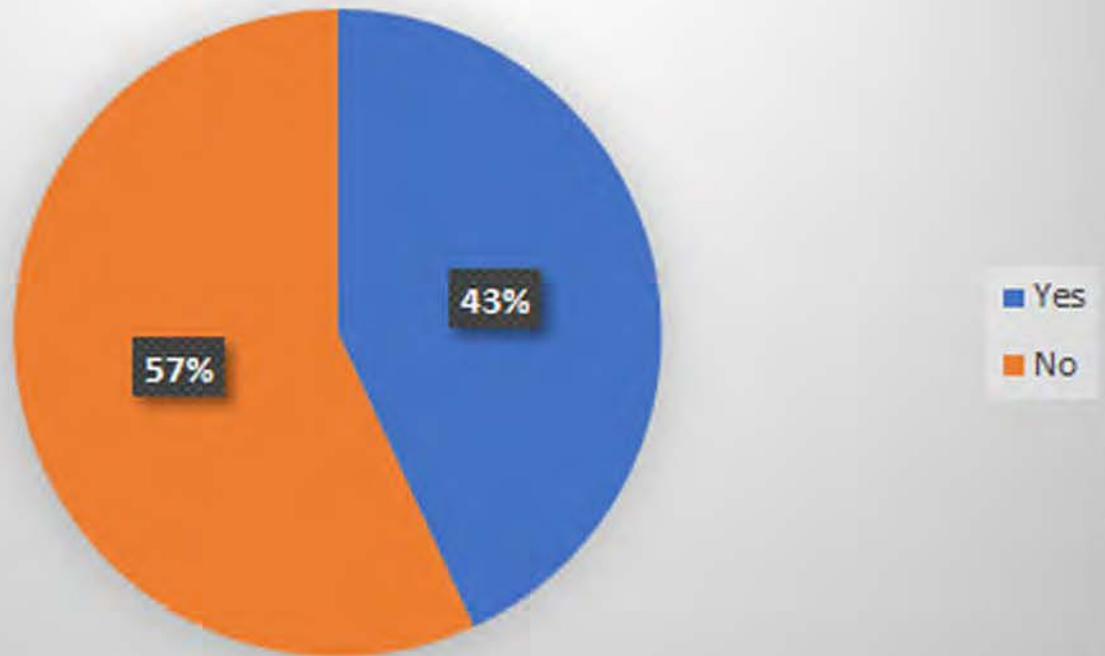


# SURVEY RESULTS

How much are you paying monthly for internet?



Is your internet service reliable?

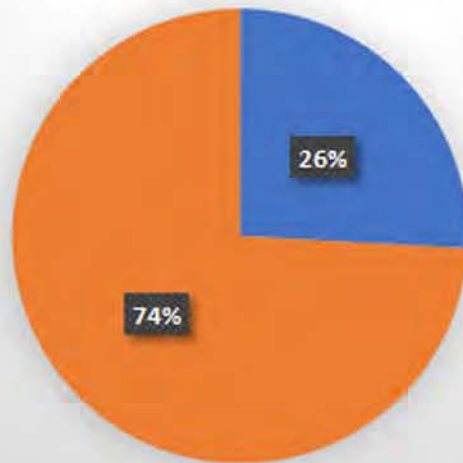






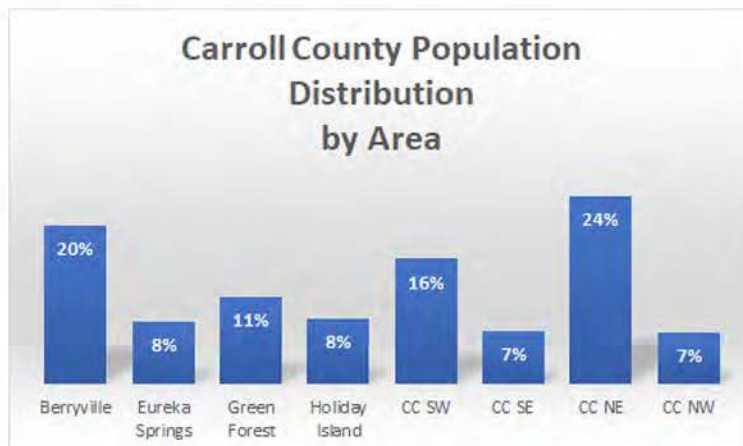
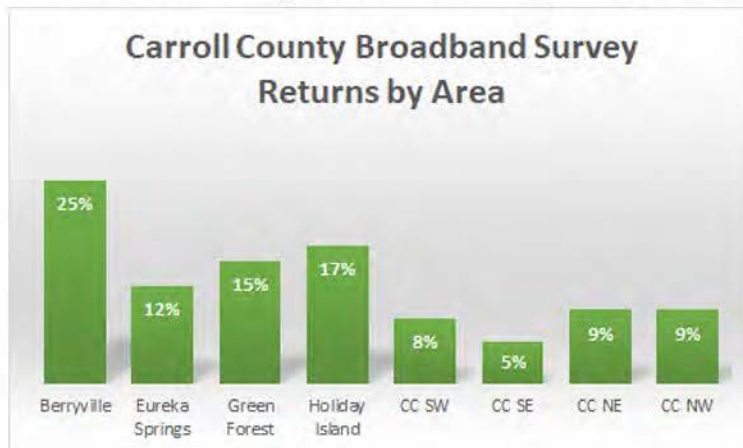
## SURVEY RESULTS

### Are you happy with your current internet service?



- Yes
- No

1,253 Surveys Tabulated as of 10.4.23



# CONCLUSION

On behalf of the Committee members, residents, and business who have - and continue to - contributed to this report, we thank the Arkansas State Broadband Office for the opportunity to provide our findings and recommendations. It has been a valuable learning experience and opportunity to document the need for much needed future-proof broadband in Carroll County.

This committee unanimously stands firm that the only reasonable long-term solution is fiber to the premises throughout the county (with connections to unserved areas and underserved areas), delivering a minimum of 100/20 mbps service, as stated in the BEAD Act as the priority and a requirement.

We further believe that all consideration of funding future Internet connectivity should look beyond current speed tests, FCC map data and other reporting systems and simply focus on where fiber is and has been funded for installation.

We believe funding for Internet connectivity will not be available for long, so we must get it right the first time. Making a mistake to believe that other delivery methods such as fixed wireless, satellite or cell phone data will result in thousands of Arkansans left out in the cold.

We strongly urge decision makers to provide funding for connecting every resident in Carroll County with fiber optic cable while this once in a lifetime opportunity exists.

## **BROADBAND PRIORITIES FOR CARROLL COUNTY, AR:**

Health care | Mental Health | Disabilities | Telehealth  
Safety & Security  
Education  
Economic Development  
Agriculture  
Affordability  
Digital Skills Training  
Workforce Development