



Palmetto Care Connections' Digital Inclusion Solutions help close the digital divide for residents in rural and underserved areas of South Carolina by increasing internet access and affordability, and connecting individuals to quality of life resources through digital literacy trainings.

### **National Digital Inclusion Alliance Definitions**

<https://www.digitalinclusion.org/definitions/>

#### **What is digital divide?**

*The digital divide is the gap between those who have affordable access, skills, and support to effectively engage online and those who do not.*

#### **What is digital equity?**

*Digital equity is a condition in which all individuals and communities have the information technology capacity needed for full participation in our society, democracy, and economy.*

#### **What is digital inclusion?**

*Digital Inclusion refers to the activities necessary to ensure that all individuals and communities, including the most disadvantaged, have access to and use of Information and Communication Technologies (ICTs). This includes five elements:*

- 1. Affordable, robust broadband internet service;*
- 2. Internet-enabled devices that meet the needs of the user;*
- 3. Access to digital literacy training;*
- 4. Quality technical support; and*
- 5. Applications and online content designed to enable and encourage self-sufficiency, participation and collaboration.*

#### **What is digital literacy?**

*Digital Literacy is the ability to use information and communication technologies to find, evaluate, create, and communicate information, requiring both cognitive and technical skills.*

#### **Digital Redlining**

*Digital redlining is discrimination by internet service providers in the deployment, maintenance, or upgrade of infrastructure or delivery of services. The denial of services has disparate impacts on people in certain areas of cities or regions, most frequently on the basis of income, race, and ethnicity.*

#### **Broadband Equity**

*Broadband equity is achieved when all people and communities are able to access and use affordable, high-speed, reliable internet that meets their long-term needs.*