

Terms of Proposed Agreement Between City of Cleveland and DigitalC:*Cost to City: No more than \$20 million*

<i>Affordable, High-Quality, Universal Broadband</i>	
1. Geographic Availability	99+% of Cleveland households
2. Resident Eligibility	Available to all Cleveland residents. No income restrictions. Not means-tested. Residents obtain subscription for services from DigitalC.
3. Service Plan	\$18/mo for internet service plan that provides 100/100 mbps speeds. Service plan to be available for at least ten years, with price able to be adjusted for inflation after five years.
4. Anticipated Infrastructure Deployment Timeline	Anticipated to be about 18 months for City full coverage: <ul style="list-style-type: none"> - 6mo from start: Coverage for 25,000 households - 12mo: Coverage for 75,000 households - 18mo: Coverage for 170,000+ households (full city)
5. Anticipated Signups and Timeline	Anticipated to be about 23,500 households (about ~50,000 residents) newly subscribing to the internet: <ul style="list-style-type: none"> - 6mo from start: 2,250 new household subscribers - 18mo: 12,000 new household subscribers - 30mo: 18,500 new household subscribers - 42mo: 23,500 new household subscribers
<i>Digital Adoption & Training Services</i>	
6. Timeline	About 12,500 residents reached per year through outreach activities, and at least 50,000 overall.
7. Devices (laptops and tablets)	11,500 devices (laptops and tablets) for low- or no-cost for qualifying residents.
8. Adoption “Consortium”	Coordinate with community partners to have in-person “Navigators,” provide topical trainings, and identify referrals.
9. Adoption “Navigators”	Focused “surge” of short-term deployments of 10 full-time navigators (working with 10 others in Consortium): <ul style="list-style-type: none"> - Receive referrals from “Ambassadors” - Basic coaching and digital literacy training, both for individuals and for groups - Direct assistance in signing up for federal programs - Direct provision of devices to residents
10. Adoption “Ambassadors”	Focused “surge” of short-term deployments of 50 part-time ambassadors (leveraging 50 others in Consortium) to canvas door-to-door and refer residents to resources/Navigators.

Funding to be released based on certain initial costs and then reaching geography, sign-up, and adoption benchmarks, and contingent on quality of service. Prevailing wage to apply.