

Terms of Proposed Agreement Between City of Cleveland and DigitalC:

Updated as of September 5, 2023

Cost to City: No more than \$20 million

<i>Affordable, High-Quality, Universal Broadband</i>	
Geographic Availability	99+% of Cleveland households
Resident Eligibility	Available to all Cleveland residents. No income restrictions. Not means-tested. Residents obtain subscription for services from DigitalC.
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.
Anticipated Access 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)
Digital Adoption and Training Services	Coordinate with “Consortium” of community partners to host in-person “Navigators,” provide topical trainings, and identify referrals. <ul style="list-style-type: none"> - 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.

Performance-Based Payments

Payments from the City to DigitalC will only occur on a yearly basis and only if certain metrics for new internet users and new adoption service recipients have been achieved.

Separate metrics must be achieved each year. Overperformance in an earlier year does not reduce or otherwise impact the requirements of a later year. If the goal number in a given year is not reached, then the payment for that given year is not made and cannot be retroactively provided.

Both performance-based funding streams are separate. A household that qualifies as a New Internet Household may have occupants who also qualify as Adoption Service Recipients, and vice versa.

Payments are contingent on service’s consistency and reliability, as well as application of prevailing wage.

New Internet Household Subscriptions

A “New Internet Household” is a Cleveland households that has never subscribed to at-home internet; that used to subscribe but does not currently; or that is currently using or at any time have used the federal ACP benefit.

	Number of New Internet Household Subscriptions *	Payment for Achieving New Internet Household Subscription Goal
Year 1	3,500	\$1,750,000
Year 2	4,700	\$2,350,000
Year 3	7,100	\$3,550,000
Year 4	8,200	\$4,100,000
Total	23,500 households (~50,000 residents)	\$11,750,000

Providing Digital Adoption Services

“Adoption Services” are those provided through the consortium, navigators, or ambassadors. “Adoption Service Recipients” are individual Cleveland residents who have received Adoption Services.

	Number of New Adoption Service Recipients	Payment for Achieving New Adoption Service Recipient Goal
Year 1	7,500	\$2,000,000
Year 2	10,000	\$2,000,000
Year 3	15,000	\$2,000,000
Year 4	17,500	\$2,250,000
Total	50,000 residents	\$8,250,000

* DigitalC shall provide Council with the number of connected households that are subsidized and unsubsidized for each year of the contract.