FILE NO. 907-2025

City of Cleveland RFP Quarterly Reporting Requirements

Metrics		2024 Q1 Actual	2024 Q2 Actual	2024 Q3 Actual	2024 Q4 Actual	2025 Q1 Actual	2025 Q2 Actual
Network							
Coverage - # of Households		17,236	40,541	45,882	67,403	98,130	115,792
# of New 100/100 (or higher) Subscribers		305	346	792	1,358	1,148	1,227
Cumulative Subscribers		305	651	1,443	2,801	3,949	5,176
# of Households that did not previously or did not currently have Broadband Internet		25	66	129	261	614	690
# of Households that were previously or currently on ACP		280	585	1,314	2,541	3,335	4,415
# of Self pay customers		118	366	34	1,271	2,409	2,953
# of Customers on a Subsidy		187	285	758	1,531	1,540	2,223
Education Subsidy		47	157	630	1,019	1,437	2,117
Healthcare Subsidy		137	127	127	370	-	-
Other		3	1	1	142	103	106
# of Customers by Ward							
	1	-		10	29	50	93
	2	-	2	55	156	249	341
	3	-		36	358	605	700
	4	6	39	88	150	237	328
	5	16	56	213	315	377	426
	6	27	77	151	278	407	500
	7	87	171	376	652	724	792
	8	1	5	25	125	205	270
	9	20	104	176	235	270	336
	10	15	55	132	226	307	378
	11	-				26	110
	12	-		13	30	82	149
	13	-				22	63
	14	33	41	48	109	160	294
	15	100	100	120	139	212	297
	16	-				12	73
	17	-				4	26
Speeds of service		100/100	100/100	100/100	100/100	100/100	100/100
Cost of Service		$18	$18	$18	$18	$18	$18
Speeds of service - CMSD Special				200/100	200/100	200/100	200/100
Cost of Service				$25	$25	$25	$25
# of Businesses Subscribed to (if any) Network		0	0	0	0	0	0
Digital Skills Training							
# of New Residents Trained or Device Provided		755	1,283	3,988	1,596	2,458	2,513
Cumulative		755	2,038	6,026	7,622	10,080	12,593

DigitalC Reporting Requirements per City Contract
Last Update 6/17/24 - not yet signed

G. Reporting Requirements.

1. DigitalC shall provide quarterly reports, substantially in the form attached hereto as Exhibit A-1, to the Director of Finance that includes the following:
a. The number of Cleveland Households that can access the Network.
b. The areas in Cleveland in which households can access the Network.
c. The number of Cleveland Households that subscribed to the Network, including the following information:
(i) Cleveland Households that currently subscribe to the Network and that did not previously subscribe to At-Home Broadband Internet;
(ii) Cleveland Households that currently subscribe to the Network and that did previously subscribe to At-Home Broadband Internet;
(iii) Cleveland Households that currently subscribe to the Network and do not receive subsidies for their subscription but personally pay for their subscription;
(iv) Cleveland Households that currently subscribe to the Network and do receive subsidies for their subscription, including any information about the kind of, amount of, length of receipt of, and other relevant information about the subsidy; and
(v) Speeds and prices of the plans to which the Cleveland Households have subscribed to the Network.

d. The number of and identifying information, including name and address, for each Cleveland resident who received

Digital Adoption Services, the type(s) of Digital Adoption Services each recipient received, and whether each resident was a New Digital Adoption Service Recipient, subject to the terms of the NDA (as defined below).
e. The number of businesses that subscribed to the Network, if any.
f. The City wards for each Cleveland Household and business for items (a) through (e) above.
2. Upon written request by the City, DigitalC shall provide additional information in its quarterly reports, and/or provide information for previous quarters that was not previously included in past reports using commercially reasonable methods.

DigitalC shall provide all reasonably necessary information requested by the City needed to verify the information in its quarterly reports within a reasonable timeframe set by the City.

View in browser

Cleveland's first citywide next-gen network is complete!

In 18 months, DigitalC delivered the network Cleveland deserves: state-of-the-art, resident-powered, and built for the future.

Cleveland, we ALL did it. **The final tower is live.** With that, Cleveland becomes the **first major U.S. city to deploy a full next-gen fixed wireless (ngFWA) network** through a nonprofit model.

This network was **built for Cleveland**, but it's **designed to scale** — The Cleveland Model is a blueprint for any city serious about bridging the digital divide - **for good.**

The build was **completed in 18 months**—proving that urgency and excellence can go hand in hand. Every technical decision was **engineered for Cleveland's unique challenges**, including our **dense urban footprint and robust tree canopy**.

And while we partnered with global vendors, the result is something uniquely local.

"We brought the best of Silicon Valley to Cuyahoga Valley—because Cleveland deserves nothing less."

DigitalC Network Launch Event, January 2024. Credit: Asia Simmons.

State of Ohio Press Conference, January 2024

Momentum by the numbers: Growth stories

1,227

New households **connected in Q2**—each one a win to on Cleveland's path from worst to first.

2,372

New households **added in 2025**—part of 5,174 total connected since January 2024.

105%

Quarter-over-quarter subscriber growth, proving this model scales and momentum is accelerating.

5,000 homes. One movement.

On June 17, **DigitalC connected our 5,000th household.** A Fairfax resident and entrepreneur, Diah runs multiple small businesses and relies on constant connectivity. She spotted a Canopy flyer on her door, signed up that same day, and a week later became part of a movement reshaping Cleveland's digital future.

"No other company ever gave me this kind of appreciation," she said. "Being connected means everything to me."

To mark the milestone, the DigitalC team surprised Diah with tokens of appreciation and a warm welcome into a community that's more than connected—it's celebrated.

Meet Diah

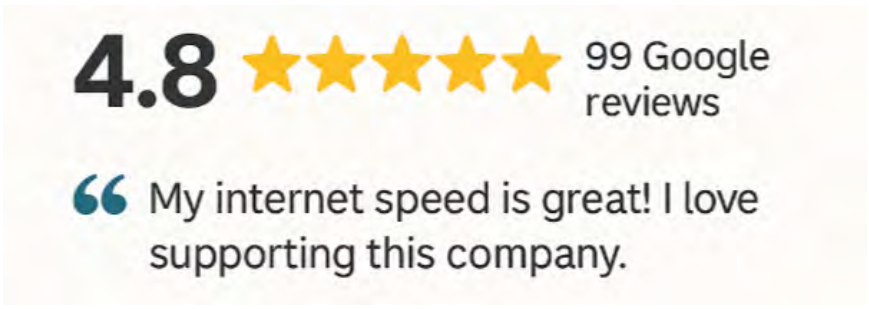
Watch News 5 Cleveland Story

DigitalC install team at Diah's home, our 5,000th household connected.

DigitalC and Tarana team members knocked doors to raise awareness.

What Cleveland is saying

With a **4.8-star rating** and nearly **100 reviews on Google**, residents are making one thing clear: Canopy is more than internet—it's a service they trust and recommend.



Click: Hough Smart Garden

Community innovation

The Click team has trained more than 10,000 residents in digital skills since January 2024.

The Click team and partners are helping neighbors learn survival crops, hydroponics, and 3D-printed garden tools—fusing technology, food security, and creative expression. From pizza gardens to upcycled art, the Hough Smart Garden cultivates both nourishment and community.

Top Stories.

May 5, 2025| Light Reading

The Divide: How DigitalC is closing Cleveland's connectivity gaps

Joshua Edmonds, CEO of DigitalC, on the nonprofit ISP's history providing connectivity and digital skills training in Cleveland, and how DigitalC is working to meet its subscriber goals and commitments to the city.

June 17, 2025 | News 5 Cleveland

Cleveland's DigitalC celebrates bringing low-cost, high-speed internet to its 5,000th customer

DigitalC, the local non-profit organization providing low-cost, high-speed internet to Cleveland's 34 neighborhoods, celebrated a milestone on Tuesday with the installation of its equipment at the home of its 5,000th customer.

Thank You

This historic climb would not be possible without support from our public, private and philanthropic partners, including:

Jack, Joseph and Morton Mandel Foundation

DigitalC, 6815 Euclid Ave., Cleveland, Ohio 44103, United States, 216-777-3859

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