

**POWERING COMMUNITY.
DELIVERING RESULTS.**
IMPACT REPORT | MAY 2025



Every household we connect is a reminder that this work is not theoretical—it is transformational. A grandmother in Glenville now manages her prescriptions online. A student in Clark-Fulton no longer has to walk to a library just to complete homework. A single father in Central finally secured a remote job. **These are not outliers—they are outcomes.** Our network is reaching where others will not, because it was designed by and for Cleveland. When residents can count on access to the digital world, they unlock more than connectivity—they unlock choice, opportunity, and self-determination. That is the embodiment of community power.

**MORE THAN ACCESS.
IT'S AGENCY.**

Since January 2024,

- ✓ 4,500+ homes connected
- ✓ 10k + residents trained
- ✓ 140,000+ households covered
- ✓ Exclusive partnership with Cleveland public schools

"I had the best experience with everyone I've dealt with at DigitalC. The installer was so great. He listened to my concerns and answered them patiently. My internet speed is great! I love supporting this company."



**MAINTAINING AFFORDABILITY
AMID RISING COSTS**

	DigitalC	Other ISPs
	\$18/Month	\$70/Month
	\$0/Month 200/100 Mbps	N/A
	100/100 Mbps	Data Caps
	4.8 Stars	Hidden Fees

In a time when everything—from rent to utility bills—is going up, DigitalC is going against the grain. Our \$18/month, high-speed home service is a blueprint. We are proving that a nonprofit service model can deliver reliability, performance, and dignity to communities long overlooked by the telecom industry. **With a 4.8-star rating from our subscribers and more than 4,500 households already connected,** DigitalC is not just closing the digital divide—we are flipping the economics of internet access in Cleveland. And we're doing it with the grit, scale, and clarity of purpose that this moment demands.

**MR. RANSAW:
HOUSEHOLD NO. 4,000**



THE DIGITALC DIFFERENCE

THIS MOMENT MATTERS: THE CLEVELAND MODEL

Most cities still rely on legacy infrastructure and legacy thinking. As a technology social enterprise, DigitalC is building something different: **a nonprofit, community-based service delivery model that operates where others will not.** In the wake of broadband funding uncertainty at the federal level, we are Cleveland's internet provider—born here, hiring here, building here. Now, with the groundwork in place, we are scaling a proven solution to ensure Northeast Ohio is not left behind in the next wave of digital transformation.

TECHNOLOGY



DigitalC is a technology company that just so happens to focus on telecommunications. From the start, **we have treated broadband not as the finish line—but as the foundation.** Now, we are investing in the tools and systems that unlock scale, sustainability, and smarter service delivery. We are already using AI to automate

bandwidth management for nonpaying users, helping us cut unnecessary costs, and to optimize call center workflows, improving customer service while lowering overhead. Our next frontier is capacity investments that enable more advanced automation and analytics—from predictive maintenance to real-time network insights—so we can build the kind of infrastructure that learns,

SOCIAL



DigitalC's model begins where others drop off: in the neighborhoods legacy providers have long ignored. We deliver a service rooted in real-world value. Recent survey data shared by the City of Cleveland affirms what our customers have told us all along:

90% say they are receiving the speeds they were promised, 89% value our transparent pricing, and 87% report reliable, consistent service. With 84% of residents saying they would recommend DigitalC to their neighbors, it is clear that our community-first approach does more than connect homes—it earns trust.

ENTERPRISE



DigitalC's enterprise strategy represents one of our most promising frontiers. Across Cleveland, schools, faith-based organizations, and community nonprofits are asking for better, more mission-aligned infrastructure. We are poised to meet that need—but getting there requires thoughtful piloting, brand

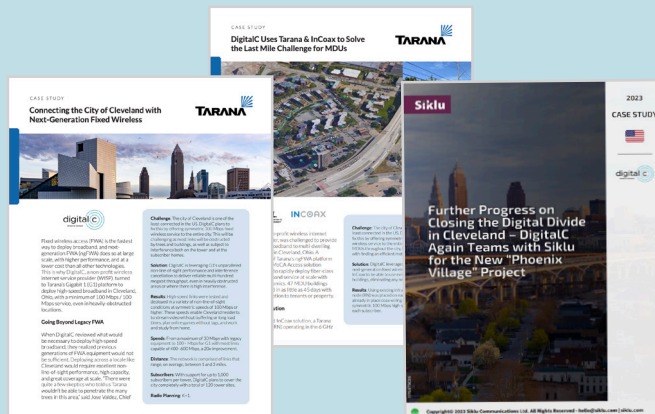
development, and team capacity. **This is a moment of momentum:** early investments are sparking new partnerships, and opening the door to product innovation. From Canopy Xtend to future offerings, we are laying the groundwork for enterprise solutions that deepen impact while fueling sustainability.



RECENT HEADLINES

- **The Divide: How DigitalC is closing Cleveland's connectivity gaps**
The 'Divide' Podcast, Light Reading, May 5, 2025
 - **DigitalC reports big Q1 subscriber gains in Cleveland**
Broadband Communities News, April 21, 2025
 - **Cleveland's Digital Divide Is Finally Shrinking—Here's What's Driving It**
The Black Vanguard Media, April 17, 2025
 - **Digital Redlining: What It Is and How It Continues to Impact Communities**
CNET, April 14, 2025
 - **Last Mile Roundup: DigitalC, CityFibre, Xantaro, Wildanet, Elevate**
Telecom Ramblings, April 5, 2025
 - **Futureland365 Ep. #2 Tech for All: Building an Inclusive Digital Future in Cleveland**
Futureland Podcast, February 28, 2025
- More at digitalc.org/news*

CASE STUDIES



PUBLIC, PRIVATE AND PHILANTHROPIC PARTNERSHIPS



Jack, Joseph and Morton
Mandel Foundation



Department of
Development
BroadbandOhio



Cleveland
City Council



Microsoft

AWARDS AND RECOGNITIONS

- **Honor Roll of Low-Cost Internet Plans**
National Digital Inclusion Alliance
- **Fiber-to-the-Home Top 100**
Broadband Communities News
- **2024 Community Improvement Award**
Broadband Communities Summit
- **Tech CEO of the Year, Joshua Edmonds**
Greater Cleveland Partnership
- **Crain's Cleveland Power 150, Joshua Edmonds**
Crain's Cleveland Business