

What to Expect During Your Canopy Installation

Here's what to expect when the DigitalC team brings next-generation home internet to your doorstep.



What Happens During Installation

1

Mount a small antenna

Mount a small antenna on the outside of your home, securing it with screws.



2

Run a cable

Run a cable inside your home to connect the antenna to a professional-grade router (we drill a tiny hole, smaller than a dime, and weatherproof it).



3

Place the router

Place the router — Our technician will help you choose the best spot for strong signal and everyday use.



4

Test your connection

Test your connection to make sure you're getting Canopy's guaranteed speeds.

5

Teach you how to use it

Teach you how to use it — we'll show you how to connect your devices by walking you through the setup on one — so you'll feel confident doing the rest.

6

Leave you with a welcome folder

Leave you with a welcome folder containing your WiFi username and password.

After Installation: You're Connected!

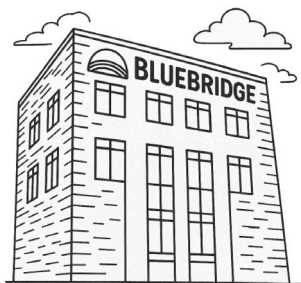
Once we have installed everything and verified your speeds, you are ready to enjoy high-speed home internet built for Cleveland. Whether you're working, learning, or relaxing — Canopy's got you covered.



Cleveland's Network. Your Home. No Digging, No Wires.

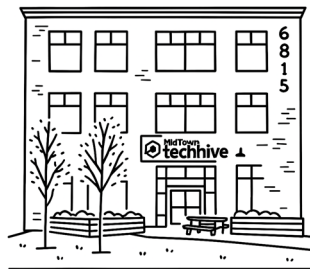
How Canopy Internet Gets to You — the Cleveland Way.

This isn't your typical home internet setup. There's no digging up your yard or no new lines strung across poles. Here's how we do it — right here in Cleveland:



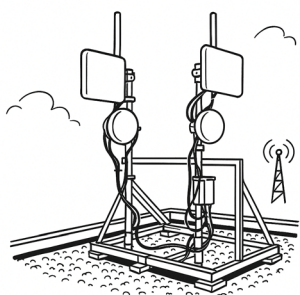
It starts at BlueBridge Networks - one of our local data centers - in downtown Cleveland, where internet traffic enters our state-of-the-art system.

Data Center BlueBridge Networks



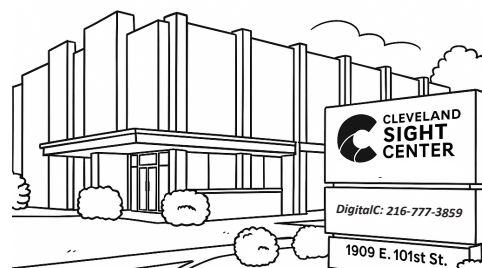
From there, the signal is monitored and managed at the Network Operations Center (NOC) inside the MidTown Tech Hive — home to Cleveland's fastest-growing tech movement and DigitalC's headquarters.

Network Operations Center MidTown Tech Hive, 6815 Euclid Ave.



Then, the signals travel to a tower in your neighborhood, part of our next-generation wireless network; this technology beams internet directly to your home.

Network Towers Local Neighborhoods



We work hand-in-hand with trusted local partners like the Cleveland Sight Center to answer your call and schedule your installation appointment.

Customer Service Call Center Cleveland Sight Center



Once you are on the schedule, DigitalC field technicians professionally install a small antenna on your home to receive the signal from the tower — no extra wiring from the pole, no trenching or tearing up your lawn.

Small Antenna At Your Home