



A Municipal Broadband Utility

Delivering Unparalleled Internet Service to Fairlawn

For more than twenty years, businesses and organizations have been measuring customer satisfaction using a single, often considered “silver-bullet” question:

On a scale of 1-10, how likely is it that you would recommend ORGANIZATION to a friend or family member?

You’ve surely been asked this question, yourself, for a variety of products and services. It produces what’s referred to in the market research world as a Net Promoter Score (NPS).

An NPS score between 0 and 30 is considered an acceptable range, with improvement needed. Higher than 30 indicates that the organization is doing great and has far more happy customers than unhappy ones.

For Internet Service Providers, the average NPS is 0, with the lowest being -16 and the highest 19.

FairlawnGig’s recent customer satisfaction showed a **satisfaction level of 96%** as well as a **Net Promoter Score of 84**. Any NPS over 70 is said to mean “customers love you and your organization is generating a lot of positive word-of-mouth from their referrals.”

FairlawnGig was built and established not only to deliver the speeds needed for life in the 21st century, but also to bring with you it a far better customer service experience. Without FairlawnGig, incumbent ISPs refusal to invest in adequate broadband service would have made Fairlawn and its citizens extremely vulnerable during the recent pandemic.

What follows are direct, unsolicited quotes from FairlawnGig customers...



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Business Customers

FairlawnGig is an integral part of providing an environment which will attract and retain an R&D team tasked with developing world-class tires for North America.

- Rick Cumat, the Managing Director for Kumho Americas Technical Center (KATC)

FairlawnGig's robust Internet service is critical for our business as we rely on real-time connectivity to support our global customers, 24/7. We need an extremely fast as well as stable Internet connection to support our customers and help them mobilize their data so that they can be more efficient themselves.

- Brian Ellis, CTO of Bezlio

A lot goes into a location decision including the talent of the local workforce, available space, and in this case the Internet service available in Fairlawn. Fairlawn had everything we needed, including FairlawnGig.

- Bill Rye, General Manager of DESCH USA

Because FairlawnGig exists, I decided to relocate most of my team to Fairlawn. Now my team can easily exchange large media files with our clients and our studios in Pittsburgh and Columbus.

- Dan Mosher, Mosher Media

The bandwidth we get from the FairlawnGig is great. But even more critical for our business is the network reliability. We need a network that is always on and never down – and so far, FairlawnGig is delivering on that. We've moved away from an unreliable solution with slow network speeds, hours of outages and constant maintenance windows to a network that hasn't had so much as a blip of downtime.

- Zack Meinke, thomastech, engineer

We're incredibly happy not only with the world-class infrastructure we receive in Fairlawn for our operations, but also for the partner we've found in the FairlawnGig technical staff, dedicated to providing us with the custom solutions for our business.

- Raj Motwane, Tufin, Vice President, Global Services & Support

Before FairlawnGig came along we'd actually lost guests because of our poor Internet connectivity. Now, we keep happy guests staying and coming back. We installed Smart TVs for our guests as the incredible connection speeds FairlawnGig delivers enables us to have each and every guest streaming television content in their rooms. We're able to promote our Internet service as the fastest in the area and attract corporate and international clients who need the robust service FairlawnGig provides.

- Timothy L. Winter, Vice President, Regional Manager, Hilton Akron/Fairlawn

FairlawnGig provides my small business with everything we need, from data/internet services to VoIP phones that work seamlessly with no issues at all. The value we receive in terms of saving money, receiving better services than we had before makes it a no-brainer for me to recommend them to businesses of all sizes. We receive more reliable service that's never gone down – we absolutely love our service from FairlawnGig.

- Dennis Stoffer, Owner, Spagnuolo & Associates, LLC

Working with FairlawnGig has been an eye opener. The service we've received from day one has been great as we were up and running quickly and easily and I no longer am dealing with trouble tickets and unhappy end-users. FairlawnGig provided us with the reliable Internet connection we needed to support our work in the community.

- Melina Boyce, Database & Grants Administrator and IT Manager for Akron Community Foundation.

We have been exceptionally satisfied for the past several years to have FairlawnGig as our broadband internet provider for the Crystal Clinic Orthopedic Center. Our position has improved as we now have options to the traditional ISPs. With evolving demands on bandwidth, we are getting gigabytes of speed from FairlawnGig for less cost than the megabytes that traditional providers have been charging. FairlawnGig was a consideration in the selection of Fairlawn for the location of our new hospital opening later this year. We get reliable gigabyte internet service, phone service, and data center services all right here in Fairlawn.

- Gregg Zolton, CIO, Crystal Clinic



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Residential Customers

Prior to getting FairlawnGig at home I would experience slow and lagging service. Now I have the speed to make sure I can do everything I need as well as work from home. FairlawnGig is helping me get my personal and work life organized and bring everything together!

- Greg Irvine

We love, love, love FairlawnGig! It was wonderful to cut the cord from Spectrum. If we have any issues, we just call, and they are right there to help us. It was one of the best decisions we ever made. FairlawnGig and their entire staff are awesome.

- Perry Sipe

FairlawnGig has been a life saver during the pandemic. Both my husband and I are still working from home and each of us have at least three devices running at once. I'm a teacher at Forest Hill CLC and I can run 2-3 class meetings at the same time with my students while my husband is able to complete his meetings and work with no lag at all from the WiFi. We're very happy to have FairlawnGig!

- Karen Smearsoll

I just wanted to show appreciation for what a great service FairlawnGig is. My wife, son and I have been at home almost all day, pretty much every day since March 2020. We both work from home and our son is now doing virtual school. There's so much online activity on a daily basis that FairlawnGig supports including work VPNs, Zoom meetings, kids' videos, streaming Google classrooms, downloading apps, streaming Cleveland sports, online gaming on multiple devices at the same time, television streaming, general internet browsing, downloading and UPLOADING content. With all of this activity, both wired and wireless simultaneously, we never ever experience ANY slowdown. Everything is blazing fast and reliable, all the time. No data caps, great customer support, no giant corporations or outsourced support to deal with. All at an extremely affordable price. Thanks, FairlawnGig, we won't move to another house unless you provide service there!

- Jason Novelli

FairlawnGig is hands down the best experience I've ever had with an internet provider. The internet service is fast and reliable and the customer support is so much better than I've gotten from other providers.

- Daniel Angelis

My Fairlawn home-based business, Covalent Studio helps businesses of all sizes including startups and large companies like Dell, Pfizer, and GE to use design and user research to make technology work better for people, providing user experience (UX) design and implementation.

I'm required to work with developers for apps, ecommerce and custom software all over the world. My client interactions require high-touch, requiring low-latency and speeds to support collaboration across many time zones.

I also teach UX at Kent State University, give public talks and conduct workshops for companies and organizations, all online. I even delivered a virtual design workshop to the Civil Service College in Singapore over FairlawnGig — an 8-hour experience broadcast from Fairlawn to literally the other side of the world with interaction happening in real time and no delays.

FairlawnGig's speed and reliability enabled me to grow my business. We served clients in Texas, California, Florida, and were able manage work in Eastern Europe as easily as if our developers were here.

FairlawnGig's critical infrastructure allows Ohioans in growing technology sectors to export our services throughout the US and the world, growing our economy.

My wife and I have resided in Fairlawn for 20 years, and we are very happy users of FairlawnGig. We are opposed to the municipal broadband restrictions in the Senate's version of the current budget bill. FairlawnGig's speed and reliability has been vital to my livelihood - especially in the last year, when my wife and I (and our children, for a while) had to do everything from our home. I don't think we would have fared as well with any other provider, at any price. Thank you for your service to our city,

- D. Ben Woods