



Case Study

Empowering a Digital Equity Mission: How Computers 4 People and Mission Telecom Are Connecting People to Technology

Problem: Computers 4 People (C4P), a nonprofit dedicated to bridging the digital divide, faced multiple challenges with its internet provider, including affordability, inefficient distribution, and a rigid service model.

Solution: C4P partnered with Mission Telecom, which provided a customized approach featuring flexible distribution, sustainable access, and tailored solutions. This enabled C4P to scale up and expand its reach.

Computers 4 People (C4P) is a nonprofit organization dedicated to bridging the digital divide by providing refurbished computers and internet access to individuals in need across New York, New Jersey, and Massachusetts. C4P has distributed over 4,100 refurbished computers and connected more than 1,000 individuals to the internet (as of February 2025). However, the organization faced a persistent challenge: finding a connectivity solution that was sustainable, affordable, and tailored to the needs of their beneficiaries.

Enter Mission Telecom, which thrives on providing customized solutions for organizations committed to digital equity. By listening closely to C4P's needs and adapting its offerings, Mission Telecom became a critical partner in expanding the nonprofit's reach and impact.



Mission Telecom has done a great job of acting very quickly and always thinking about how to do better."

– Dylan Zajac
Founder, Computers 4 People

Quick Facts

- **Customized Solutions for Digital Equity**
Mission Telecom tailored a flexible distribution model that allows nonprofits like C4P to quickly and efficiently get hotspots into the hands of those who need them most.
- **Dedicated Customer Support**
Mission Telecom works closely with C4P, offering hands-on problem-solving, direct communication, and real-time adaptability to meet evolving needs.
- **Reliable & Affordable Connectivity**
Mission Telecom creates a sustainable resale model that ensures individuals stay connected beyond initial grant periods, preventing service disruptions.
- **Strong Partnerships that Drive Impact**
Through collaboration, C4P and Mission Telecom have strengthened relationships with 15 nonprofit partners, expanded nationwide, and provided affordable internet access to underserved communities.



Finding a Sustainable Internet Solution

Initially, C4P relied on a different hotspot provider, but this partnership presented several challenges:

- Bulk purchasing and centralized shipping, making distribution cumbersome.
- Lack of a long-term sustainability plan beyond grant-funded programs.
- Inflexible service models that did not align with the evolving needs of C4P's beneficiaries.

C4P's founder, Dylan Zajac, knew he needed a more adaptable and affordable solution. He wanted a partner that could offer flexibility, efficiency, and a scalable infrastructure to ensure lasting connectivity for individuals who needed it most.

After connecting through LinkedIn, Zajac and the Mission Telecom team worked together to design a solution that aligned with C4P's operational model and beneficiary needs. One key feature of the partnership is a tailored distribution model. "Instead of requiring large, upfront purchases, Mission Telecom offers us a more streamlined approach where nonprofits can receive and distribute hotspots directly to individuals," says Zajac. "This model is ideal for people who are unhoused or lack the ability to receive shipments at home."



With Mission Telecom, we work more closely with the team to come up with solutions together."

– Dylan Zajac
Founder
Computers 4 People

Zajac also appreciates how Mission Telecom integrates with C4P's CRM and billing systems, automating hotspot recipients' application and approval process. This automation eliminates manual bottlenecks and ensures that nonprofits can quickly verify internet needs and get devices into clients' hands.

One of C4P's biggest challenges was what happened after the grant money ran out. Some of Zajac's previous partners provided internet access for a limited time, leaving individuals stranded without connectivity. Mission Telecom worked closely with C4P to design an affordable, long-term internet solution. Through a resale model, C4P can now offer low-cost internet access beyond the initial grant period, ensuring continuous connectivity for those who rely on it for work, education, and daily life.



Mission Telecom's team didn't just sell us hotspots; they became partners in problem-solving. A lot of companies say, 'That's never been done before, so we can't do it.' Mission Telecom has done a great job of acting very quickly and are always thinking about how to do better."

– Dylan Zajac
Founder
Computers 4 People



Expanding Access and Transforming Lives

Thanks to the partnership with Mission Telecom, C4P has been able to:

- Rapidly distribute 205 of the 300 hotspots ensuring immediate access for unhoused and workforce deployment users.
- Build a scalable model that extends beyond Massachusetts to support digital equity nationwide.
- Offer ongoing, affordable solutions, while other major telecoms continue to increase their rate plan.
- Strengthen relationships with 15 nonprofit partners, enhancing their collective ability to serve vulnerable communities.

Mission Telecom's willingness to customize, problem-solve, and adapt to real-world needs has enabled Computers 4 People to serve more individuals efficiently and sustainably. This partnership is actively working to close the digital divide by removing logistical and financial barriers to connectivity. Thanks to this partnership, C4P is poised to reach its ambitious goal of donating one million computers and providing digital access to countless individuals by 2030.



I like having a company and a point person I can call or text to actively create solutions and get things done.”

– Dylan Zajac
Founder
Computers 4 People



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About Mission Telecom

Mission Telecom provides affordable and reliable best-in-class broadband to schools, libraries, and nonprofits, ensuring that connectivity is never a barrier to learning, innovation, or community development. With affordable plans, no data caps, and no overage fees, we empower mission-driven organizations with the reliable internet they need to serve their communities and maximize their impact.