



Human-I-T Fast Facts

General

Updated: September 2024



Organizational Impact and Leadership

- Human-I-T stands as the national leader in digital inclusion, distinguished as a true innovator in the e-waste industry.
- Ranked among the Global Top 3 eBay for Charity seller.
- Generated over *\$100 million* since 2012 for digital inclusion initiatives.



Community and Environmental Contributions

- **60,000 devices** were distributed last year, bringing our all-time total to *434,000*.
- **3.6 million pounds** were diverted of e-waste from landfills last year, totaling *15.1 million pounds all time*.
- NAID AAA and ISO certified refurbishment facilities.



Digital Inclusion and Literacy

- **Human-I-T delivers digital inclusion services nationwide**, extending our reach to every state across the country.
- **Assisted 11,000 households** with affordable internet access last year, impacting *110,000 households in total*.
- **Trained 5,000 in digital literacy last year**; *11,500* since inception.
- **70% of device recipients** have a student at home; 83% report improved grades; 47% used computers for job applications.



Customer Service and Team Strength

- **165 employees** and contractors globally.
- Resolved **1,700 tech support** tickets last year; *30,000 overall*.
- Received **98%** customer satisfaction rating.
- Provided nationwide e-waste services with secure white glove logistics for technology donations.



Human-I-T Digital Equity Center

- **Address:** *6375 W. 7 Mile Road, Suite 101, Detroit, MI, 48221.*
- A unique community center offering comprehensive digital inclusion services.
 - Access to computer hardware & accessories, high-speed internet, digital literacy training, and technical support.
- A physical community presence setting a national precedent in digital equity.



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Human-I-T Online Store

- A unique e-commerce platform allowing customers to shop for electronics while supporting digital equity and the environment.
- Our platform empowers you to align your purchases with your values, offering the most affordable and high-quality technology. Every purchase you make is an easy step towards making a significant impact.
- Our store serves as a gateway for everyone in the nation to access vital digital inclusion services, presenting a scalable and sustainable method to narrow the digital divide.
- A tiered pricing system allowing income-qualified individuals to purchase technology at a steep discount; including a buy now, pay later option.

Top Tech Donors



Top Monetary Donors

