

CASE STUDY

Built for Community. Backed by Accountability.

How Fibernow Delivers Stable, Resident-First Connectivity for Bulk Communities

Across Florida, multidwelling communities are navigating rising resident expectations, increasing technology demands, and long-term vendor decisions that carry operational and political weight.

From towers with 230 units to communities with more than 1,100 homes, boards and property managers are asking the same questions:

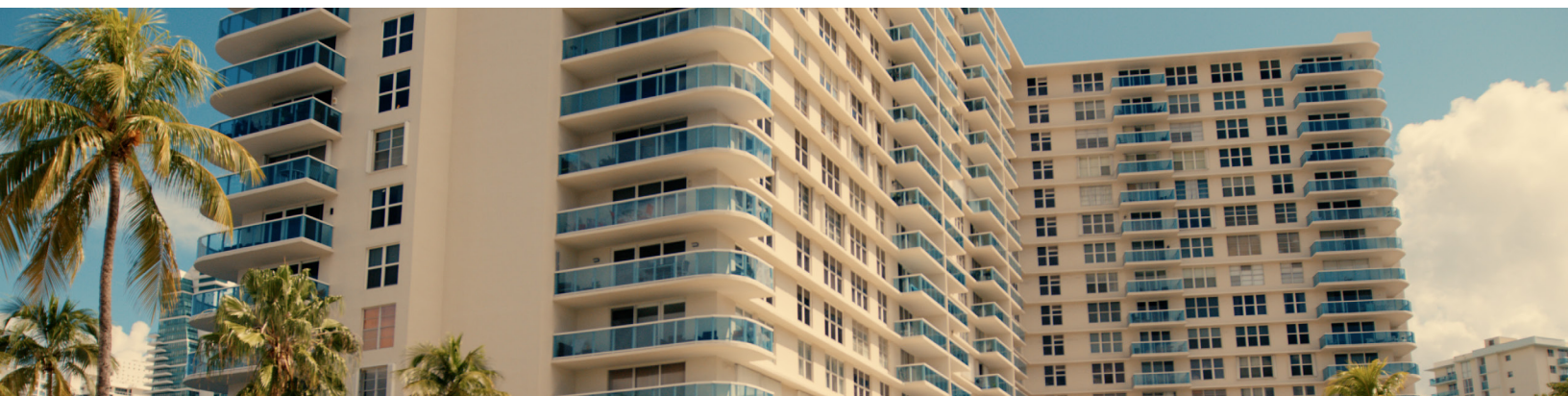
- Will this provider be reliable long term?
- Will installation disrupt residents?
- Who do we call when something goes wrong?
- Are we making the right decision for our community?

For communities like The Hallmark, Riverbridge, and The Tower at Port Royale, the answer was clear: **Fibernow**.

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We interviewed at least five different companies ...
it was a no-brainer.

Bobby Hammer
DIRECTOR, THE HALLMARK



The Challenge: More Than Just Faster Internet

Community leaders weren't simply seeking higher speeds. They needed:

- Stable, high-performance connectivity for streaming and work-from-home demands
- Predictable service throughout multibuilding environments
- Minimal disruption during deployment
- Transparent pricing and long-term contract clarity
- A partner who would remain accessible after installation

Boards weren't just selecting a fiber provider. They were selecting a partner they could confidently stand behind.



Technology is important, but more important are the people who service that technology.

Bobby Hammer
DIRECTOR, THE HALLMARK

The Fibernow Approach

Fibernow bridges the gap between global digital infrastructure and community-focused service. Backed by DigitalBridge, one of the world's largest digital infrastructure investment platforms, Fibernow delivers enterprise-grade fiber networks with the accessibility and accountability of a local partner.



Reliability That's Built In

Fibernow delivers redundant, resilient fiber infrastructure engineered for uptime and long-term performance.

- Stable speeds across entire properties
- Seamless streaming and work-from-home support
- Wireless systems integrated within residential units
- Smart property integrations such as package hubs and connected amenities

Residents benefit from dependable performance. Boards gain long-term confidence in their decision.



The speeds are very, very stable.
The quality is just great.

John Nolan

PROPERTY MANAGER,
THE TOWER AT PORT ROYALE

Accessible, Accountable Support

Unlike national providers with layered escalation processes, Fibernow emphasizes direct access and responsiveness.

- 100% U.S.-based support
- 75% of technical issues resolved on the first call
- Named representatives and direct escalation paths
- Rapid response when issues arise

For property managers, this means fewer resident complaints and less time troubleshooting connectivity issues.



The way they react to issues — that's the most important thing.

Bill Neel

GENERAL MANAGER,
RIVERBRIDGE



Community-Centered Partnership

Fibernow's bulk expertise extends beyond installation. From residential deployment all the way through the contract lifecycle, the company works alongside boards and management teams to ensure services evolve with resident needs.

Communities gain more than connectivity — they gain a responsive partner invested in long-term success.

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Five years into our contract, **and we're still going strong.**

John Nolan

PROPERTY MANAGER,
TOWER AT PORT ROYALE

“

The relationship that we've built has just been outstanding.

Bill Neel

GENERAL MANAGER,
RIVERBRIDGE



The Results

Across multiple bulk communities, Fibernow has delivered:



RESIDENTS

Reliable streaming and internet performance

Seamless connectivity across devices and smart services

Stable work-from-home capability



PROPERTY MANAGERS

Reduced operational friction

Faster issue resolution

Direct, accountable service access



HOA BOARDS

Transparent pricing and predictable costs

Confidence in long-term stability

Reduced political risk in vendor selection

Assurance that their decision was the right one



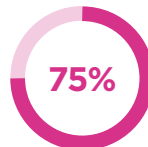
Fibernow proved to be **a great decision.**

John Nolan

PROPERTY MANAGER, TOWER AT PORT ROYALE



100%
U.S.-BASED
SUPPORT



75%
FIRST-CALL
RESOLUTION

- Redundant fiber infrastructure
- Long-term contract stability
- Integrated smart property solutions

Long-Term Stability. Local Support.

By combining resilient fiber infrastructure with community-focused accountability, Fibernow minimizes friction and ensures bulk connectivity solutions are built for today's residents—and tomorrow's demands.

For boards and property managers, the result is simple: **Confidence in the decision. Clarity in the partnership. Stability in the service.**



fibernow

Founded in 2004 and based in South Florida, Fibernow is a leading fiber broadband provider serving both communities and businesses across Florida. Fibernow delivers high-speed fiber internet, cloud-based television, digital voice, and a comprehensive suite of business services—including managed IT, hosted voice, and multi-gig internet—tailored to support small to mid-sized businesses and large-scale community properties. From residential neighborhoods and HOAs to student housing and assisted living facilities, Fibernow is committed to providing fast, reliable connectivity that powers digital experiences in today's connected world.

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