

CASE STUDY

Transforming a Single-Family Community with Fiber Internet

Community Type: Single Family
HOA-Managed Community
Size: 500+ units

Previous Provider: Incumbent cable provider
Existing Services: Bulk TV (basic package),
retail-priced internet (COAX)



CHALLENGES

- Residents were paying retail prices for internet, averaging over \$200 per month with TV upgrades.
- Outdated COAX infrastructure limited internet speeds and overall network reliability.
- No complimentary services for common areas or enhanced security solutions.



SOLUTIONS

- Negotiated a fiber build-out for the entire community, ensuring future-proof connectivity.
- Bundled bulk internet with TV services, eliminating high retail internet fees.
- Reduced resident expenses by over 70% while delivering faster and more reliable connectivity.
- Provided complimentary services for common areas and created dedicated spaces for security cameras and surveillance.

IMPLEMENTATION & TRANSITION PROCESS

- 1** Constant Communication: Residents were kept informed with regular updates via email, community meetings, and printed notices.
- 2** On-Site Support: Dedicated representatives were available throughout the installation process to address any concerns.
- 3** Personalized Setup Assistance: Technicians assisted residents in setting up their new services, ensuring a seamless switch from their previous provider.
- 4** Service Satisfaction Follow-Ups: After installation, customer satisfaction surveys were conducted, and a support team remained available for troubleshooting.



RESULTS

- **Infrastructure Upgrade:** The community now benefits from high-speed fiber internet and modern bulk services.
- **Cost Savings:** Monthly telecom expenses were reduced by over 70% for residents.
- **Enhanced Security & Amenities:** Complimentary services for common areas and security camera integration improved the community's overall safety.
- **Resident Satisfaction:** With a carefully managed transition, residents experienced minimal service disruption and reported high satisfaction with their new services.