



Sonoma Bay

9.5.25

fiber**now**TM
by OpticalTel[®]

Innovation That Inspires. Connections That Empower.

STRICTLY PRIVATE AND CONFIDENTIAL

New Name, Fresh Look, Same Trusted Service



Fueling our growth is our partnership with DigitalBridge*, a leading global alternative asset manager dedicated to investing in digital infrastructure. With a heritage of over 25 years investing in and operating businesses across the digital ecosystem, including cell towers, data centers, fiber, small cells, and edge infrastructure, the DigitalBridge team manages over \$93 billion of infrastructure assets on behalf of its limited partners and shareholders.

**DigitalBridge Group, Inc. (NYSE: DBRG) (“DigitalBridge”), www.digitalbridge.com*

DigitalBridge's Global Fiber Strategy

Data fiber footprint comprises 8 portfolio companies across 400 global markets

Fiber breadth and expertise in one platform across 4 continents...

~54k

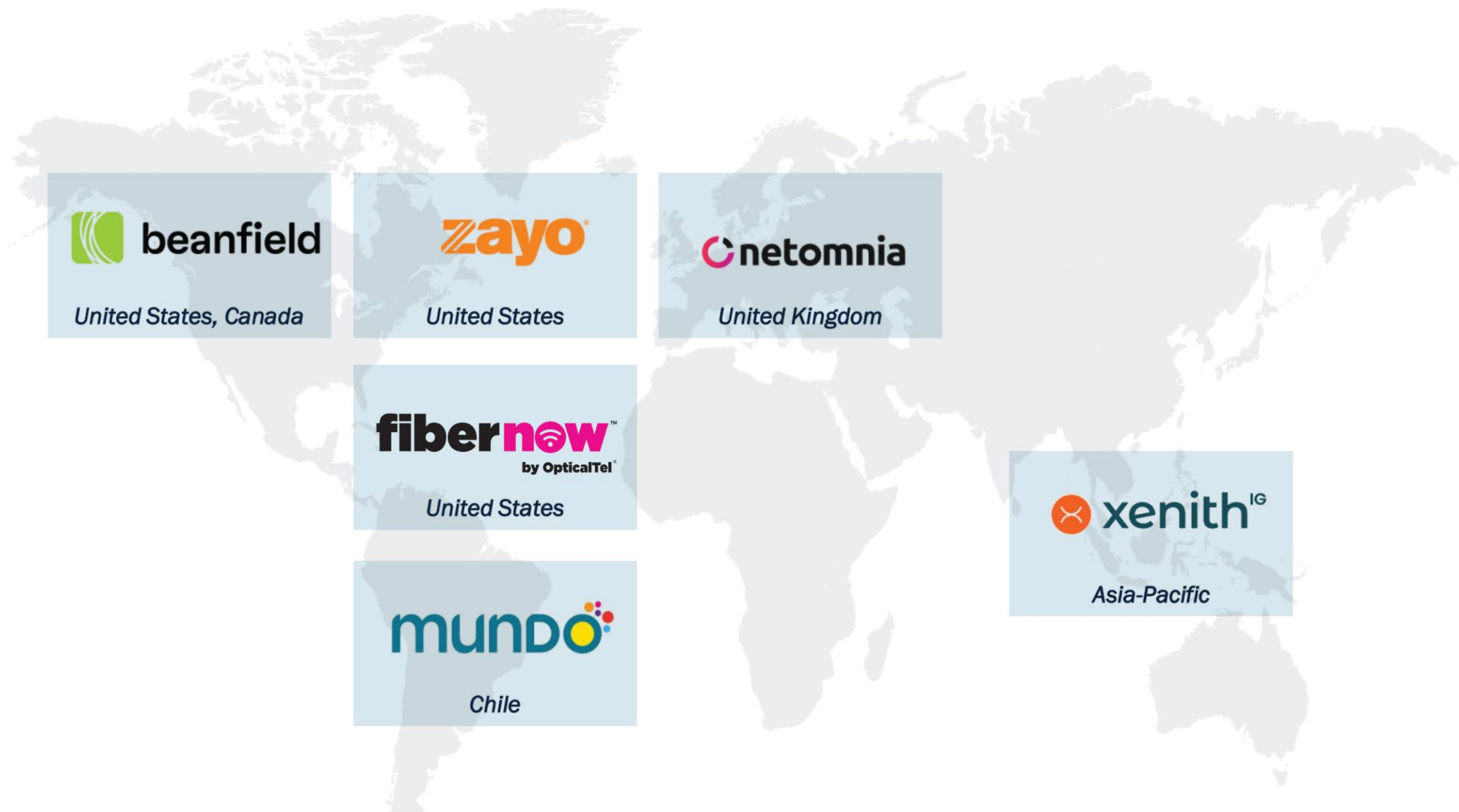
On-Net Buildings

~300k

Route Miles

~3.1M

Premises Connected/Passed



DIGITALBRIDGE

Disclaimer: Past performance is not indicative of future results; Note: As of March 2024 (1) AUM as of March 31, 2024, is inclusive of DigitalBridge's equity, debt and co-investment

Communities We Serve

Our service coverage extends across all of Florida. Below are some of the key communities we currently serve:



**Latitude Margaritaville
at Watersound**

Panama City Beach



**Golden Lakes Village
Association Phase "A"**

West Palm Beach



**Seasons
Condominium**

Fort Lauderdale



Townsend Place

Boca Raton



The Village at Abacoa

Jupiter



River Bridge

West Palm Beach



Delray Racquet Club

Delray Beach



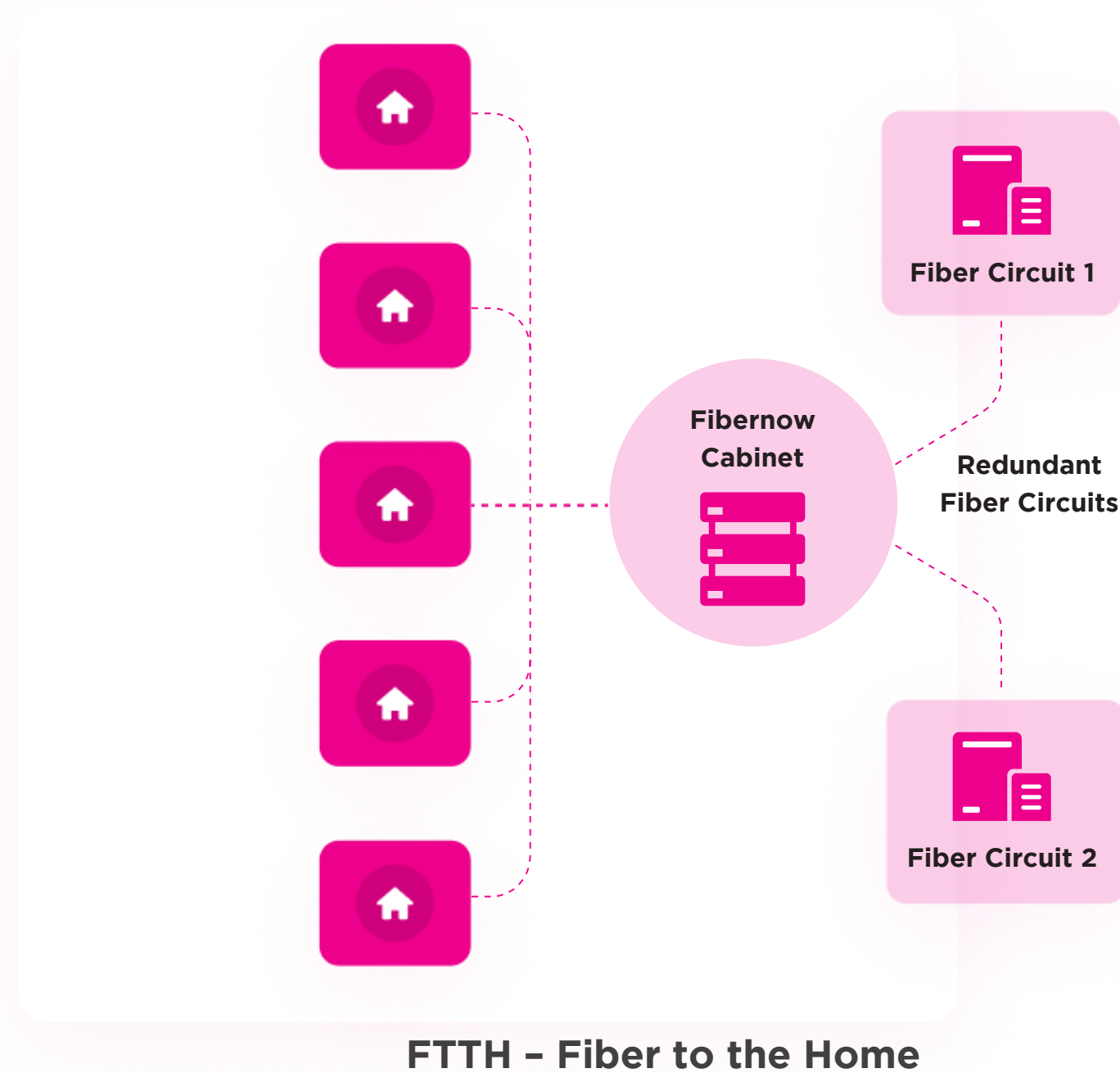
La Pinata

Greenacres, FL

Network Design & Resiliency

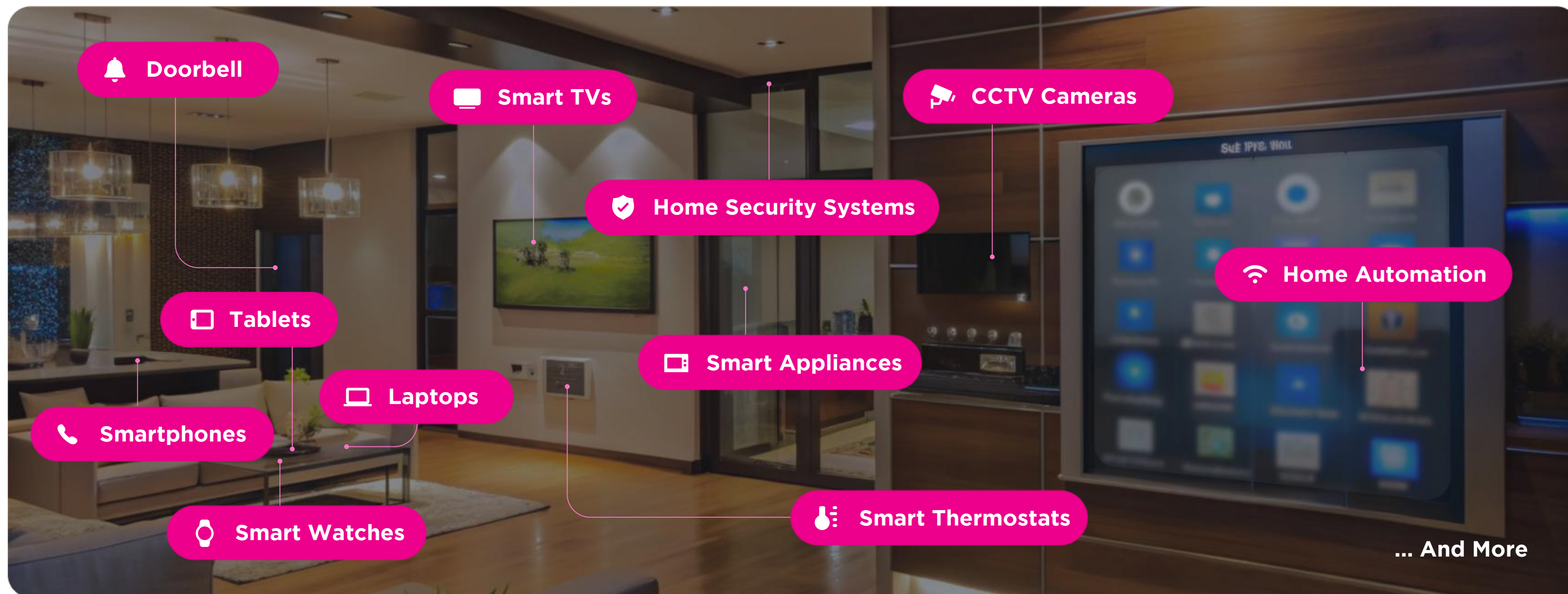
Future-Proof Connectivity for Your Community

- 10 Gig Fiber-to-the-Home
- XGS Passive Optical Network
- 99.999% Uptime
- Redundant Fiber Circuit
- Battery backup
- Dedicated Bandwidth



Whole-Home Intelligent Wi-Fi

The average household now has at least **16 devices**, all competing for bandwidth. Each home's bandwidth needs are unique due to the variety and number of connected devices, including:



Whole-Home Intelligent Wi-Fi



Adaptive Wi-Fi

Prioritizes bandwidth throughout your home where you need it most.

Whole Home Mesh Technology

Adapts to all home types and sizes for optimal performance.

Parental Controls

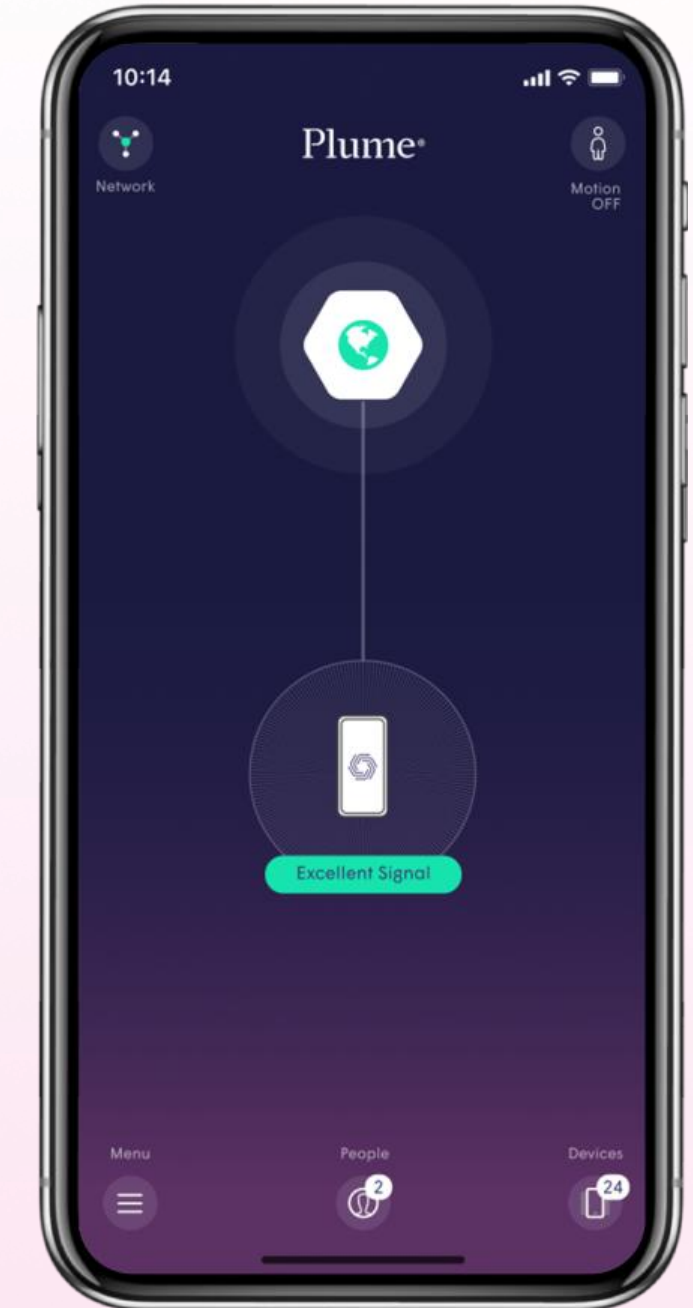
Provides age-appropriate content filters and website blocks.

Real-Time Online Protection

Guards against malicious threats with device quarantine capabilities in case of a breach.

Managed Platform

Full control and customization of your network —or let us assist from start to finish.



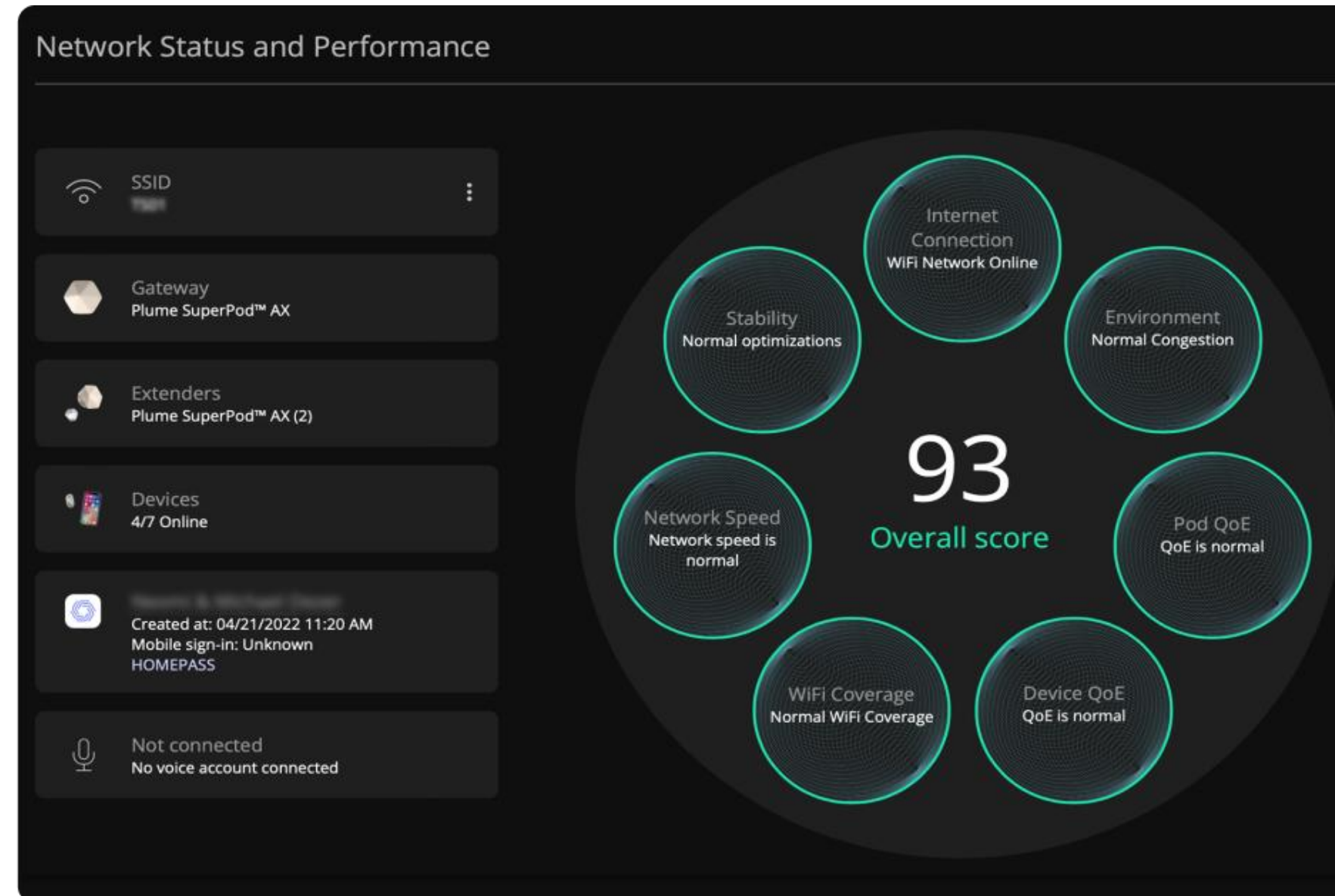
Advanced Managed Wi-Fi Support

Real-Time & Historical Monitoring

Continuous monitoring of each customer's network to ensure top-quality service.

Remote Support & Individualized Control

Manage your network with ease using the **HomePass App**.



True Wireless Mesh

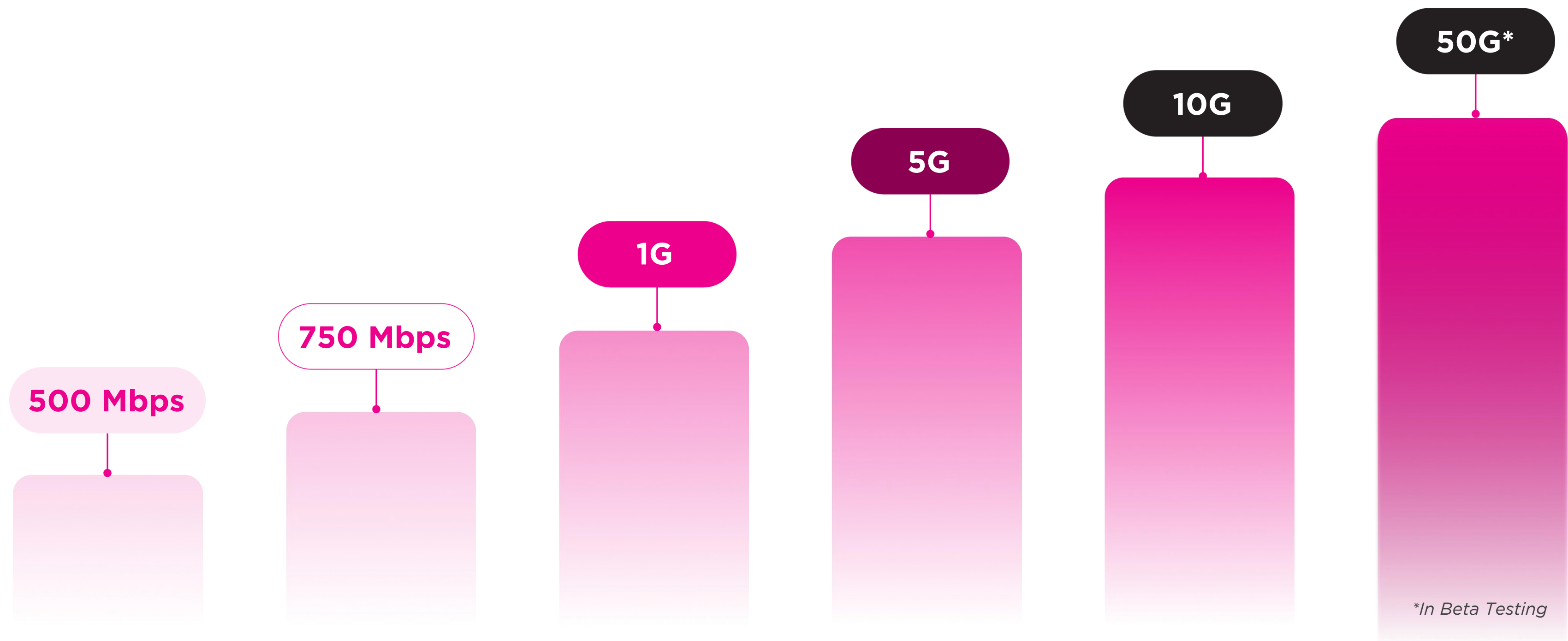
Experience seamless coverage with multi-band Wi-Fi 6E technology.

Automatic Network Optimization

Your network adjusts automatically to changes or when new devices are added.

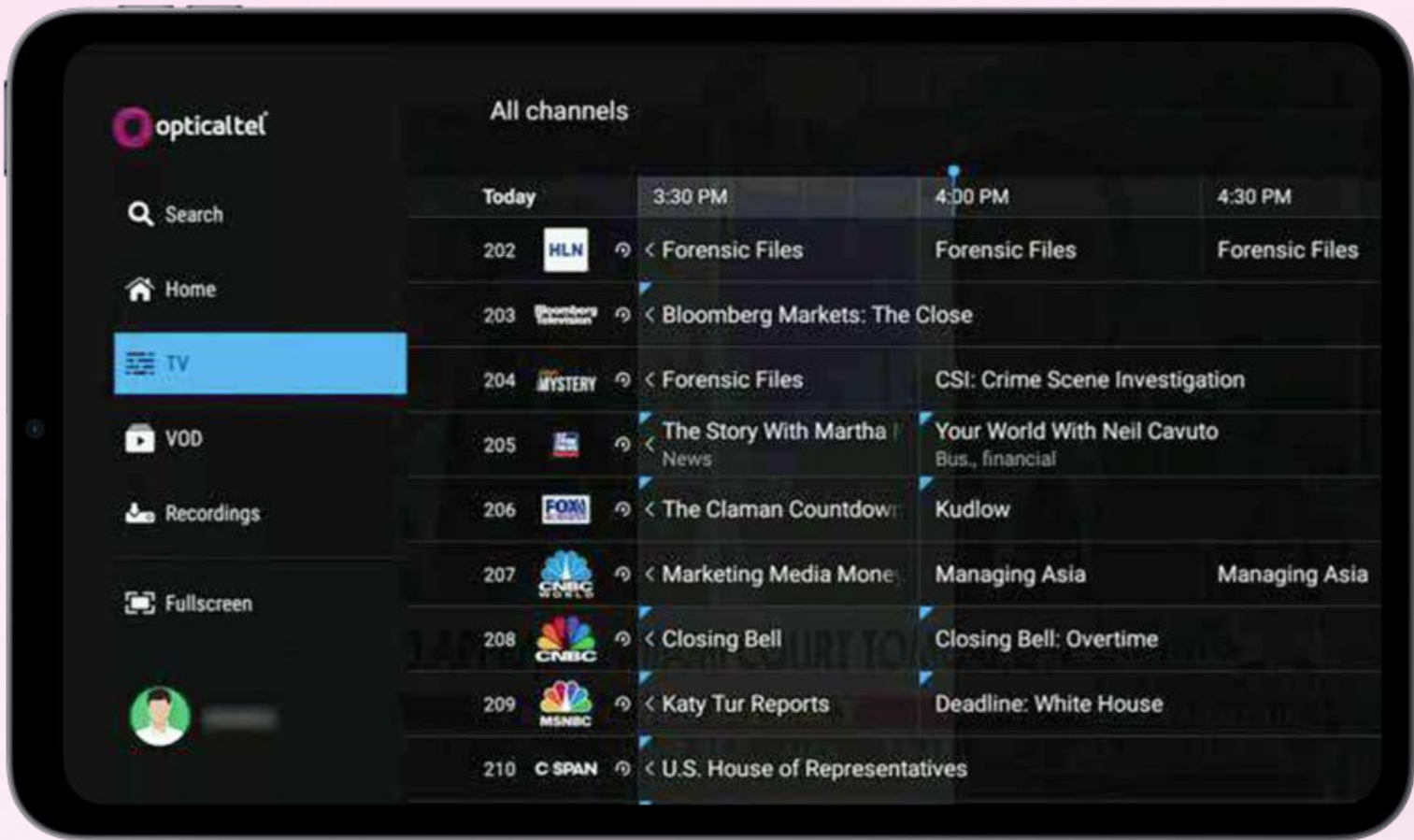
Internet Speed Tier Options

Symmetrical speed tiers starting at 500 Mbps all the way up to 50G



Next-Gen Entertainment Experience Cloud Video Service

Turbocharged by **Google Android**, and built upon **Apple innovation**:



Cloud-Based DVR

Record unlimited programs simultaneously with up to **500 hours of cloud storage**.

Catch-Up TV

Missed a show? Scroll back and watch, no need to record in advance.

Video on Demand

Access thousands of free titles, new release rentals, live events, and more!

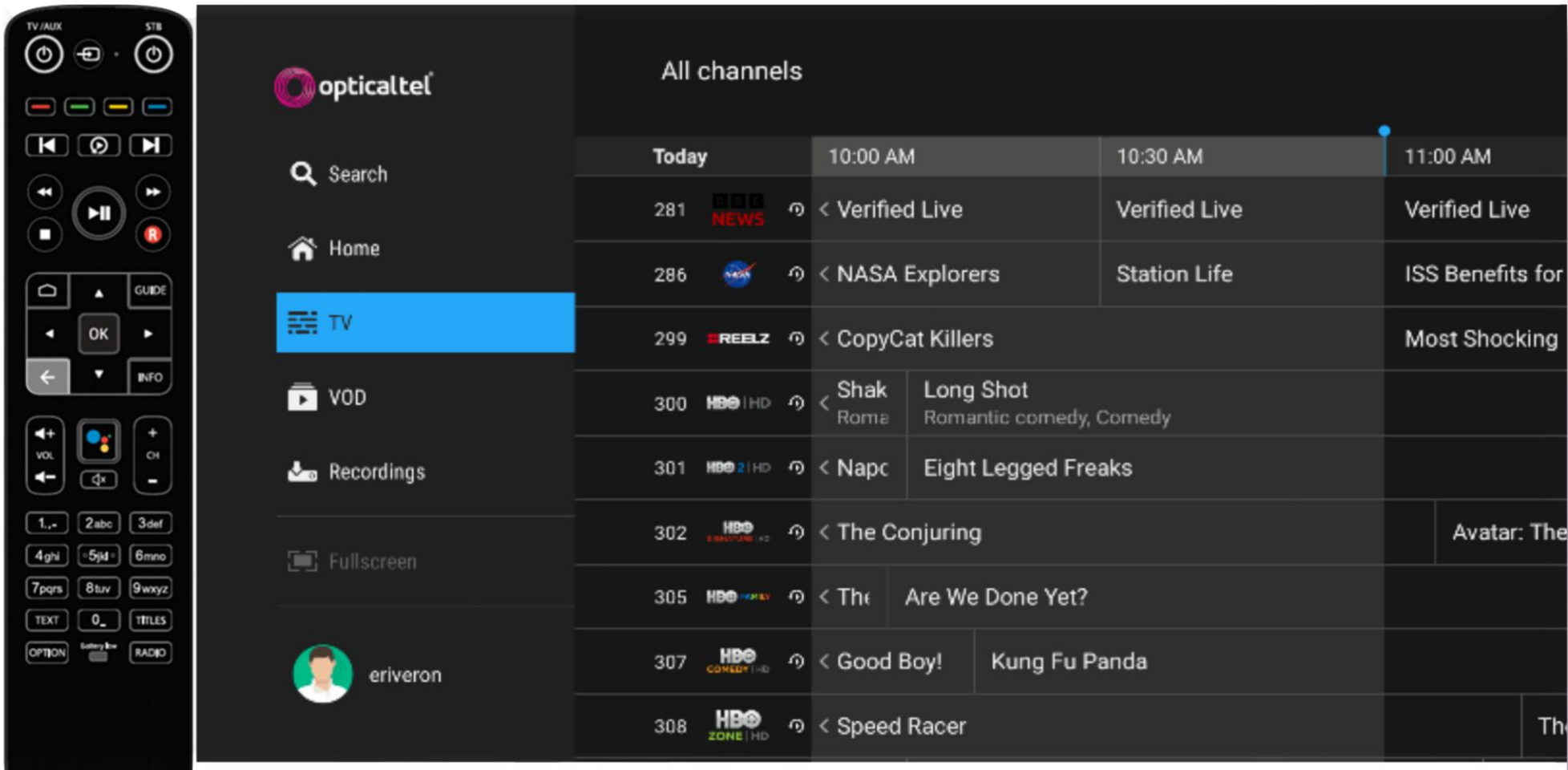
Watch TV Everywhere

Take your TV on the go—enjoy live or recorded programs on your mobile devices, anywhere, anytime.



Market Leading Remote Support for Video Services

- ✔ **Remote login set top box (STB) support** for real time troubleshooting
- ✔ **Community performance monitoring** to ensure consistent service quality
- ✔ **Equipment performance monitoring** for proactive issue detection
- ✔ **70% increased** first-call resolution
- ✔ **65% reduced** need for dispatch



Specialized Services



SUMMARY OF SPECIALIZED SERVICES

- **Wireless hotspots** for common areas
- **Seasonal program** for service pause on retail upgrades
- **Data connections** for gatehouses and association facilities
- **Service suspension** for non-payment of HOA/COA dues

Fibernow is well-versed in the needs of Community Associations and provides the specialized services essential to each community. From customized billing for residents to dedicated account management and on-site representatives, we offer comprehensive solutions. Additionally, we are one of the few providers that supports **HOA/COA Suspensions** on a monthly basis, assisting associations and property management in addressing non-payment of HOA dues.



Crystal Clear Digital Telephone Service

Our Fiber-to-the-Home network ensures exceptional call quality with the advantages of traditional landlines & digital technology.



Digital Telephone Service Features:

- 01 **Call Logs** - Easily view and manage your call history.
- 02 **Call Forwarding** - Forward calls to another number seamlessly.
- 03 **Caller ID Retrieval & Delivery** - Know who's calling before you pick up.
- 04 **Call Return** - Quickly return the last call with ease.
- 05 **Call Waiting** - Never miss a call while you're on the line.
- 06 **Flash Call Hold** - Place a call on hold instantly.
- 07 **Last Number Redial** - Redial the most recent number effortlessly.
- 08 **Speed Dial 100** - Store up to 100 contacts for quick dialing.
- 09 **Digital Voicemail** - Access and manage your voicemail anytime.



Bulk Offering



Bulk Proposal- Fiber to the Home

INTERNET SERVICES:

Bulk Rate: \$37.99

- 1 Gig/1 Gig symmetrical speeds to each unit
- Whole Home Wi-Fi Mesh System – Wi-Fi 6e
- Internet Upgrades up to 10Gbps symmetrical speeds
- Fiber to the Unit infrastructure (Full Property Redundancy)

- Ten (10) year term
- 4% annual escalator
- **Door Fee:** \$400 per unit payable 90 days after activation
- Dedicated Account Manager
- Courtesy Video, Internet and Wi-Fi to Common Areas
- Two (2) divergent fiber paths for complete redundancy to Community)
- Dark Fiber locations included as specified in the RFP map.

Bulk Proposal- Fiber to the Home

INTERNET AND VIDEO SERVICES:

Bulk Rate: \$65.95

- Channel Line up including Digital Basic, Preferred, and High Definition
- Two(2) Wireless Stream TV Boxes with Voice Remote
- Cloud DVR Service, HD & 4k Capable (250 Hours of Storage)
- 1Gig/1Gig symmetrical speeds to each unit
- Whole Home Wi-Fi Mesh System – Wi-Fi 6e
- Internet Upgrades up to 10Gbps symmetrical speeds
- Fiber to the Unit infrastructure (Full Property Redundancy)
- Ten (10) year term
- 4% annual escalator on video and internet
- **All Programming Cost are included in the Bulk Rate**
- **Door Fee:** \$400 per unit payable 90 days after activation
- Dedicated Account Manager
- Courtesy Video, Internet and Wi-Fi to Common Areas
- Two (2) divergent fiber paths for complete redundancy to Community)
- Dark Fiber locations included as specified in the RFP map.

Customer Service & Support



Local Customer Service & Support



- ✓ Worry free service calls and support.
- ✓ U.S. Based Bulk Customer Service.
- ✓ Dedicated Account Manager.
- ✓ Available 24 x 7 x 365 Bulk Support Team.
- ✓ Best in Class appointment scheduling.
- ✓ Investing in technology to increase first call resolution.

+70%

Avg. first call
resolution

24/7/365

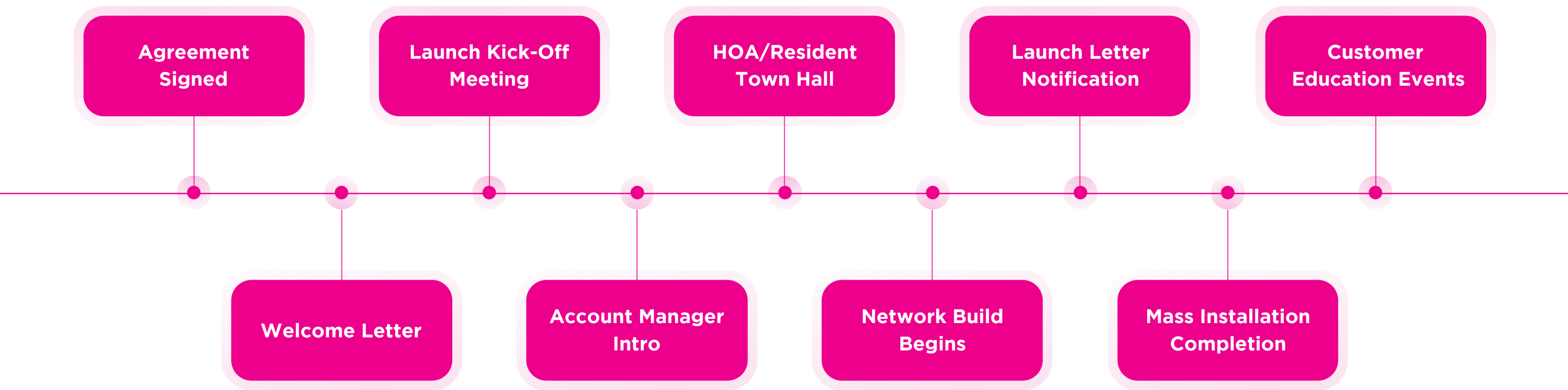
Local tech support &
Network Operations
Monitoring

<1:00 min

Avg. hold time for
inbound customer
service calls

Phased-In Transition

Fibernow delivers first-in-class customer experiences throughout resident **onboarding**. We are hyper-focus on the customer experience ensuring that residents get what they need and installations are completed successfully, with all questions answered by highly trained Fibernow personnel.



Post-Launch Resident Support and Engagement



Dedicated **Account Manager assigned to your account** liaises monthly with the **Board of Directors** and **Property Management**, while providing a wide range of support and engagement activities designed to ensure a smooth transition and foster strong community relationships.



Dedicated Account Manager through length of contract

Quarterly resident seminars on services on-site

Meet your Account Manager events for Q&A

Table-top sessions for navigating in-home equipment

Annual appreciation events for the community

Tech for the Day for direct field service support

Scope of Work



Network Design – Infrastructure Map



- ✓ The Proposed System is a Complete 100% Fiber Optic Network.
- ✓ The System is an XGS PON Fiber to the Home (FTTH) Network.
- ✓ The System Will Support a 10Gbps Symmetrical Speed Profile at Launch and Fibernow is already Working on the Next Upgrades Allowing for 100Gbps and Beyond with Only a Simple Change to the End User Equipment to Deliver the Service at a Later Date.
- ✓ As a Passive Optical Network, the only Active (Electrically Powered) Equipment Resides at the Main Cabinet – All Subsequent Cabinets (FDHs) are Passive and Require No Additional Power Providing Less Failure Points.

Network Design – Infrastructure



24"x36"x24" Handholes used throughout property to splice laterals off main fiber into the buildings and distribution points



Why Choose Fibernow?

Here's how Fibernow can elevate your services and provide unmatched support:

✓ **Symmetrical Internet Speeds Up to 50G***

Power your operations with ultra-fast fiber connections.

✓ **Industry-Leading Response Times**

Hold times of less than one minute, ensuring swift assistance.

✓ **Cloud-Based Video Solutions**

Turbocharged by Android and built on Apple innovation.

✓ **Redundancy for your Network**

Two divergent paths for 99.99% up time

✓ **US-Based Call Center**

Our local, in-house team is ready to assist with personalized service with technology to remote into your system as needed.

✓ **First-Time Call Resolution Over 70%**

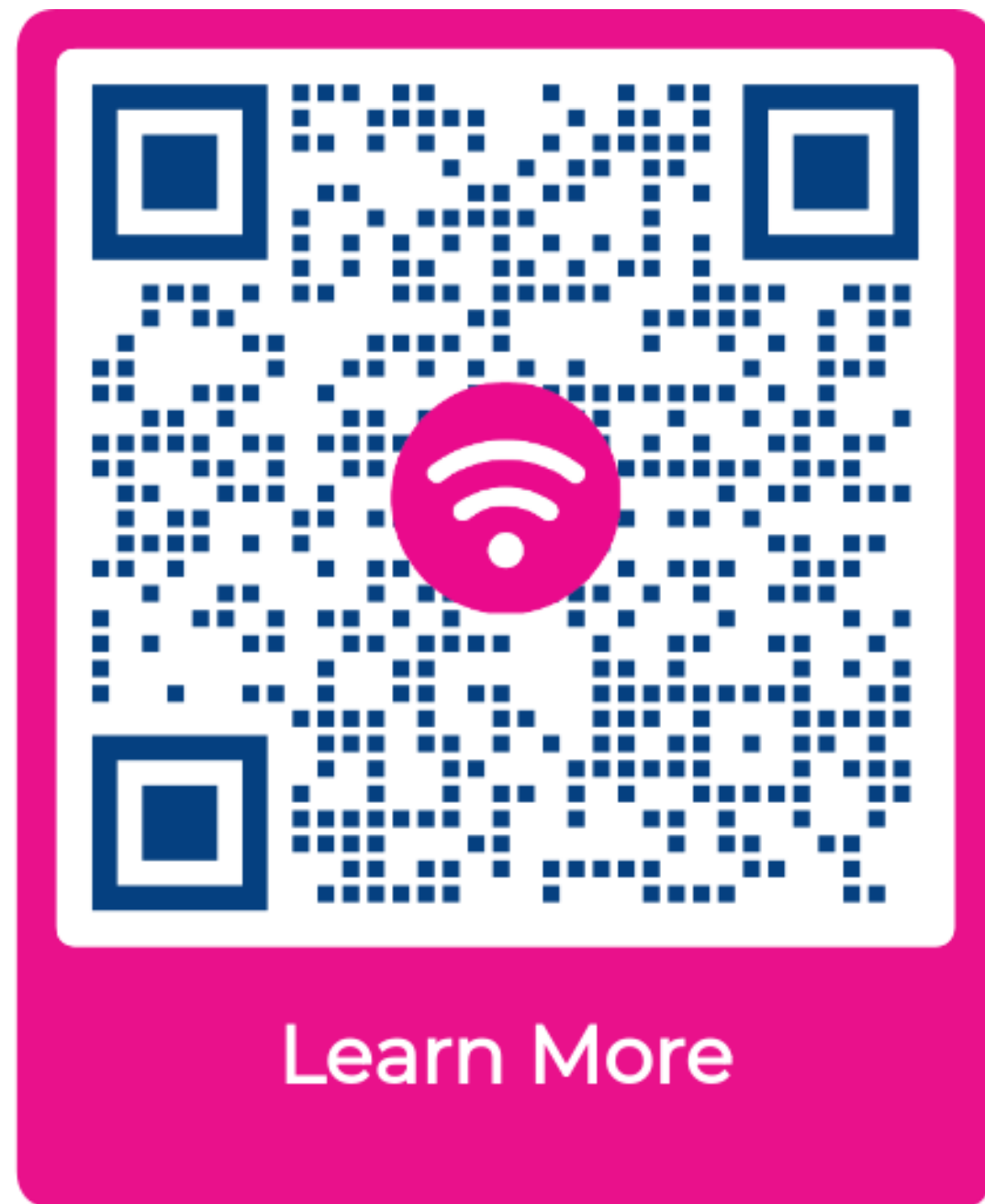
Experience real-time troubleshooting for immediate problem solving.

✓ **Advanced Managed Wi-Fi 7**

Enjoy real-time monitoring, customizable control, and enhanced coverage.

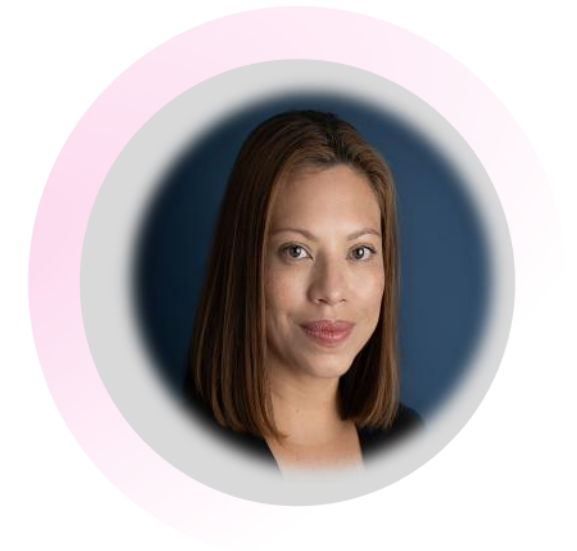
Q&A

Let's Keep the
Conversation Going:



Lucia Heredia

Senior Account
Executive



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fibernow™
by OpticalTel™