



**Your network.
Our responsibility.**

BENEFITS OF MANAGED WIFI

03/05/26

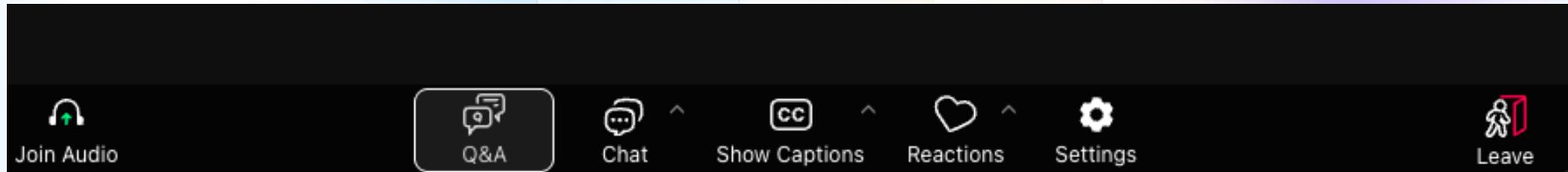
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Questions?



Click here to submit
your questions



Our Speakers



Layne Levine

Chief Revenue Officer,
Gigstream



Patrick Albus

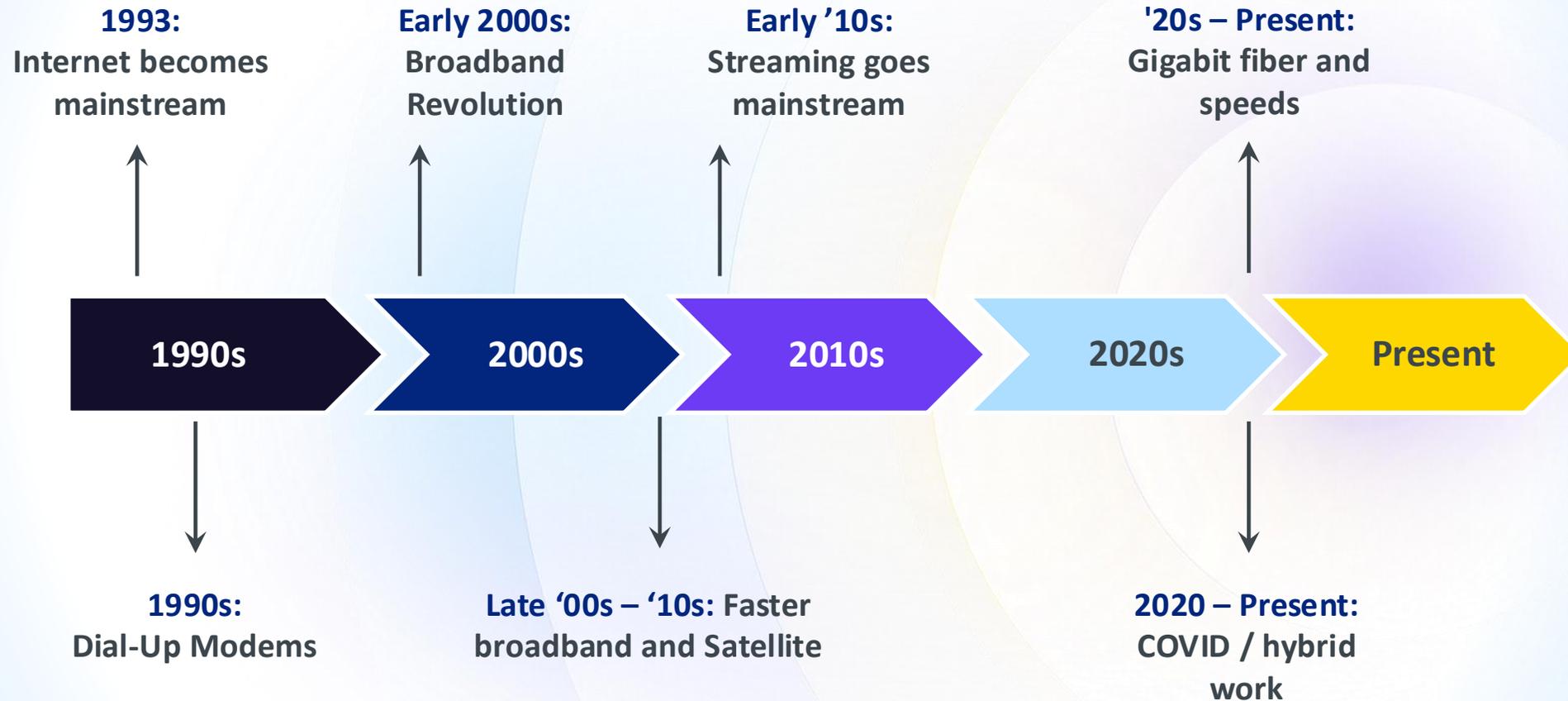
Chief Executive Officer,
Gigstream



Josh Gampp

Sr. Vice President,
Centralized Operations and
Chief Technology Officer, UDR

History of Multifamily WiFi





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BENEFITS OF MANAGED WIFI

Patrick Albus

Poll Question



What is Managed WiFi

Managed WiFi is a professional service where a third-party provider handles **designing, installing, maintaining, monitoring, and securing** a business's wireless network to deliver **reliable, high-performance internet connectivity** for residents **without the internal IT burden, using centralized control for optimization and security.**

How Managed WiFi Compares to Legacy Models

Retail ISP

Residents source their own ISP and WiFi hardware

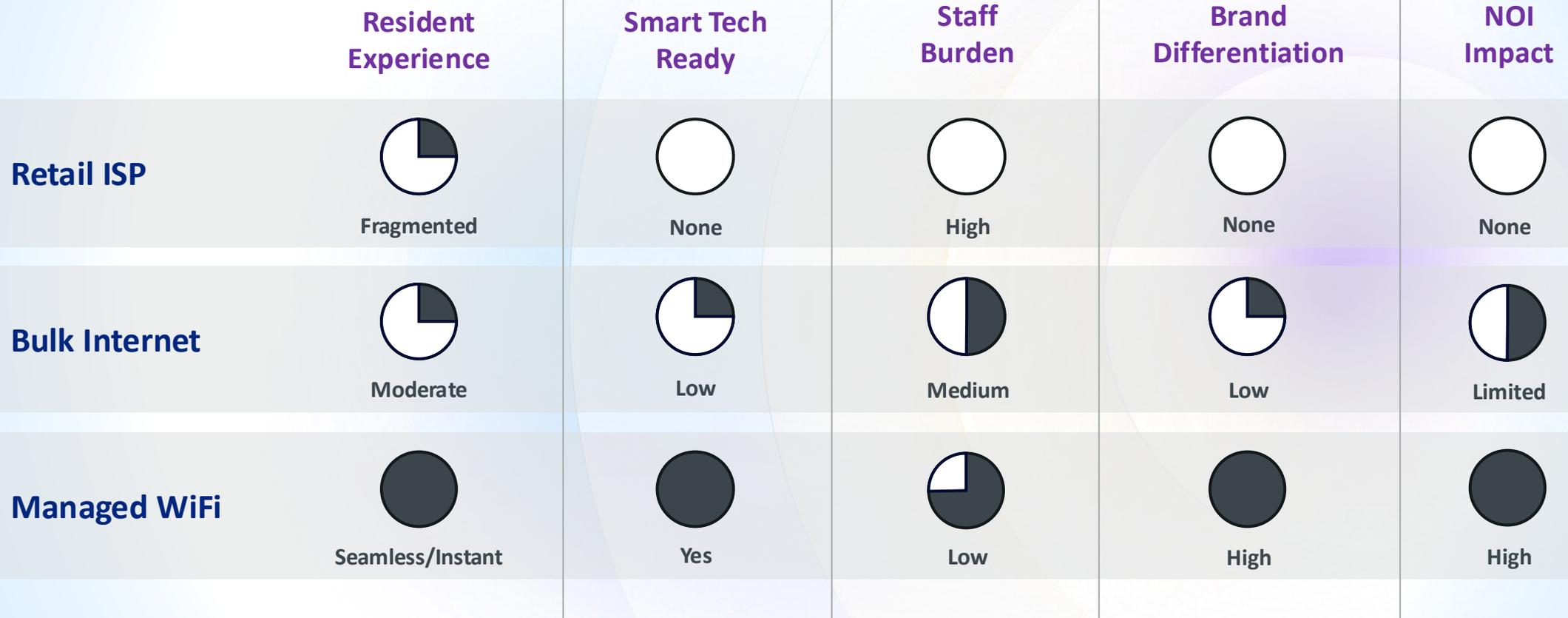
Bulk Internet

Multifamily property owner provides internet and WiFi for residents

Managed WiFi

Multifamily property owner offers fully meshed WiFi infrastructure as an amenity

How Managed WiFi Compares to Legacy Models





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**UDR'S IMPLEMENTATION
OF MANAGED WIFI**

Josh Gampp

Josh Gampp and UDR



Josh Gampp

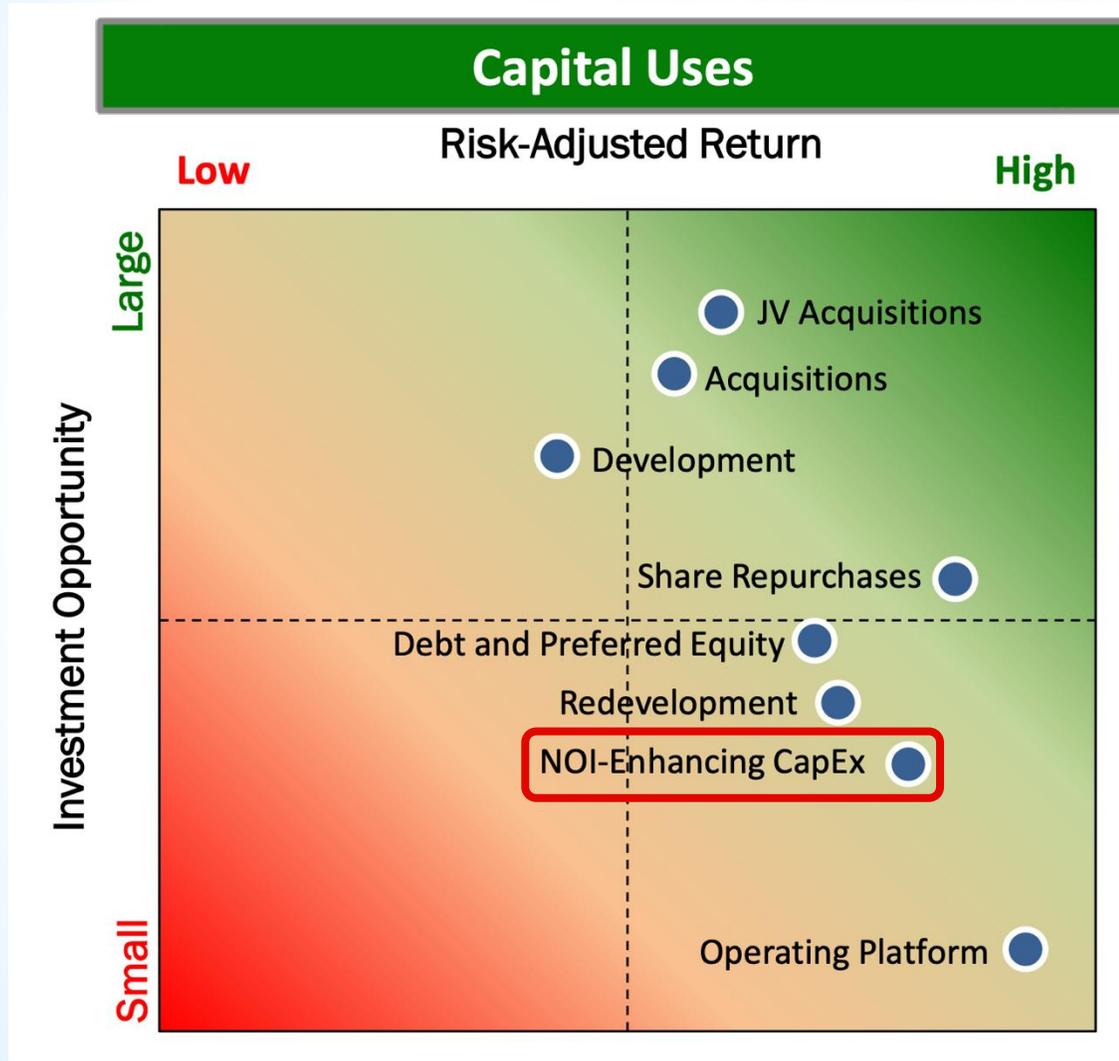
- CTO at UDR
- Long history in communications and technology
 - Level 3 Communications
 - Jones Cyber Solutions
 - Sapient Consulting
 - Etc.



UDR

- NMHC Top 50 Owner
- Over \$11B in assets across 21 US markets
- Strong track record of shareholder return
- Investments in innovative technology as a competitive differentiator
- 35k units of Managed WiFi

Investing in Innovation



Strategic Focuses:

- Customer experience
- Investment analytics

From UDR Feb 2026 Investor Presentation

Our Journey to Managed WiFi

How We Assessed Providers

- Roadmap alignment with business goals
- Small pool of pure-play Managed WiFi providers
- Financial stability
- Ability to execute on vision

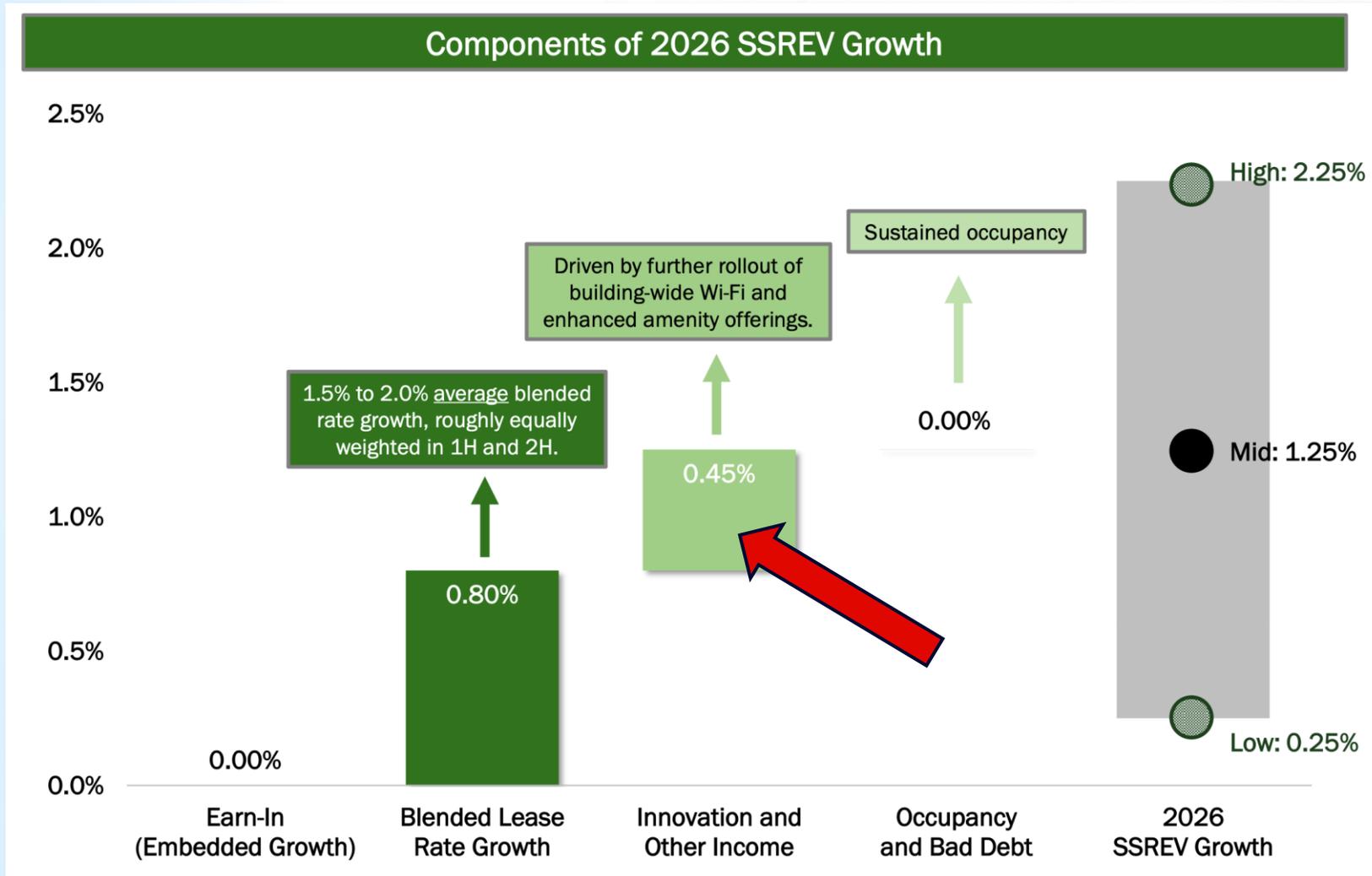
Why Gigstream?

- Met all requirements
- Pure-play provider + national reach
- Network control
- Compelling business model
- Industry expertise + NOI Growth

The Experience with Gigstream

- Collaborative partnership with proactive resolution
- Based on performance, confident in ongoing relationship
- Trusted to care for our residents
- Flexible financing options for incremental growth

Results from Managed WiFi



- Foundation for on prem technology innovation and support for IoT applications
- Community WiFi expected to be \$5-\$10M NOI in 2026+
- Higher resident satisfaction, increased lifetime value, higher retention, fewer vacant days, improved pricing, and margin expansion



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**CONSIDERATIONS WHEN
ASSESSING MANAGED WIFI
OFFERINGS**

Patrick Albus

Considerations for Managed WiFi Infrastructure

- Who **owns the infrastructure**, and what happens at the end of the contract?
- What **uptime guarantees, service-level agreements, and support structures** are in place?
- How is **resident privacy protected**, and what data security standards does the provider follow?
- How **seamless is onboarding** for new residents and property staff?
- Can they **implement consistent service** across multiple states or markets?
- Do they offer **financing options or cost-sharing models to reduce upfront capital** outlay?

Managed WiFi Landscape

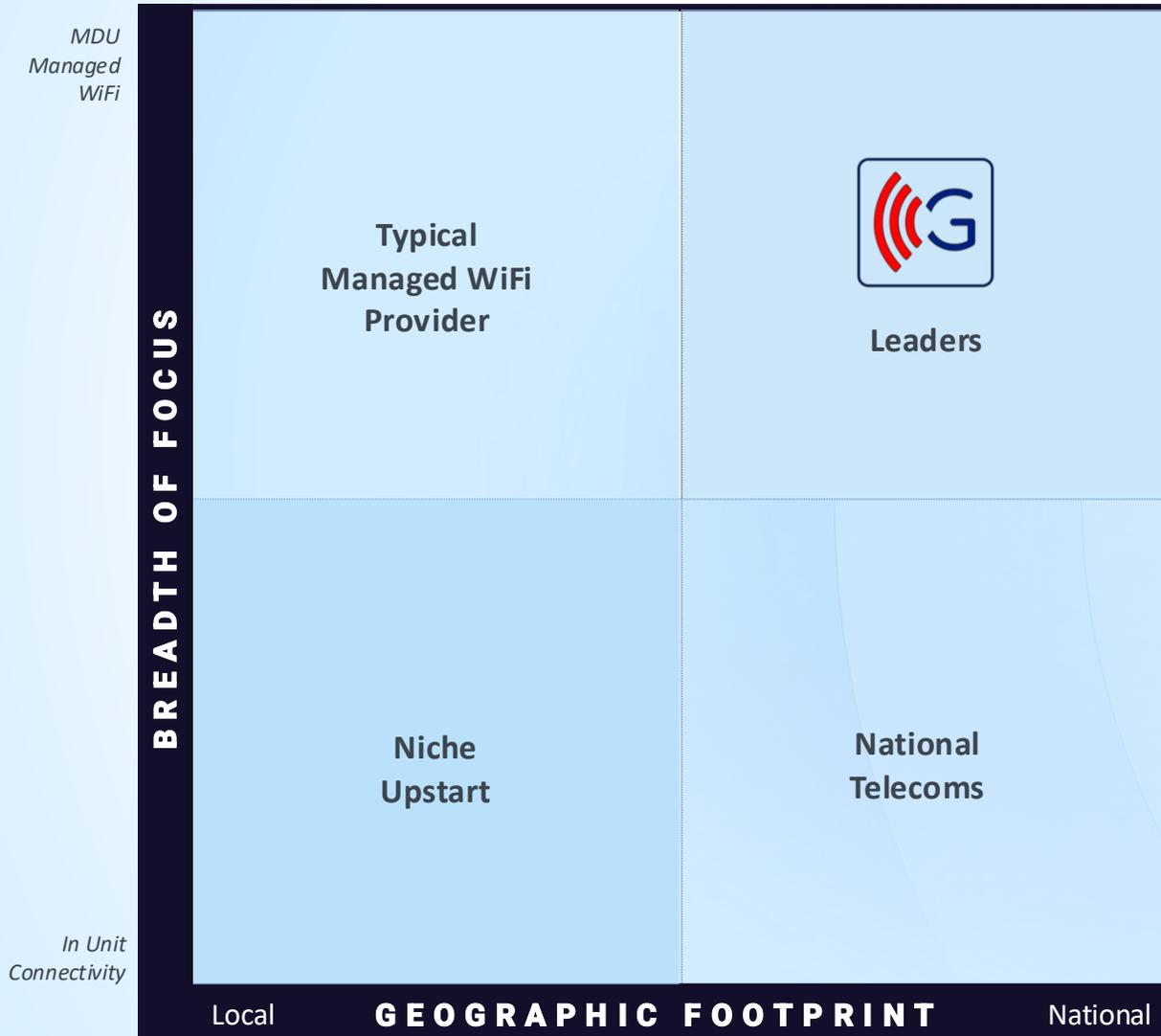


Chart Source: Houlihan Lokey

Competitive Advantages



Managed WiFi is a superior product



Access to capital



Ability to Scale & Invest in Platform



Ruckus Partnership



1 Multifamily Managed WiFi is our only product



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QUESTIONS?

Article that Continues the Conversation

Rethinking Connectivity:

Why Managed WiFi is the Future of Multifamily Internet

- A side-by-side look at four internet delivery models
- The business case for owning your connectivity infrastructure
- How centralized networks support smart devices and automation
- Key questions to consider when scaling to additional properties



Article on Asset-Backed Financing

Managed WiFi in Your Properties: Removing the Capital Barrier

- Modernize buildings with zero upfront investment
- Increase NOI from day one
- Choose a financing model aligned to your ownership strategy
- Move faster without compromising long-term return



Upcoming Webinar

Asset-Backed Financing to Unlock NOI

Watch your email for an invite

TBD



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THANK YOU