

# Our Focus, Our Impact

Focused on  
Fiber. Florida. You.

20  
26

Summit Broadband  
Annual Impact Report

2025  
Year in  
Review

# Our focus on Fiber, Florida & You is what elevates the Summit Experience.



**Focus Promise**  
Launched September 2025



Reflecting on 2025 Accomplishments

**A Letter from the CEO** 4

About Summit Broadband

**Focused on Fiber, Florida & You** 6

Community Engagement

**Local Connections, Lasting Impact** 8

Community Solutions

**Partnership-Led Support for Modern Communities** 10

Summit by the Numbers

**A Year of Transformation** 12

Community Solutions Spotlight

**Where Property Partnerships Elevate Everyday Life** 14

Residential Solutions

**Enhancing Everyday Digital Life for Our Customers** 17

Commercial Solutions

**Future-Ready Fiber for Florida's Most Demanding Networks** 18

Commercial Solutions

**Scaling Performance Across Florida** 20

Closing Thoughts & Acknowledgements

**Ready for What's Next-Together** 22

# A Letter from the CEO

## Reflecting on 2025 Accomplishments

As we reflect on 2025, I'm proud to share Summit Broadband's Impact Report and highlight the progress we made to strengthen connectivity across the state and improve the experience we deliver to you every day.

This year, we launched a message that captures what drives our work:

Focused on Fiber. Focused on Florida. Focused on You.

It's more than a campaign. It's our commitment to building the infrastructure Florida needs, investing in the communities we serve, and delivering service that's faster, simpler, and more reliable.

Here are a few ways we put that commitment into action.

### Our Focus on Fiber

Accelerated expansion: We extended our owned and operated fiber network by over 200 route miles, reaching more Florida communities with Summit fiber.

### Future-Ready Upgrades

We continued upgrading the network to support up to 10 Gbps speeds, Wi-Fi 7, and smart community technology, so your connection stays strong as your household's needs grow.

Our network now supports up to

# 10 Gbps

plus Wi-Fi 7 and smart community technology

### Our Focus on Florida

Florida is home, and our investments go beyond infrastructure. In 2025, we continued showing up for the communities where we live and work through local partnerships, community events, and giving initiatives that support families, students, and local organizations. We also remained active in regional economic development and industry conversations that help advance broadband access and long-term growth across the state. These efforts reflect our "Summit Promise" to build better connections through both technology and community impact.

### Our Focus on You

A better in-home experience: standardized setups helped enable faster installs and fewer service issues.

### More Than Internet

We introduced services like cybersecurity, device protection, and smart home support to help keep your connected home safer and running smoothly.

### Smarter, Proactive Support

Proactive monitoring and faster resolution helped reduce customer support calls by 26% year over year, with average answer times under 60 seconds (and under 40 seconds for the past eight months).

Faster service visits: trouble tickets were down 18% year over year, and installation and repair appointments averaged about one day for calls placed before 5 p.m.

Support calls reduced

# 26%

year over year

with answer times averaging under

# 40 secs

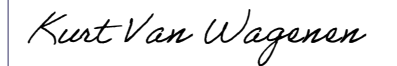
for the past 8 months

### Improved Digital Tools

Enhancements to My Account and expanded self-help resources made it easier to manage your services and get support on your schedule.

Thank you for choosing Summit Broadband. We're grateful to serve you.

Warm Regards,



**Kurt Van Wagenen**  
Chief Executive Officer



“





*I am incredibly proud of the tireless dedication our team has shown over the past year. Giving back isn't just a corporate initiative; it's a reflection of our team's hard work and their genuine passion for serving our neighbors.”*

**Kurt Van Wagenen**  
Chief Executive Officer

# Focused on Fiber, Florida & You

We deliver top-tier, ultrafast, reliable fiber internet to Florida homes and businesses—our communities—with the personal touch of a local provider. We are committed to keeping our customers always connected and always supported. It’s a commitment we live, stand behind, and guarantee.



-  **51%** Residential Bulk
-  **41%** Commercial
-  **6%** Residential / FTTH\* & ROE\*\*
-  **2%** Other Network Services

## From Early Florida Fiber to Far-Reaching Impact

For more than 30 years, we’ve continued to pioneer, innovate, and expand our network. Backed by Florida-based teams and always-on support, we deliver lasting impact for the communities we serve.

**\* FTTH (Fiber to the Home):** Fiber internet delivered directly to an individual residence, with service selected by the homeowner or resident.

**\*\* ROE (Right of Entry):** An agreement that allows Summit to install fiber infrastructure in apartment complexes and other multi-dwelling communities, making service available to residents.

Among the

# First

to bring fiber-optics to Florida

Backed by Grain Management

# \$200M

in network investment for fortification, security & expansion

By year-end 2025

# 6,000+

miles of owned and operated fiber routes across Central, Southwest, and West Florida

Over

# 30 yrs

serving our local communities

Powered by

# 250+

Florida-based professionals and a locally driven executive leadership team

Always-on

# 24/7/365

U.S.-based customer support, backed by industry SLA

# Local Connections, Lasting Impact

## 2025 Community Impact

In 2025, Summit Broadband remained steadfast in supporting the communities where we live and work.

### City of Leesburg

A highlight of 2025 was our deepened partnership with the city of Leesburg, where we sponsored three landmark events: the Fourth of July Spectacular, the 5K Flapjack, and the Christmas Parade. These celebrations allowed us to connect directly with residents and honor the local spirit that makes Florida unique.

Over

# \$437K+

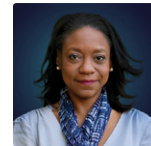
in total contributions to the city of Leesburg\*

## Givings Campaign

Our annual “Givings Campaign” further extended our reach, reinvesting a portion of our proceeds into Florida-based organizations. We were proud to sponsor themed trees for the Give Kids the World Village “Trail of Trees” and the Goodwill Industries of Southwest Florida “Festival of Trees.” Our Southwest Florida



*2025 was about focus—deepening community partnerships, improving the customer experience, and bringing our brand to life through a simple promise: show up, deliver, and stay accountable.”*



**Kira Howell**  
Senior Vice President,  
Marketing

team’s “Tech the Halls” tree combined holiday cheer with connectivity, featuring a raffle of high-value tech devices—including a tablet, TV, and laptop—to benefit local families.



We also strengthened local roots through our Second Annual Back-to-School Drive for Leesburg Elementary. This initiative provided school supplies, healthy snacks, and clothing to nearly 100 students in need and their siblings, ensuring they started the year ready to succeed.

Additionally, we honored our local heroes as the official sponsor of the Military Suite for the Florida Everblades. This partnership provides a dedicated space to host and

celebrate military families at 36 home games. We further expanded our regional impact by being named an Official Partner of the Orlando Magic, a landmark collaboration designed to enhance fan experiences and drive community activations across Central Florida. Together, these initiatives reflect our mission: being a dedicated partner to the neighbors we serve.

## Conferences & Events

Throughout 2025, Summit Broadband reinforced its role as a telecommunications thought leader through a strategic investment in the Orlando Economic Partnership (OEP), supporting efforts to attract new businesses and high-wage jobs to Central Florida—adding 37,500 jobs in the past two years. Our partnership helps ensure the region has the robust fiber infrastructure needed to compete in a digital economy and advance OEP’s capital investment mission.



Summit is proud to be an **Official Partner of the Orlando Magic.**



We also participated in the Florida Broadband Summit 2025 and the Broadband Nation Expo in Orlando, engaging state and local leaders on deployment resilience and the BEAD Program, including Florida’s \$1.2B allocation to bring high-speed connectivity to over 100,000 unserved and underserved locations. These conversations—and our presence at industry events like Fiber Connect 2025 and local Economic Development Councils—help translate policy and innovation into real outcomes: stronger digital infrastructure, expanded opportunity, and connected communities across Florida.

# Partnership-Led Support for Modern Communities

## Building HOA Culture Through Meaningful Connection

In 2025, Summit Fiber helped elevate the resident experience across our bulk residential communities by moving beyond routine transactions to become a true culture contributor. We recognize that modern HOA living is defined by a sense of belonging, safety, and connection. By aligning with board priorities, we focused on participation and presence—ensuring high-speed fiber serves as the invisible backbone for a vibrant, well-connected community lifestyle.



## Beyond the Install: 2025 Community Activations

A partnership truly begins after Day 1. Throughout 2025, our team supported boards and residents through ongoing, high-touch engagements—ranging from resident tech-help sessions to neighborhood volunteer days.

From sponsoring refreshments at seasonal socials to hosting interactive workshops, these moments helped bridge the gap between complex technology and everyday convenience.

The result: stronger relationships, more connected neighborhoods, and experiences that help define what “home” feels like.



“This year, Summit Broadband continued investing in our fiber infrastructure while expanding our presence in residential communities throughout Florida. By delivering reliable, high-capacity connectivity and responsive local support, we remain committed to helping communities thrive today and preparing them for tomorrow’s digital demands.”



**Theresa Fletcher**  
Senior Vice President,  
Community Solutions

## Measurable Outcomes for Property Operations

For HOAs, the value of strong vendor-board alignment shows up in smoother operations and fewer connectivity pain points. In 2025, our expanded support model helped streamline communication and simplify issue resolution—so boards could stay focused on the big picture while we supported the digital heartbeat of the neighborhood.



By investing in these relationships, we helped create environments where residents can connect more easily, build pride in their community, and feel supported long after installation.

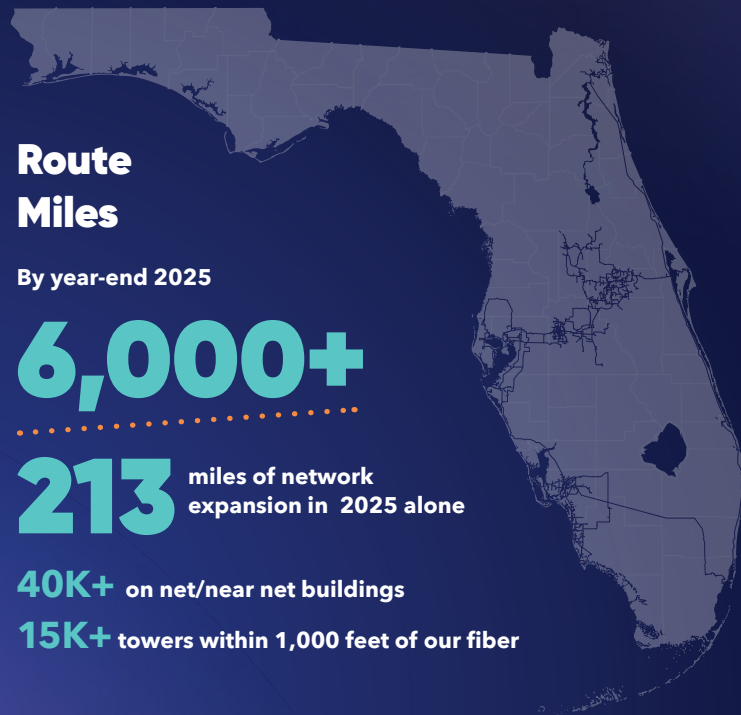


Learn more about Summit Communities for HOAs & Residents. Scan or click here.

[summitfiber.com/communities](https://summitfiber.com/communities)

# A Year of Transformation

## Footprint



Backed by Grain Management

**\$200M**

in network investment for fortification, security & expansion

**70K+** Total Customer Accounts

**320** Residential HOAs & Communities Served

## Performance

Uptime

**99.9%**

network availability commitment

On-Site Technician Visits Down

**↓ 18%**

Repeat Dispatch on New Installs Down

**↓ 40%**

## Customer Momentum in 2025

Residential Bulk/Community Renewal Rate

**97%**

Residential Market Share Growth

**5.3%** FTTH\*  
From 15% to 20.3%

**3.2%** ROE\*  
From 38.4% to 41.6%

Delivered a

**400 Gbps**

Enterprise transport solution

## Experience Delivered

Average Time to Answer Calls

**36 secs**

83% of support calls answered in under 60 secs

First Call Resolution Rate

**76%**

On-Time Performance

**89%**

for installs & service calls

"Our priority is making sure the network remains strong, scalable, and ready to support the evolving needs of our customers. We continue investing in resilience, visibility, and long-term performance to deliver the reliable connectivity they depend on."



**Torryon Coleman**  
Vice President,  
Network Engineering

"Our mission has always been to meet customers where they are and continually elevate how we support them. In 2025, we advanced that mission by redesigning key operational processes to drive speed, clarity, and confidence in every interaction."

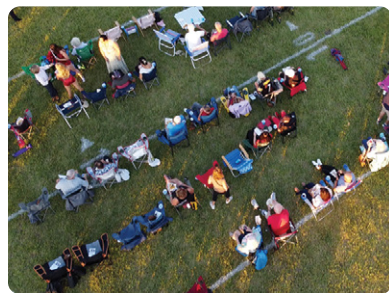


**Ernie Hoffmann**  
Executive Vice President,  
Operations

# Where Property Partnerships Elevate Everyday Life

## Football Watch Party, Neighborhood-Style at Angeline

In October 2025, Summit Broadband partnered with Angeline Properties to bring residents and property leadership together for Monday Night Lights, a community-focused event centered on connection and entertainment. As part of this collaboration, Summit sponsored a football watch party hosted on-site at the Angeline community,



transforming a shared space into a stadium-style viewing experience for residents.

To showcase the power and quality of Summit's video platform, the event featured a large outdoor projector displaying the SBB TV experience (launched in 2025), giving residents a first-hand look at how Summit delivers live sports and entertainment

over its fiber network. The setup allowed residents to experience the clarity, reliability, and ease of SBB TV in a relaxed, social setting.

From pre-event communications to on-site support and resident

engagement during the game, the event was made possible through close coordination between Angeline's management team and Summit's leadership, marketing, field operations, and community account managers. Residents shared enthusiastic feedback about both the atmosphere and the technology on display, with several noting it felt just like

being at a sports bar—only in our own neighborhood. Others appreciated the chance to meet Summit team members, ask questions, and share input that helps shape future product and customer experience improvements.



DJ sets the tone for the watch party



Residents gather to watch the game on SBB TV



Ernie Hoffmann, EVP of Operations



Summit Broadband's partnership played a key role in helping us bring Monday Night Lights to Angeline. Their support created an engaging, memorable experience for our residents and reflects the kind of collaboration that makes community moments like this possible."

**Kai**  
Angeline's Community Management Team

Interacted with

**250+**

on-site participants



# Enhancing Everyday Digital Life for Our Customers

## Fiber to the Home (FTTH) and Right of Entry (ROE) Momentum

As Summit expands fiber in FTTH and ROE communities, local events help turn availability into adoption—meeting residents where they are, answering questions, and getting households connected faster.



These efforts helped drive new connects and penetration while reinforcing what fiber enables at home: smoother remote work, streaming, gaming, and smart-home reliability.

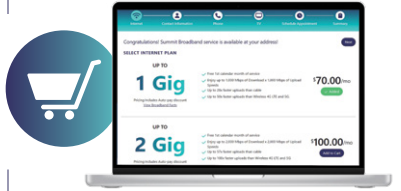
## Supporting Local Community Heroes

Summit's Community Hero Discount supports the professionals who keep communities running—first responders, healthcare workers, educators, and military. The program offers \$10 off per month for 12 months on eligible fiber internet tiers, helping make reliable connectivity more accessible for those who serve, heal, and teach.

## Self-Service Made Simple

In July 2025, Summit launched new digital tools that reduce friction from day one: an online shopping cart that streamlines ordering and scheduling, and a My Account Portal that makes it easier to manage service. Customers can handle key tasks like account details, appointments,

and billing—saving time and supporting faster resolution.

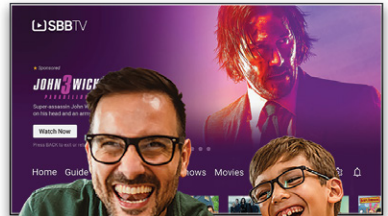


Online Shopping Cart

## SBB TV + Summit Stream: A New TV experience

In Q4 2025, Summit expanded its TV experience with Summit Stream—a streaming-first option built for app-based viewing and household flexibility.

It includes live and on-demand programming plus Replay TV, 72-hour Catch Up TV, and Cloud DVR. Summit also broadened SBB TV availability across more FTTH and ROE communities—adding choice, backed by Summit's fiber network.



*In 2025, our Residential focus was simple: show up for the communities we serve and execute with discipline. That focus translated into real improvements customers could feel—greater reliability, faster support, and a stronger day-to-day experience."*



**Luis Llop**  
Vice President,  
Residential Sales

2025 Residential Events

**215** ROE & FTTH

**+300%**

increase in ROE events held



Explore faster, more reliable internet for everyday life. Scan or click here.

summitfiber.com/residential

# Future-Ready Fiber for Florida's Most Demanding Networks

## Fiber That Keeps Business Moving

Organizations depend on connectivity that performs under real demand. Summit delivers fiber-powered solutions for businesses and institutions that need consistent performance, strong upload speeds, and room to scale without rebuilding their network.

With a wholly owned local fiber network spanning more than 6,000 route miles across Florida, Summit controls infrastructure end to end, with built-in redundancies and proactive monitoring to help minimize disruptions.

This foundation supports reliable internet, TV, and voice solutions for enterprise, hospitality, carrier, government, and education customers statewide.

Cloud + devices are driving annual bandwidth growth

# 15-20%

Summit Fiber can meet that demand.

Bandwidth demand is rising as more devices connect and workflows move to the cloud. Fiber is built for that trajectory: install once, upgrade for decades.

Just as important, support is local. Summit provides U.S.-based customer service available 24/7/365, backed by SLA-driven expectations and local technicians who understand in-market buildings and infrastructure.

## Connecting USA Today's Best City Park of 2025

On any given day, Bonnet Springs Park is full of motion—families exploring trails, visitors sharing photos, and neighbors gathering for events, classes, and performances. Across 168 acres, staying connected is part of the experience, supported by seamless public Wi-Fi.

A privately funded destination built to serve the Lakeland community, the park requires commercial-grade connectivity to match its scale. Summit Broadband delivered a next-generation fiber network and ongoing telecommunications services to power digital infrastructure and smart-park technology.

Nearly one million visitors each year benefit from reliable connectivity—pulling up trail maps, coordinating meetups, and staying in touch. The network also supports commerce and programming: vendors rely on secure internet for mobile payments, and events depend on real-time audio and visuals. Behind the scenes, reliable connectivity helps teams coordinate operations, logistics, and on-site communications.



*What matters most is partnership. Customers want a provider who listens, delivers the right solutions, and consistently shows up with responsive service and reliable performance. From small businesses to large enterprises, first responders to healthcare and county school districts, organizations trust our infrastructure to power their mission-critical connectivity."*



**Jim Lamb**  
Senior Vice President,  
Commercial Sales

Lakeland's  
Bonnet  
Springs Park

Reliably Connecting  
**1M+**  
visitors every year

Park-Wide  
**Wi-Fi**  
for all guests & vendors

USA Today's  
**2025**  
Best City Park



Explore business solutions built for performance & reliability. Scan or click here.

summitfiber.com/business

# Scaling Performance Across Florida

## High-Capacity Transport, Designed to Scale

We welcomed Orlando-based Falcon's Beyond Global, Inc. as our first 400 Gbps customer—an important milestone in delivering next-generation connectivity across Florida.



Following a headquarters expansion, Falcon's Beyond needed a robust, low-latency network to power its data center and content-creation pipelines.

After exploring dark fiber, the company selected Summit's turnkey transport solution. Summit delivered two 400 Gbps circuits linking the home office to the data center for an aggregate 800 Gbps.

Built with redundancy for high availability and business continuity, the network is powered by Ciena Wave Server technology for secure, scalable performance and headroom for growth. It is monitored and supported through Summit's Network Operations Center at our Orlando headquarters, helping ensure consistent performance as Falcon's Beyond expands.

Delivered a

# 400 Gbps

Turnkey solution to Orlando's Falcon's Beyond

## Scaling Reliability Through Wholesale & Partners

Summit's impact isn't limited to the customers we serve directly—it scales through the networks and partners that rely on our fiber. Through wholesale services such as Ethernet and dark fiber, Summit provides high-capacity building blocks that help other providers and operators deliver reliable connectivity.



And through our Channel Partner program, Summit is built for trust: a "Channel Harmony" approach that minimizes conflict, eliminates deal registration, and helps partners bring the right solution forward with speed and clarity.

In 2025, our wholesale and channel partnerships expanded — creating more paths to the same outcome: scalable performance delivered with local accountability.

# The Discipline Behind Dependable Service

## Stewardship That Scales Impact

Stewardship means investing time, focus, and resources where they matter most—strengthening brand visibility, supporting customer growth and retention, and engaging employees who shape the customer experience.

It also extends beyond the numbers in how we connect with customers, communities, and one another. From Better Connections moments like our VIP Everblades event and Spring Cleaning initiatives to supporting the 2026 Tour de Cure®: Florida, these efforts—and the other stories in this report—reflect our customer-first approach grounded in reliability, trust, and lasting impact.



**Mark Rankin**  
Chief Financial Officer

## People, Trust, and the Work Behind the Work

Our impact starts with our people—strengthening the employee experience through better benefits, onboarding, communication, recognition, and tools that support daily work.

That commitment came to life through Better Connections employee engagement events, our Thanksgiving feast, and other team gatherings that build connections and celebrate contributions.

We also invest in keeping our teams sharp and future-ready. Our annual company kickoffs bring leaders together for training, collaboration, and skill-building to keep teams aligned, informed, and ready to support customers as business evolves.



**Randall Covard**  
Senior Vice President,  
Legal & People  
Operations

## Powering Performance, Protecting Trust

Our IT organization focuses on creating a secure, seamless, and customer-centric digital experience. Recent enhancements like the new online shopping cart and upgraded My Account platform make it easier for customers to explore and purchase products, pay bills, and manage accounts online—enabling faster, more convenient, and intuitive service.

Security remains critical, forming the backbone of our organization. In 2025, we implemented a zero-trust security model covering identity and access management, endpoints, networks, email, and physical safeguards. Regular security assessments, vulnerability remediation, and adherence to national standards ensure customer data stays secure while services remain reliable.

Technology is most impactful when it works quietly in the background, reinforcing trust, reliability, and a secure foundation for service excellence.



**Smruti Naik**  
Vice President,  
Information  
Technology

# Ready for What's Next—Together

I'm proud of what our team delivered and grateful for the trust our customers place in us. We expanded our owned and operated fiber network to strengthen performance, reliability, and the everyday experience people count on at home and at work.

Our progress isn't measured only in miles and speeds. It's also reflected in the communities we support, the local partnerships we build, and programs like Community Heroes, where connectivity becomes a practical way to serve those who serve others.

None of this happens without an exceptional team and partners who share our standards and commitment. Thank you to our employees for the dedication behind every connection, and to our customers for allowing us to be part of what's next.

Warm Regards,

*Kurt Van Wagenen*



**Kurt Van Wagenen**  
Chief Executive Officer

## Impact in Motion: What's Next in 2026

In 2026, the momentum continues across our teams, our communications, and the tools behind the customer experience. From our Make the Magic Happen company kickoff and Better Connections updates to new customer insight capabilities like Care Desktop, we're investing in what drives measurable results: smoother service, faster support, and a better experience for the people and communities we connect.



See upcoming 2026 events and new highlights. Scan or click here.

[summitfiber.com/events](https://summitfiber.com/events)

## Summit Broadband Annual Impact Report A publication of Summit Broadband

### Our Leadership

**Kurt Van Wagenen**  
Chief Executive Officer

**Mark Rankin**  
Chief Financial Officer

**Ernie Hoffmann**  
Executive Vice President, Operations

**Randall Covard**  
SVP, Legal & People Operations

**Kira Howell**  
SVP, Marketing

**Jim Lamb**  
SVP, Commercial Sales

**Theresa Fletcher**  
SVP, Community Solutions

**Smruti Naik**  
VP, Information Technology

**Torryon Coleman**  
VP, Network Engineering

**Sean Magrath**  
VP/GM, Corporate Development

### Current Summit Ultimate Holdings LLC Board Seats held by:

**Raghav Nayar**  
Managing Director, Co-Head of U.S. Investments, Grain Management

**Diya Berger**  
Principal, Grain Management

**Mark Fortin**  
Managing Director, Grain Management

**Kurt Van Wagenen**  
Chief Executive Officer, Summit Broadband

**Kevin Rogge**  
Vice President, Weatherford Capital

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SVP of Marketing

**Brian Buttleman**  
Creative Director, Consultant

**Nichole King**  
Sr. Manager, Brand Activation

**Chester Aleman**  
Creative Manager

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**Racertree**  
Design

**Raintree Graphics**  
Printer

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Corporate Counsel

**Jason Ifill**  
Community Account Manager

**Luis Llop**  
VP, Residential Sales

**Charisse Kissenberth**  
VP, Business Development

**Melanie Melvin**  
Senior Marketing Manager

**Tamica Schill**  
Accounting Manager

**Barnita Thomas**  
Customer Experience Supervisor

**Zack Turnbow**  
Senior Software Development Manager

### Some of Our Valued Partners

- Adtran
- Aha! Creative
- AMT
- Aspire
- BoardroomPR
- Ciena
- Corero Network Security
- Evolution Digital
- Florida Everblades
- Gulf Coast Custom Cable, Inc.
- Imperium Data
- Leverage Broadband
- LightRiver
- Nokia
- OneDigital
- Orlando Magic
- Pure Cloud/Genesys
- Salesforce
- Spectrum Reach
- TiVo
- TruDynamic
- Viamedia

### Chambers, Associations & Economic Development Partners

- Cape Coral Chamber
- Central Florida Economic Development Council (CFDC)
- Central Florida Hotel & Lodging Association (CFHLA)
- Florida Restaurant & Lodging Association (FRLA)
- Fort Myers Chamber
- Horizon Foundation
- Lake Area Economic Development (LEADS)
- Lakeland Chamber
- Lakeland Economic Development Council (LEDC)
- Leesburg Chamber
- Marco Island Chamber
- Naples Chamber
- NE Polk Chamber
- Orlando Economic Partnership (OEP)
- South Lake Chamber

### Follow Us



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on our first Impact Report.**

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take a brief survey.

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