

Smart growth, simplified

How Mereo Fiber delivered seamless, secure connectivity to +80K households nationwide through a unified Lumen partnership

Mereo Fiber

mereofiber.com

- Bulk technology provider serving high-density residential communities
- Offers internet, smart home, and security services through a single-source model
- Expanded to over 80,000 households across 37 states



Challenges

- Legacy infrastructure and outdated circuits
- Fragmented vendor relationships and slow deployments
- Rising customer expectations for seamless, always-on connectivity

Solutions

- [Lumen® Dedicated Internet Access \(DIA\)](#) circuits for high-speed, reliable connectivity
- [Lumen® SASE® with Fortinet®](#) routers for integrated security and simplified management across properties
- Vendor and account consolidation for streamlined operations

Results

- 20% year-over-year growth and expansion to 37 states
- Significant cost savings through DIA renewal and account consolidation
- Improved uptime, faster deployments, and stronger customer satisfaction

 **Mereo Fiber**

20%

Year-over-year growth

86%

Positive CSAT 2025

70

Active DIA circuits supporting national deployments

LUMEN®

Challenge

A mission to serve, a need to evolve

Mereo Fiber was built on a simple belief: technology should serve people, not complicate their lives. As their business scaled, so did the complexity of its operations.

Legacy infrastructure, fragmented vendor relationships, and rising expectations from residents and property managers created friction. Many communities lacked a single provider for internet, smart home, and security services—leading to slow deployments and inconsistent experiences.

“Our primary customer is the end resident using the service,” said Ryan Barbuto, Chief Commercial Officer at Mereo Fiber. “They want simple solutions—high-speed, highly reliable, and highly available.”

Whether serving luxury developments or underserved neighborhoods, Mereo’s goal remained the same: deliver a connected lifestyle that just works. To scale that vision, they needed more than ambition—Mereo needed a strategic partner who could match their pace and commitment to service.

Solution

One partner, one path to performance

To support their growth, Mereo partnered with Lumen, an enterprise technology provider aligned with their service-first model. Lumen’s AI-ready infrastructure and digital platform became a backbone for Mereo’s high-density deployments and customer-centric innovation.

The partnership delivered Dedicated Internet Access (DIA) circuits for fast, reliable connectivity and Fortinet routers for secure, streamlined property management. Lumen’s single-point-of-contact model reduced complexity, helping Mereo stay focused on customer experience.

“Having a strategic enterprise partner built for scale and responsiveness is a huge asset for Mereo and our customers,” said Austin Pruitt, Chief Technology Officer at Mereo Fiber. “When Lumen is available in a market we’re bidding in, they’re our first call.”

Lumen Solution Set

- [Lumen® Dedicated Internet Access \(DIA\)](#)
- [Lumen® SASE® with Fortinet®](#)

“Lumen’s dynamic partnership has been instrumental in scaling our service-first model and delivering secure, seamless connectivity to communities nationwide.”

— Ryan Barbuto
Chief Commercial Officer, Mereo Fiber

Results and Future Plans

Infrastructure that powers impact

With Lumen’s support, Mereo modernized their network—boosting speed, security, and efficiency. A large-scale DIA renewal and account consolidation delivered substantial cost savings, which Mereo reinvested into innovation.

“Mereo is now in a powerful position to offer the most competitive prices back to our customers,” said Pruitt.

Mereo expanded with 70 new circuits and launched multi-gig internet, property-wide SSID access, and smart home integrations—tailored for high-density communities.

Mereo also benefits from Lumen’s broader ecosystem of strategic partnerships, which fuel innovation in fiber efficiency and AI-powered networking.

Backed by Lumen’s AI-optimized network and digital platform, Mereo is scaling confidently. With Lumen Network-as-a-Service and bandwidth automation ahead, they continue to grow while staying true to their mission.

“The word ‘Mereo’ has a derivation meaning ‘to serve,’” said Barbuto. “Doing the right thing, for the right reason, for the customer experience is what brings us success.”

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