



FOR IMMEDIATE RELEASE:

Upstream Network Technology Supports Community at The Heritage at Millennium Park



OAK BROOK, Illinois (March 12, 2018) — Upstream Network, the first cloud-based smart network especially designed for the multi-dwelling unit (MDU) market, recently hosted First Friday, a social gathering for residents of The Heritage at Millennium Park. The award-winning building features 357 luxury residences and penthouses and is one of the many Chicagoland multi-family properties which utilizes Upstream's fast and reliable broadband services. The family-friendly gathering took place on Dr. Seuss' 114th birthday, so the iconic author's work created the visual backdrop for the after-hours social event, which featured a photo booth as well as refreshments and raffle prizes. Roughly 100 people took part in the festivities and two residents were so inspired, they dressed up as the Cat in the Hat.

"The Heritage has always had a very strong and social community," said resident Barbara Blumenthal, member of the Heritage Community and the Social Committee, who helped to coordinate the event with the Upstream team. "We were thrilled to see the positive reaction to the Dr. Seuss theme. It helped attract families of all ages to the event, allowing them to meet and connect."

"It was a great opportunity to meet with the residents and hear about their experiences with our new platform and all of the great changes we have made recently -- 24/7 customer service, 24/7 Network monitoring, Upstream technicians, new upper management team, a new organizational structure and communication system," said Greg Blust, General Manager, Chicago who attended the event with several other members of the Upstream team. "Speaking with residents and Board Members they mentioned they have noticed how the changes we've made have been reflected in their service."

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“It’s always great when technology helps create community, and this event reinforced that experience,” said Guissell Galindo Upstream Network Account Manager for Chicago Region.

“As a Customer Service Rep, I appreciate being able to meet customers face-to-face at property events and tech nights,” said Adrian Murillo of Upstream Network, who also attended the Heritage First Friday event. “It’s one more way I can connect with our customers, and it’s all about connection.”

ABOUT UPSTREAM NETWORK

Upstream Network was developed to provide users with a concierge-quality experience at the fastest speeds, supported by first-class service and technical support, and is the first cloud-based smart network especially designed for the MDU market. Upstream’s industry-leading platform offers comprehensive internet in combination with digital TV packages and personalized guidance to help property managers develop a tailored solution for their residents’ broadband preferences with customized content, concierge-quality service and maximum security. With an in-house, 24/7 U.S.-based customer support team, Upstream provides end-to-end service for communities across different types of properties, including design, installation, maintenance, and service management. Based in Oak Brook, Illinois, Upstream Network serves 3000+ properties across the nation, with hubs in Chicago and Florida. For more information, visit online at www.upstream.network.

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