December 16, 2025

The Honorable Ted Cruz
Chairman
Senate Committee on Commerce, Science
and Transportation
167 Russell Senate Office Building
Washington, DC 20510

The Honorable Maria Cantwell
Ranking Member
Senate Committee on Commerce, Science
and Transportation
511 Hart Senate Office Building
Washington, DC 20510

Dear Chairman Cruz and Ranking Member Cantwell:

On behalf of the members of the National Multifamily Housing Council (NMHC), the National Apartment Association (NAA), and the Real Estate Technology and Transformation Center (RETTC), we write in advance of the Senate Committee on Commerce, Science, and Transportation's Federal Communications Commission (FCC) oversight hearing. We appreciate the opportunity to share how the multifamily broadband market is effectively serving America's renters and urge the Committee to support pro-housing, pro-renter policies that expand connectivity without undermining models that are already delivering results.

**Connectivity Is a Core Resident Priority**

Reliable, high-quality internet access is essential to residents' daily lives and is a critical amenity in today's rental housing market. Housing providers therefore prioritize investments in connectivity and increasingly rely on tools such as bulk billing and managed Wi-Fi to improve service reliability, reduce costs, and enhance the resident experience. These solutions ensure residents have immediate access to internet service upon move-in—an expectation clearly reflected in the 2024 NMHC/Grace Hill Renter Preferences Survey, in which 87 percent of more than 172,000 respondents rated immediate internet availability as "very important" or "absolutely essential."

Through negotiated agreements with internet service providers (ISPs), housing providers can tailor connectivity solutions to the specific needs of their communities, including dedicated bandwidth and service-level agreements that ensure performance, reliability, and responsive customer support. This partnership-based model enables seamless, affordable connectivity that meets modern resident expectations.

**The Existing Federal Framework Is Working**

We commend FCC leadership for fostering innovation and reducing unnecessary regulatory burdens while maintaining access to cutting-edge broadband services in rental housing communities. The current federal regulatory framework governing partnerships between housing providers and communications providers has proven effective in promoting broadband

deployment, affordability, and adoption. The FCC has repeatedly reviewed and affirmed the health of the multifamily broadband market, including its analysis of bulk billing arrangements.

Bulk internet agreements deliver broadband service to entire rental communities at a lower per-unit cost than individual subscriptions, expanding access—particularly for low-income, senior, student, and veteran households. By eliminating credit checks, deposits, and equipment rental fees, and often allowing service upgrades, bulk billing reduces barriers to adoption and delivers meaningful cost savings for renters. At the same time, predictable revenue streams enable ISPs—especially smaller and independent providers—to justify the significant upfront investment required to deploy modern broadband infrastructure, including in affordable housing where traditional retail models often fall short. Most recently, in 2024, the FCC reaffirmed the positive role bulk billing can play in serving renters with high-quality broadband.

As the Committee considers solutions to the nation's broader digital divide, it should look to proven, scalable models already succeeding in the rental housing market.

**State and Local Policies Risk Undermining Progress**

Despite the success of the federal framework, some state and local policymakers have advanced legislation that could inadvertently undermine broadband access and affordability. A recent example is California's AB 1414, which runs counter to FCC findings and weakens the economic model that supports broadband investment and adoption in rental housing communities. Such policies risk deterring infrastructure investment and reducing broadband access, affordability, and service quality. The Committee and the FCC should encourage state and local leaders to build on—not disrupt—the proven success of the multifamily broadband market by leveraging tools like bulk billing and managed Wi-Fi to expand connectivity.

**Conclusion**

As the Committee evaluates the FCC's role in advancing connectivity, we urge policymakers to recognize the critical role rental housing providers play in serving consumers and to avoid policies that raise costs or slow broadband expansion. Specifically, NMHC, NAA, and RETTC encourage policymakers to:

- Support policies that preserve the existing broadband partnership model, allowing housing providers and communications providers to negotiate agreements under free-market conditions that promote competition, high service standards, and reliable, high-speed internet.
- Engage housing stakeholders when shaping broadband and infrastructure policy to ensure solutions reflect the realities of the rental housing landscape.

- Encourage state and local leaders to embrace the demonstrated success of multifamily broadband solutions, including bulk billing and managed Wi-Fi, that remove barriers to access, improve affordability, and spur competition.

NMHC, NAA, and RETTC and our members stand ready to work with the Committee and the FCC to advance thoughtful, pro-housing, pro-renter policies that expand connectivity without undermining successful models already delivering results.

Sincerely,

Sharon Wilson Géno
President
National Multifamily Housing Council

Bob Pinnegar
President and Chief Executive Officer
National Apartment Association

Kevin Donnelly
Executive Director and Chief Advocacy Officer
Real Estate Technology & Transformation Center