



# MDU FIBER SERVICES A Property Managers Guide



[www.empireaccess.com](http://www.empireaccess.com)  
34 S. Main St., Prattsburgh, NY 14873



## Who We Are

Empire Access is one of the leading telecommunications companies serving residential, multi-dwelling buildings, and business customers in Upstate New York and Northern Pennsylvania.

Empire Access offers a wide range of products and services that includes scalable high-speed fiber internet, TV, phone, and security and automation.







*“Empire Access helped us achieve our goals of best-in-class customer service and amenities by providing reliable high-speed internet and television services. We have the upmost confidence working with Empire Access’ sales team and field technicians to quickly and confidently install services to our property and meet construction deadlines, as well as providing ongoing, top-tier customer service to our residents.”*

- Paulus Development, Victory Lofts, Johnson City, NY

## About Us

### 100% Local

**E**mpire Access was founded in 1896 as a single telephone line in Prattsburgh, New York. With over 100 years of dedicated and proven service and expertise, Empire Access continues to be your best option for fiber internet and telecommunication services. Having grown significantly, Empire Access continues to expand into new areas while retaining a focus on local and personalized customer service.

### 24/7/365

At Empire Access, we pride ourselves on our 24/7/365 customer service team. Our employees are local, directly from the communities we service. The Empire Access customer service team offers only the very best high-quality and attentive service. We proudly maintain an above average NPS score of upwards of 90%. Have a question, need to submit a trouble ticket, or want to pay a bill? Our team is standing by at: (800) 338-3300.

## **Fiber Internet**

Fiber internet is a broadband technology that sends data via thin glass fibers. It provides faster data transmission over a stronger, more reliable connection.

## **Optical Network Terminal ONT**

The ONT is a device that connects fiber cables to other wiring. It converts the signals from optical to electrical, light to ethernet, for the router.

## **Fiber To The Unit FTTU**

FTTU is the fiber connection to the tenant's dwelling. Customer's are connected directly to the fiber from the ONT, with no copper cabling.

# Fiber Technology Attracts Long-Term Residents

**O**n average, apartments with fiber technology, are rented at financial rates up to 11% higher than normal. Furthermore, property rates for apartments are increased by 3.1% simply by having fiber installed. Additionally, fiber to the unit reduces tenant turn over.

## Future-Proof Solution

Fiber glass is literally a means to transmit data at the speed of light, it's potential is unlimited. Therefore, fiber will always take the lead in internet speeds. As new technology devices enters the end user's homes, bandwidth needs simultaneously rise, as does the demand for higher internet speeds.

MDU Fiber Benefits	
MDU	Property
Keep the <i>right</i> client, reduce turnover	Increase the property value
Reliable internet connection always available	Reduce operational costs
24/7/365 support from Empire Access	Attract new residents



## Superior Communications



Outstanding reliability and up time.

Unparalleled speed and capabilities. Dedicated 100% fiber-optic connection that future proofs your properties. Plus, everyone can be online at the same time, without any slow downs!

# Pathway Development



Our team will work with the Building Owner to customize a solution for the tenants and property.

- Empire Access will provide the fiber material and equipment
- The Building Owner will provide access to the main utility room, secondary communication rooms, and access of the internal riser space (pathways)/conduit
- Empire Access will terminate the fiber and install an ONT and slack storage in each unit





# Existing Buildings

Empire Access will work with the Building Owner to utilize any existing/accessible pathways/conduit, terminate fiber, and install an ONT and slack storage. The Building Owner will provide access to the units.





## **CONTACT//**

**Phone** (800) 338-3300

**Email** [info@empireaccess.com](mailto:info@empireaccess.com)

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