



# MDU Bulk Services Brief

The ECN Bulk Services Process

1

**Value Proposition**

Learn about the East Creek Difference and see a Demo!

2

**Design**

Custom Designed Solution for All Customer Needs

3

**Implementation**

Bringing the best services direct to your tenants!

Contract Renewal

4

**Ongoing Support**

Continuing Management, Maintenance, and Support

## Bulk Internet, TV, and Phone

East Creek Networks is your premier Technology Service Provider for delivering high-quality, reliable, and competitively priced Internet, TV, and Phone services to multi-dwelling unit (MDU) apartments, condos, hotels, and association led housing communities. Our commitment to seamless connectivity utilizes state-of-the-art technology, and is accompanied by best in class local support, which positions East Creek Networks as the ideal partner for property managers and residents alike.



State-of-the-Art XGS-PON Fiber Optic Technology for Unrivaled Speeds Up to 10Gbps



The Most Comprehensive and Flexible Streaming Marketplace



Simple and Robust VoIP Service for Residents and Administrators

# Summary of Bulk Services

## 1. High-Speed Fiber Optic Internet:

- East Creek Networks can provide customized base speeds up to **10,000 Mbps (10 Gbps)** to each unit. Our network is backed by the largest and most **Reliable** Tier 1 Providers in the nation!
- MDU agreements can include the installation of **advanced, fiber-optic infrastructure** to each unit, or can **utilize existing** Coaxial or Category Cable infrastructure.

## 2. TV Services:

- We provide a comprehensive **Streaming TV Services Marketplace** with major streaming providers such as **YouTubeTV, SlingTV, DisneyPlus, Hulu,** and many more.
- Each unit is eligible for our **Streaming Credits Program**, allowing residents to choose **their own content**.

## 3. Phone Services:

- East Creek Networks can offer VoIP services for each individual unit with **3000 minutes local and long-distance** calling per month within the **United States, Canada, and Mexico**.

## 4. Customized Packages:

- East Creek Networks works closely with property managers to design **customized service packages** that suit the unique needs of each MDU community offering multiple bulk pricing options and flexible contract terms.
- Residents can choose to upgrade any part of the base plan at any time directly through our website.

## 5. Outstanding Customer Support:

- An online **self-service portal** simplifies bill payments, account management, and troubleshooting.

## 6. Reliability and Redundancy:

- East Creek Networks invests in **redundant systems** and **backup solutions** to minimize downtime and ensure **uninterrupted service**.
- **Service level agreements (SLAs)** are available for **guaranteed reliability** for property managers.

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## Bulk Agreement Benefits

- **Bulk Pricing:** MDU communities benefit from bulk pricing on internet, TV, and phone services, reducing costs for both property managers and residents.
- **Revenue Sharing:** Property managers can opt to participate in revenue-sharing arrangements, generating additional income for the property.
- **Enhanced Resident Satisfaction:** Access to high-quality services at competitive prices leads to higher resident satisfaction and retention rates.
- **Customized Solutions:** We work closely with property managers to create tailored service packages that align with the specific needs and budget constraints of each MDU community.
- **Streamlined Management:** East Creek Networks simplifies billing, maintenance, and tenant onboarding, allowing property managers to focus on other aspects of property management.

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