



# Eastern US Telephone Company Broadens IP Services & Expands Business

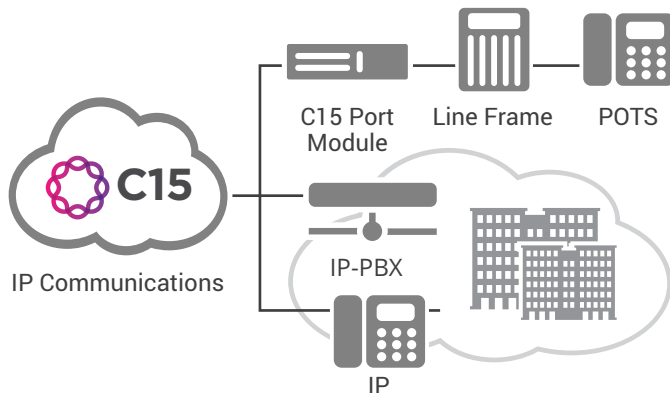
## C15 CLEC Network Transformation

### Customer

Empire Access is one of the Eastern United States leading telecommunications companies, expanding after a rich heritage of providing communication services to customers for over 100 years. A family-owned company now thriving under the 3rd generation of leadership, the company currently operates in Upstate New York and Northern Pennsylvania.

### Challenge

After substantial investments in building out a fiber network, and IP solutions over the past few years, coupled with expansion into more and more markets, the Empire Access portfolio of companies needed not only the latest network technologies but also the management tools and training necessary to simplify and streamline business operations while also delivering an excellent customer experience.



### Testimonial

"Today, Empire delivers communication services and solutions to a wide range of customers. As our company continues to grow and evolve, our focus remains on exceeding our customers' expectations with superior service, and working with Ribbon has made it possible for us to expand our offering and grow our business, ensuring our customers are pleased with the quality and reliability of their voice calls."

*Jim Baase, VP of Network Operations,  
Empire*

### Solution

Empire Access chose Ribbon Communications' C15™ Call Controller solution for its VoIP services for its proven quality, reliability and scale. The C15 Call Controller is paired with the APMAX application and media server for a powerful service delivery platform. Empire's team also recognized the value in teaming up with Ribbon's professional services team, for everything from initial engineering through implementation, testing and roll-out.

### Result

Empire is now able to offer hosted IP services to their business customers, including many of the important features their customers require, while also simplifying operations and back office support. Proven technology with the C15 Call Controller was one aspect, but having a support team Empire's technicians could rely on made the transformation possible and profitable.

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