



All-in-One Subscriber Insight and Management Software

The Mosaic Subscriber Suite offers cloud-based tools to make device installation, activation and service restoration ultraefficient, while improving the overall subscriber experience.

Subscriber Insight

Subscriber Insight offers a holistic view into the subscriber's service, even across multi-vendor, multi-technology networks. This cloud-based solution enables service providers to measure data usage and identify revenue leakage; integrates with back-office accounting tools to quickly identify account numbers, equipment, and billing address. Reduce operational costs, drive new service adoption, and increase customer loyalty with Subscriber Insight.

Traffic Source Visibility

Easily gather per subscriber, real-time data utilization information

Remediate Revenue Leakage

Quickly identify subscriber service inconsistencies and improperly provisioned circuits

Billing System Integration

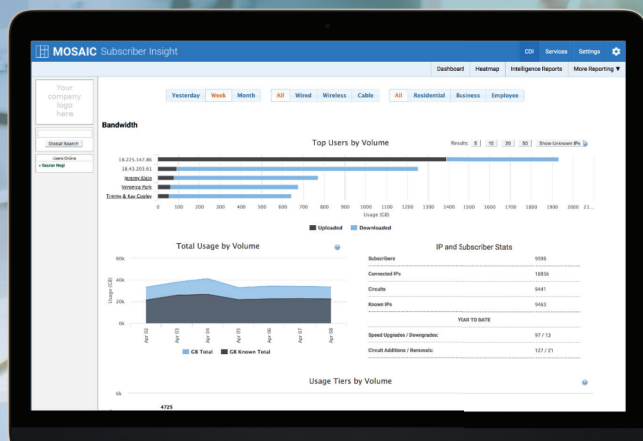
Swiftly recognize billing system discrepancies

Capacity Predictions

Proactively manage your network, eliminating unnecessary truck rolls.

Target Marketing

Identify patterns in subscriber behavior and usage



Device Manager

Device Manager is a robust TR-069 Auto-Configuration Server (ACS) management platform purpose-built to support a variety of functions, including auto-configuration and dynamic service provisioning, software/firmware management, status and performance monitoring and diagnostics. Device Manager utilizes a secure cloud-based deployment model designed to be repeatable and portable; so regardless of a broadband operator's geographical location or CPE management requirements, Device Manager scales with you. Reduce truck rolls, increase efficiency and discover new revenue streams with Device Manager.

Hardware Management

Remotely configure and monitor customer devices. Easily perform firmware control and remote troubleshooting.

Simplify Reporting

Using Device Manager's interactive reports engine to collect telemetry from subscriber's home networks, operations teams can take advantage of rich data analytics to save costs, make effective business decisions and build in operational efficiencies.

Change Your Business with TR-069 Management



20% improvement
in first call resolution



30% reduction
in call volume



50% increase
in support desk
productivity

Source: Based on research conducted by
KTH Information and Communication Technology



Home Analytics

Home Analytics provides customer support representatives (CSRs) with a straightforward way to troubleshoot subscriber home networks. It provides operations teams advanced in-home Wi-Fi monitoring and optimization tools. In both instances, the overall goal of the system is to improve the home Wi-Fi customer experience and reduce the number of support calls.

First Call Resolution

Provide CSRs a better understanding of subscriber service calls and the recommendations they need to resolve Wi-Fi issues quickly, proactively eliminating the need for on-site visits.

Reduce Operational Expenses

Aggregated dashboards provide service engineers rich data that can be used to develop fixes and continuous technical improvements to the network, services, equipment and devices.

Comprehensive Visibility

Eliminates multisystem queries by providing CSRs a comprehensive single view of subscriber, network and device performance. Home Analytics delivers the most relevant insights into in-home Wi-Fi performance on a per-subscriber basis, as well as across the entire Wi-Fi subscriber network.



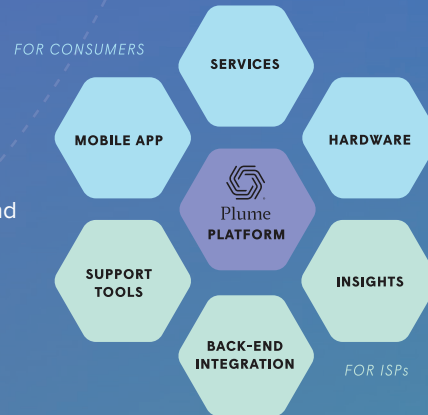
The leading services platform for Smart Home 2.0

Plume offers a growing suite of innovative consumer services backed by unprecedented ISP controls to improve your business while delivering next-level experiences to your customers.



OUR SOLUTION

We enable ISPs to deliver unparalleled, proactive support and services from a cloud-based platform for greater adaptability, security, and updates at scale



FOR CONSUMERS

The total package your customers need to set up, control, and have insight into their connected homes.

SERVICES

Plume Adaptive WiFi™: A cloud-driven, self-optimizing system for the whole home.

HomePass®: Personalized access and content-filtering controls.

AI Security™: Smartest level of IoT device protection, ad blocking, and cyber security.

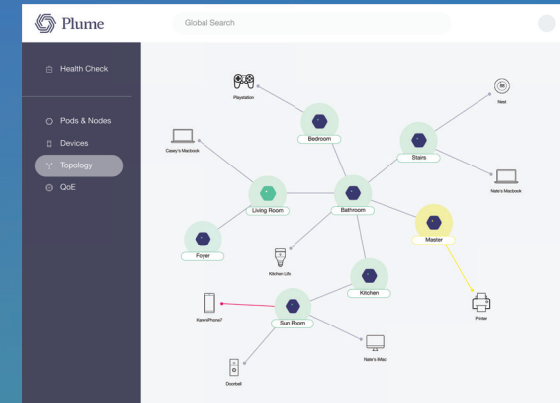
Plume Motion™: Turn IoT devices into motion sensors for unobtrusive peace of mind.

HARDWARE

Super-fast, beautifully designed pods provide consistent and reliable Wi-Fi to every corner.

MOBILE APP

Highly rated, data-driven, and super-intuitive.



FOR ISPs

Plume transforms business practices through best-in-class consumer services, support tools, and network insights.

SUPPORT TOOLS

Tier 1: first-line troubleshooting made simpler.

Tier 2, 3: full-network visibility dashboard and intuitive tools.

INSIGHTS

Leverage informed data to make cost-saving business decisions.



OUR PARTNERSHIP MODEL

A white-glove services solution, including tech support and launch assistance.



Turnkey Solution

ISP and consumer offering to deploy a full Smart Home Services platform.



Fast Time to Market

45 days from contract to deployment.



Staff Training

Programs range from basic technology overviews to advanced troubleshooting, including e-learning resources.



Technician & Consumer Support

Tier 1-3 support tools, with Tier 3 support included, for happier customers.



Marketing Toolkit

We know what sells and we'll provide tried and true assets that you can brand as your own.



Continuous Upgrades

New feature and service updates throughout the life of the product, all from the cloud.

WHY PARTNER WITH PLUME?

Our services are proven to help ISPs reduce costs while increasing operational efficiency.



Increase Monthly ARPU

\$15 ↑



Reduce Truck Rolls

67% ↓



Reduce Call Rates

50% ↓



Improve NPS

60+

**Data based on an average taken across Plume's deployed ISP customer base.*

GLOBALLY DEPLOYED

Over 10 million homes and more than 500 million devices managed worldwide:

ARMSTRONG

Charter
COMMUNICATIONS

Bell



LIBERTY GLOBAL



COMCAST



"Plume delivers the best whole home Wi-Fi performance for our ever-increasing speed offerings."

Mike Giobbi, CTO, Armstrong

"Plume delivers a winning combination of a user-friendly consumer app, a full suite of provisioning and management tools and top technical performance."

Mark Davis, CTO, Point Broadband



Customer Experience.

Subscriber Insight.

Your Network. The Way It Should Be.

Device Manager.

Home Analytics.



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Certified
Supplier

ISO 9001
ISO 14001
TL 9000



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