



Plume Platform

One platform to manage the end-to-end customer experience.

The Plume Platform is a comprehensive offering to manage the end-to-end customer experience and includes apps, services, AI capabilities, and a common data fabric. Every Plume customer gets the complete set of platform intelligence and action capabilities across the single-family residential, small business, and MDU footprint, covered by one agreement. A set of premium offerings extends the platform where your strategy calls for it.

What The Plume Platform Includes

One license per location unlocks all platform capabilities:



Plume AI

One ISP model, one harness (the engineered layer that steers the model towards known, positive resolutions), and the agents that take action, all underpinning the platform.



Plume Console

Our new operator-facing interface for managing the subscriber experience, with dashboards and an agentic workforce builder for your operations, commercial, and care teams



Plume Care*

Plume Care automates native digital support systems, resolving most customer issues before anyone calls.



Plume App

The subscriber-facing experience, inclusive of the Plume Home app your subscribers use every day to manage their Wi-Fi, security, and connected devices.



Plume for Business

The small-business experience delivered through WorkPass: connectivity, security, and employee and customer insights for your business subscribers.



Plume for MDU

Managed connectivity for apartments and multi-dwelling properties, delivered through Uprise.



Plume Wi-Fi

Adaptive, self-optimizing WiFi that delivers a consistent experience across every room, device, and application.



Plume Security

Cyber protection for every connected device, with threat blocking, content controls, and privacy safeguards automatically applied to subscriber networks, managed from the Plume Home app.

*Plume Care requires a separate commercial agreement.

Premium Offerings (Sold Separately)

Premium offerings are add-on licenses per location that extend the value of the Plume platform:



Out-of-Home Protection

Extends Plume Security beyond the home Wi-Fi network to those connected devices on any network. Secure VPN-like connection on public Wi-Fi, parental controls that follow the device off-network, and an added privacy layer through DNS and HTTP encryption, delivered through the Plume Home app or your own SDK.



Mobile Offload

Plume enables mobile data offload from 5G cellular to WiFi, reducing cellular network load and improving subscriber experience within the home. Plume partners with ISPs that have MVNO or mobile network assets and are looking to drive network efficiency and reduce per-subscriber mobile data costs.



Internet Backup

Internet Backup keeps a subscriber's home online through a broadband outage via integration to mobile connection. The gateway detects the fault, carries the household's traffic over a pre-configured mobile connection and returns to broadband once the line is back. No new hardware. No network reconfiguration.

Why Plume Platform

- **Comprehensive platform, same value.** From a defined feature set to full platform access: expanded subscriber and business capabilities that optimize the subscriber experience, at equivalent value.
- **Simple to do business with Plume.** One license per household and one very simple price structure. No feature-by-feature entitlements for the Plume Platform offering.
- **Proven ISP economics.** The Plume Platform delivers tangible outcomes: churn reduction, ARPU growth, fewer calls, and fewer truck rolls. Premium offerings add incremental value, deepen subscriber stickiness, and open new ARPU.

Ready to Try the Plume Platform?



New to Plume

Plume platform license available as of 1 September 2026, to get started contact sales@plume.com



Existing Plume Customer

Your current commercial agreement remains in force through its full term. Contact your Customer Success representative to discuss.

Why Partner With Plume?

Plume's solutions help ISPs reduce churn and increase ARPU.*



31%

Fewer Service Calls



20%

Fewer Truck Rolls



16+

NPS Points

-29%

Lower Churn

*Data based on actual Plume customer metrics.



Let's Talk

Your Plume account team will walk you through what the Plume platform means for your deployment. Or contact partner@plume.com.