

Plume Home

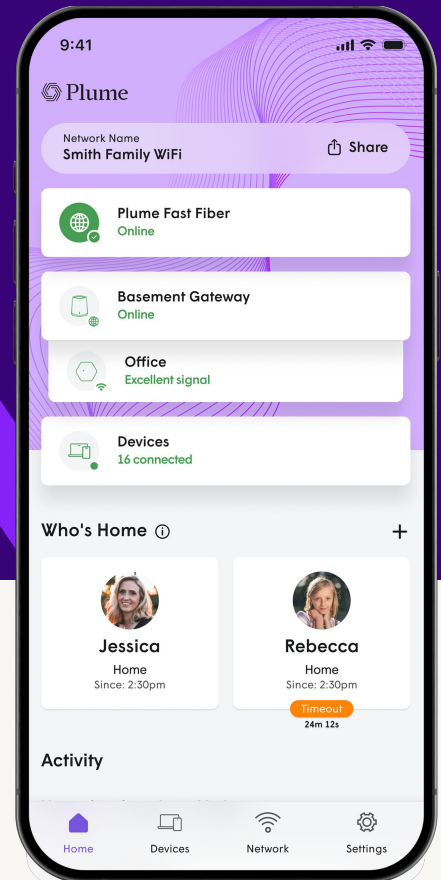
Deliver great experiences

Get the most from your network

Give your subscribers greater control of the securely connected home while growing managed WiFi services.

App for the secure, WiFi connected home

This newly designed, easy-to-use app boosts customer retention by combining intelligent WiFi technology with secure services that let customers customize and manage their network to fit their needs.



What's new for your subscribers



Instantly familiar

Implementation of a clear information framework for easy feature discoverability and activation. Plume Home features more intuitive and logical navigation while making better use of screen space.



Who's home and online

See who is home or away with timestamps for each user profile. Users can also easily manage profiles with parental controls by pausing or terminating connectivity by profile, device, app category, individual apps, or specific websites.



Simple, user-friendly updates

A device-centric hub with unified activity, security, and alerts including consolidated settings that make configuration effortless.



Network status

Plume Home communicates WAN and LAN status to users, with visual affordance to display details when issues are present.



Recent activity

Surface key insights to network activity such as device issues or increased data usage, with standing alerts for Critical, Security, and Performance events



Internet alert hierarchy

Plume Home features a visual hierarchy of connectivity issues - Internet, WiFi, and Devices. Users can easily determine source of issues, reducing contacts to support.

What's new for you



More insights, more data

ISPs gain deeper visibility into customer home networks with reports showing how bandwidth is used and prioritized for different apps.



Communicate with subscribers

Display outage notices directly to subscribers, reducing call center contacts and building customer confidence.



Drive revenue growth

Leverage the Plume Home app to help increase revenue from existing and new subscribers. Introduce new bundles to provide additional upsell opportunities, or use new services to add value and help increase subscription revenue.

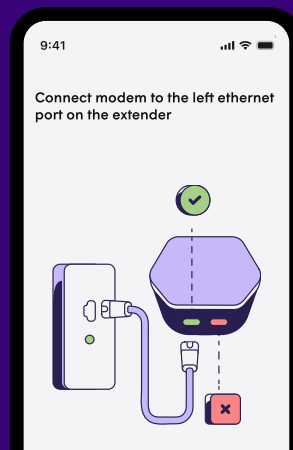


Greater branding flexibility

Extending your brand has never been easier. Plume Home features greater options for logo and color customization.

Simple self-installs are more important than ever

Reduce the need for technician assistance while increasing customer satisfaction. Plume Home's self-install can be completed in about four minutes and has a >95% success rate, making onboarding customers simple, fast, and easy.



How to:

- 1 Create an account
- 2 Connect your extenders
- 3 Set your WiFi credentials
- 4 Place your extenders
- 5 Extenders will connect
- 6 Disconnect your old WiFi
- ✓ Self-installation complete

Why partner with Plume?

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



60+

NPS



Truck rolls

67%



\$15

Monthly ARPU



ROI

200%

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

Contact partner@plume.com to learn more about what enabling Plume Home™ through the Plume Home app can do for your business.