

Delivering a new generation of digital subscriber experiences



Today's presenters



Barry McGinley

Senior Systems Engineer

EPS Global



David Green

Director of EMEA Accounts

Plume

EPS Global: Open Networking Solutions

- Partnerships with ALL leading hardware and software vendors
- End-to-end solutions from a single source
- Global Tech Support for network design & implementation

OPEN NETWORK OPERATING SYSTEMS



Global Reach | Local Presence

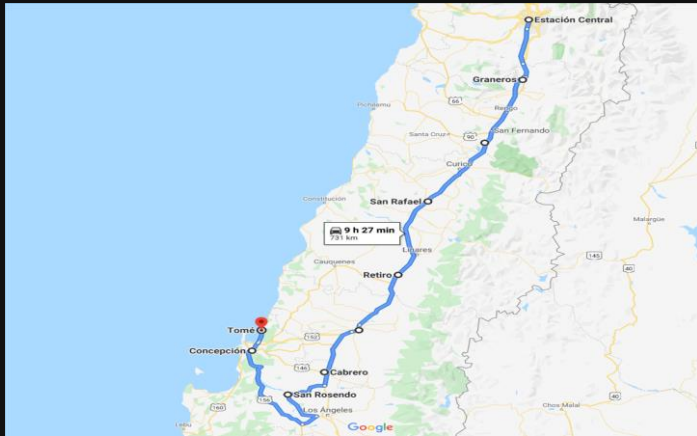


EPS Global Offices

Customer Case Studies



Packet Optical Customer in Chile



- Multi-city ISP (internet, voice, IPTV)
- Expanding countrywide backbone capacity
- 40+ Cassini deployed with 200 Gbps optical links
- Distance between nodes: 80-100 km
- Faster roll out of new services



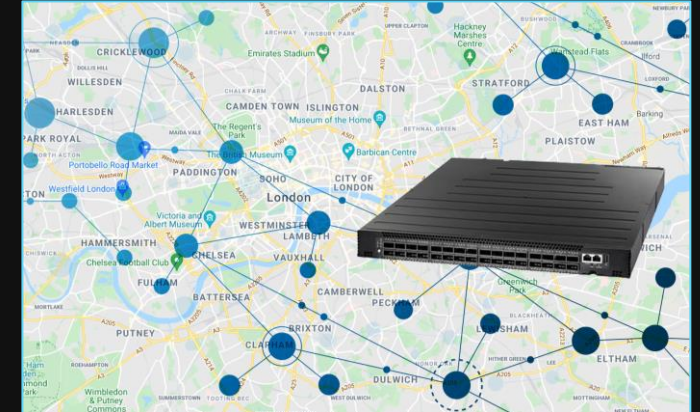
Plume & Packet Optical Customer in Burkina Faso, Africa



- 200 km network connectivity between Ouagadougou & Dakola
- First 200 Gbps link extending ISP capacity in Burkina Faso
- Using Plume
- Land-locked country, with limited access to transit network connections

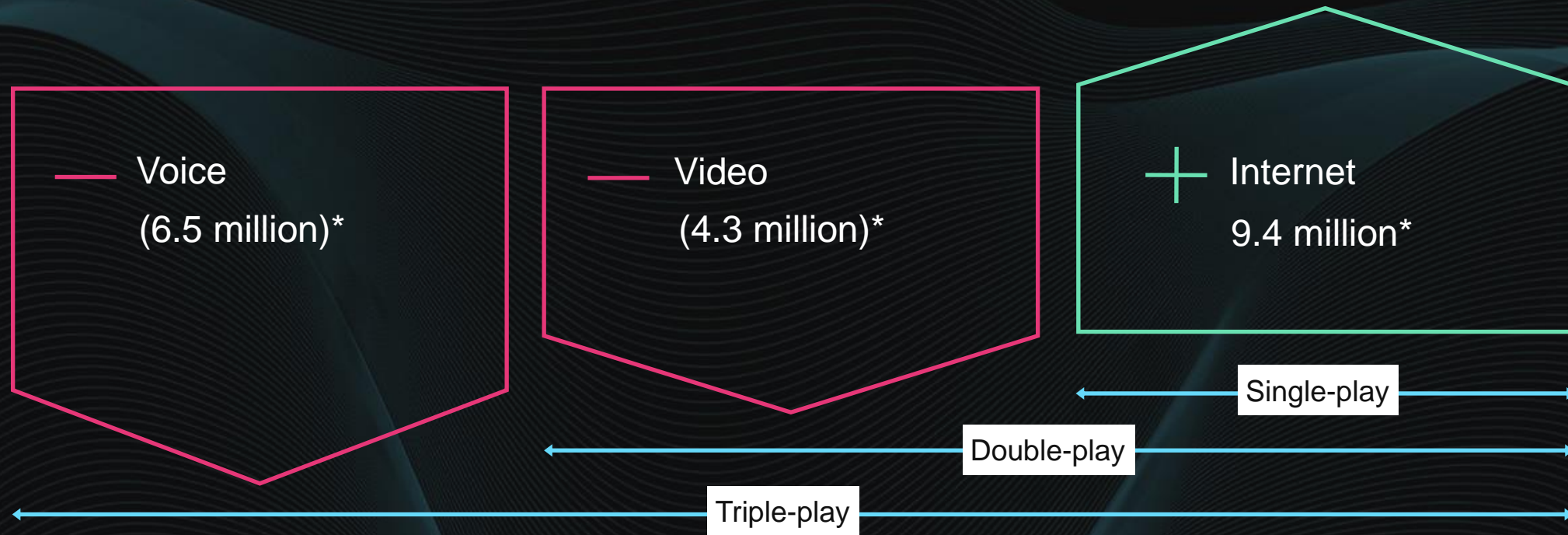


Fibre Backbone Customer in London, United Kingdom



- Working with carriers to bring improved fibre connectivity to their buildings
- 100G bare metal switches & IP Infusion
- Fibre cable infrastructure enabled a plug and play solution for tenants

The traditional CSP bundle is unbundling

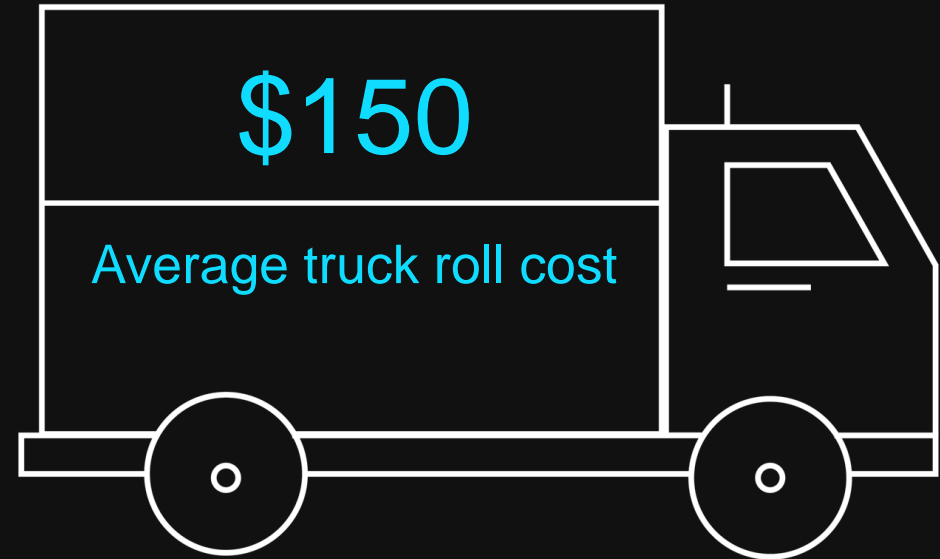


* Residential net-new-adds from 1Q17 through 3Q20 by Comcast + Charter + AT&T
per Comcast, Charter, AT&T financial reports.

Operational costs are high



Average trouble
ticket call
cost



EPS Global & Plume Partnership

Seamlessly Integrated Offering

Global Distribution and
Integration services



+

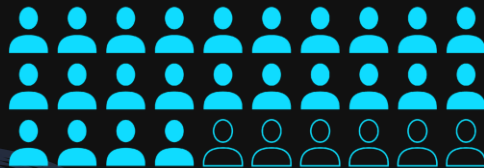


Plume®

Unparalleled smart home/
intelligent business services

Enabling Service
Providers

240+



To super-serve
households worldwide



>35 million

Solutions to reduce operating costs & complexity, remedy customer churn, and unseat the competition



Reform the bundle around experiences



Solution: How EPS Global can help you

- Getting hardware into your hands during a global chip shortage
- We hold stock, ready to ship
- Software configuration and bundling of hardware solutions
- Hassle-free, consolidated shipments
- We sell Open Sync-compatible hardware: CIG, Sagemcom, Kaon



HARDWARE

SuperPod with WiFi 6

- Tri-band WiFi 6
 - 4x4 - 5GHz
 - 2x2 - 5GHz
 - 2x2 - 2.4GHz
- 1x 2.5 GbE, 1x 1GbE
- Bluetooth 5.0



Plume Router with WiFi 6+LTE

Fastest and most compact gateway router

- Tri-band WiFi 6
- 2.5 GbE with PoE
- Integrated LTE backup
- Carrier agnostic eSim provisioning
- Wall and ceiling-mounted options
- Bluetooth 5.0

Plume is trusted by top-tier CSPs



Top 2

Largest CSPs in the USA



3 of top 4

Largest CSPs in Canada



2 of top 3

Largest fixed-line CSPs in Europe



Largest

MSO in Japan



Beyond WiFi mesh

Future-proof

Fast, intelligent, adaptive internet, across all devices with unprecedented insight and self-care.

Delight

Safe, worry-free browsing, parental controls and guest access with unparalleled configuration.



Innovate

Decouple hardware and software, quickly roll out services and offers, breathe life into legacy hardware.

Grow

Turn connected devices into motion sensors, scale to support more devices with superior WiFi.

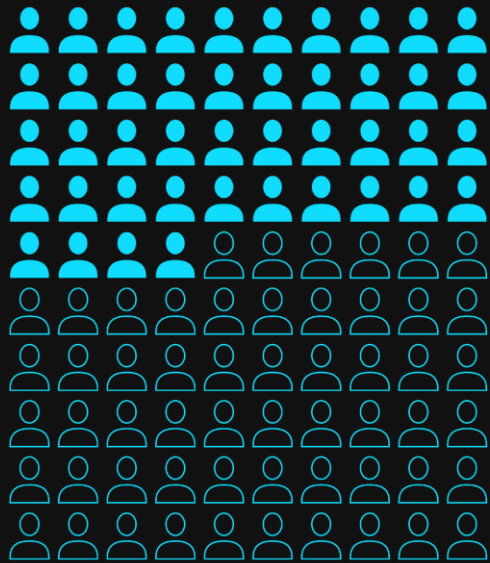


The problem

Best efforts are no longer
good enough-good service
doesn't stop at the front door

Move the conversation
beyond speed and price and
win on experience

Competitors are disrupting the marketplace



44%

of customers would
abandon existing
providers for new
market entrants

Of those who
would stay, only

29%

say it's because they
are currently satisfied

The solution

Offering big business impact*

Increased ARPU & velocity



Monthly residential ARPU

▲ \$15+



ROI

▲ 200%



NPS

▲ 60



Deployment velocity

▲ 67%

Reduced OPEX



Support calls

▼ 51%



Truck rolls

▼ 67%



Installation

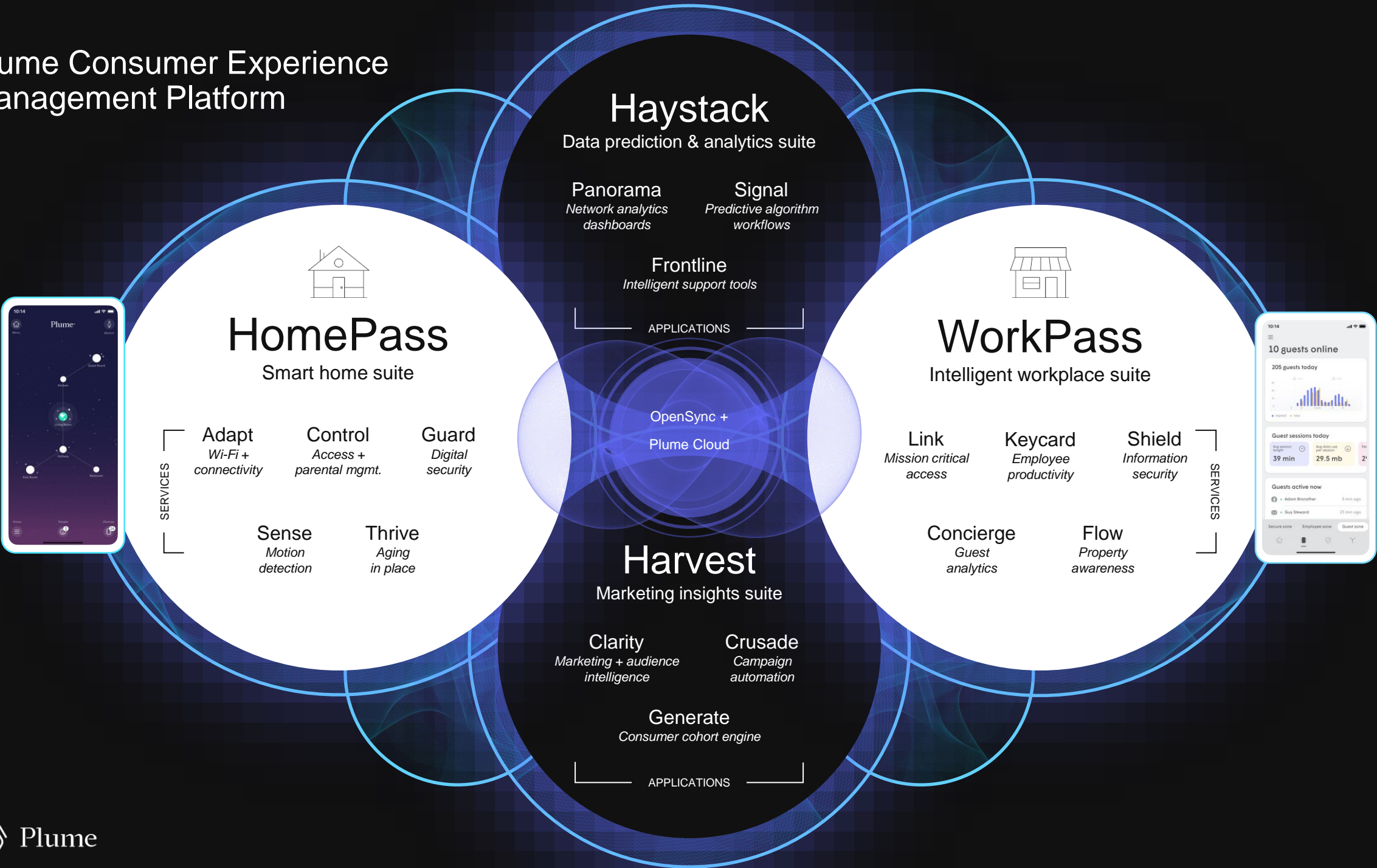
▼ \$150



Churn

▼ 30%

Plume Consumer Experience Management Platform



HomePass

Suite of Smart Home Services reduces customer churn, provides competitive advantage

Adapt

Deliver a superior wireless experience to the home

Guard

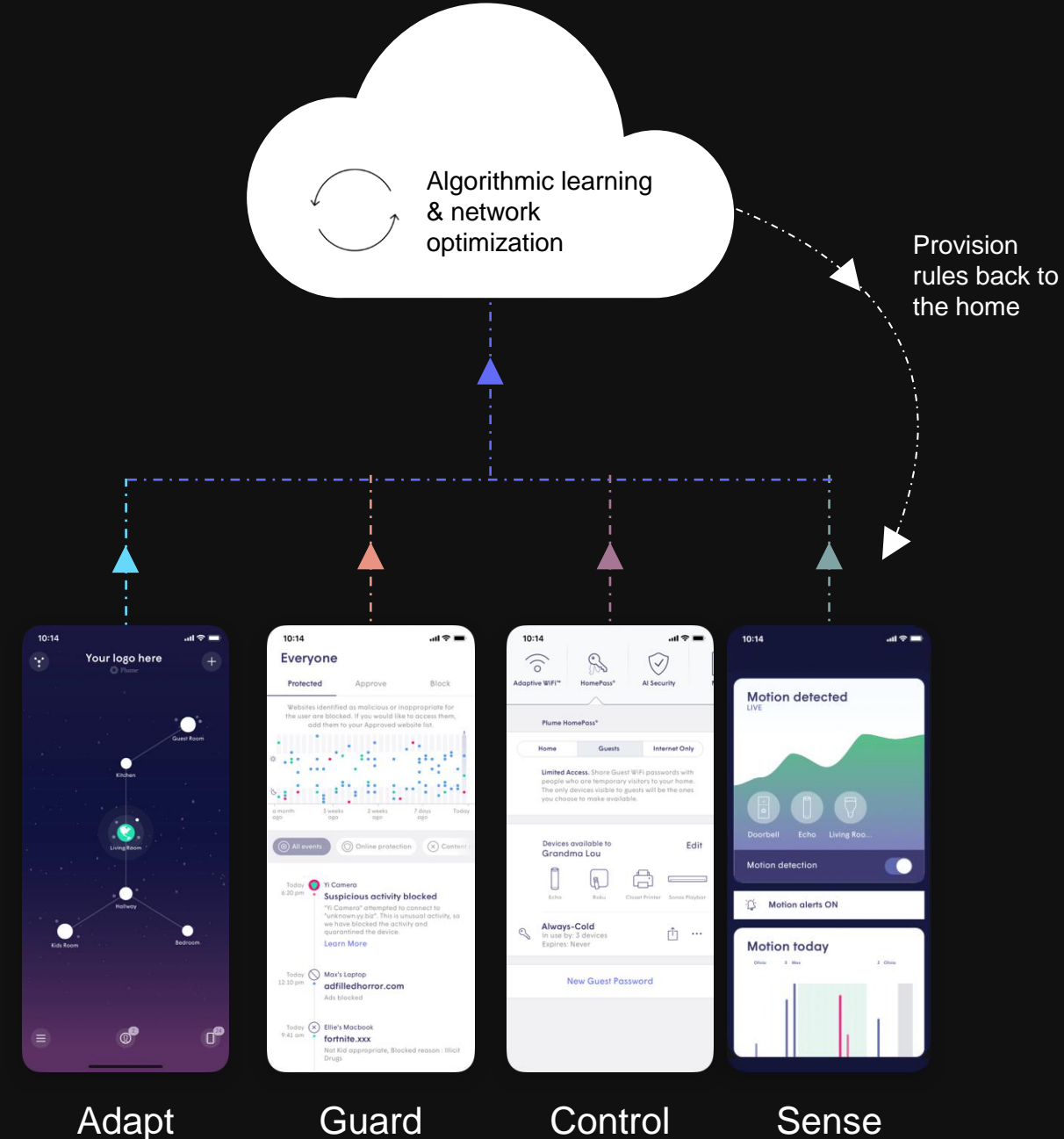
Protect your customers from cyber-threats

Control

Give your customers the freedom to personalize their network

Sense

Turn connected devices into a presence detection system



WorkPass

Small business solution provides competitive advantage,
attracts subscribers

Link

A superior wireless experience to meet Small Businesses' needs

Keycard

Help keep employees engaged and maximize productivity

Shield

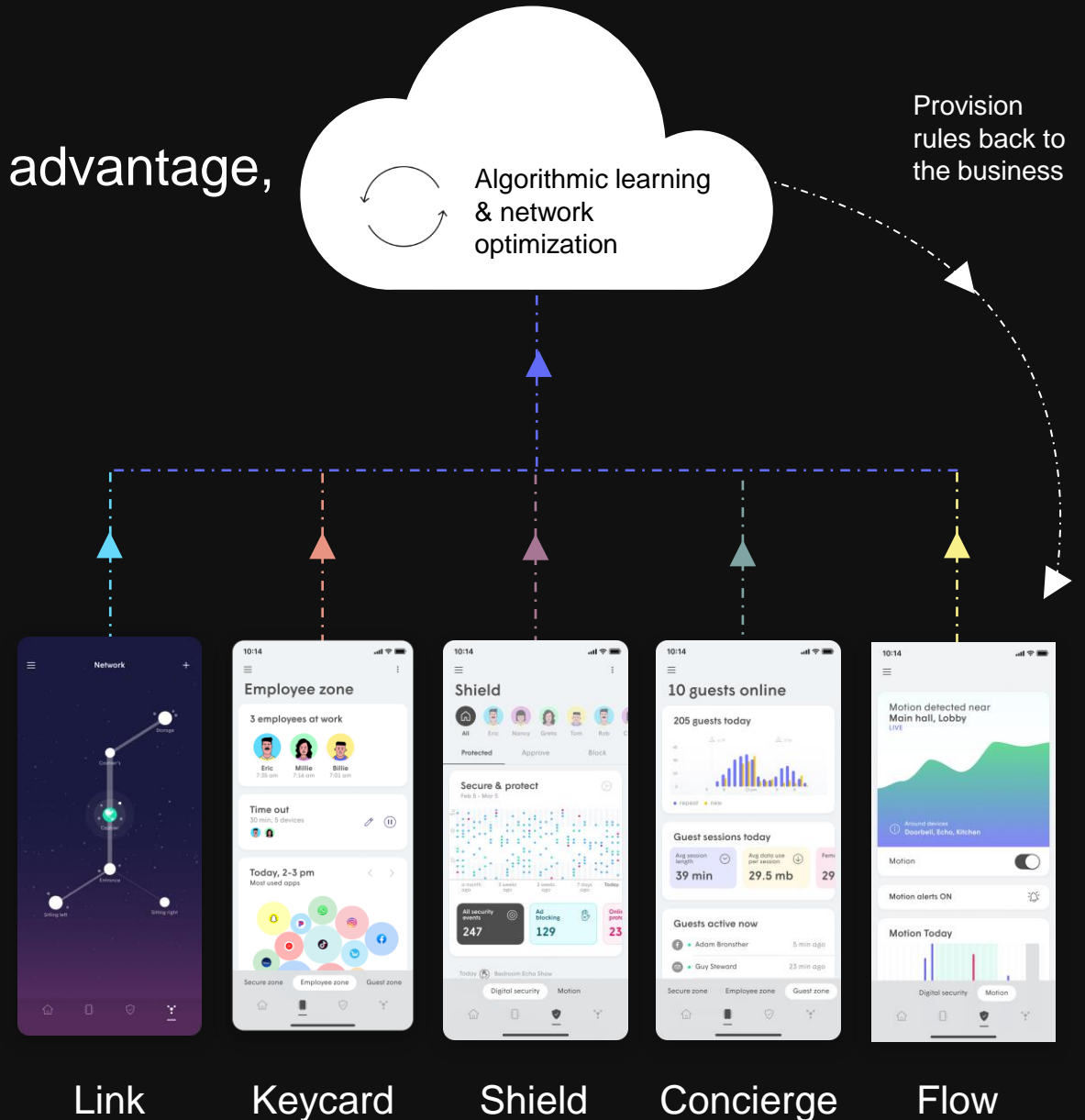
Security designed for today's ambitious Small Businesses

Concierge

Customer understanding leads to useful experiences

Flow

Motion insights keep businesses informed & safe, anytime



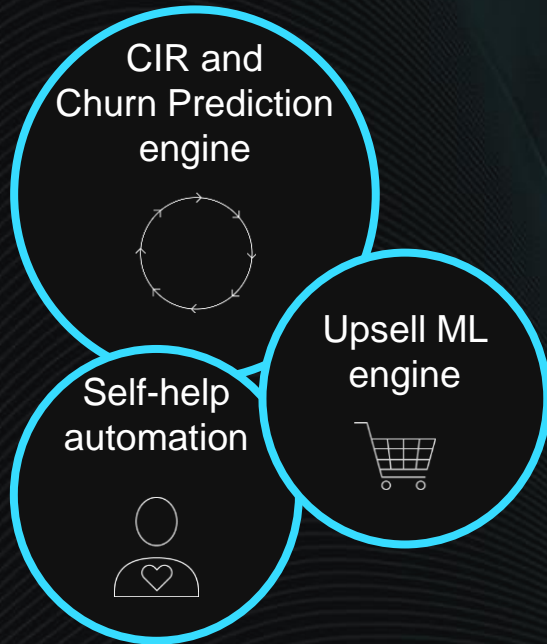
Haystack



Back-end software suite for superior customer experience management

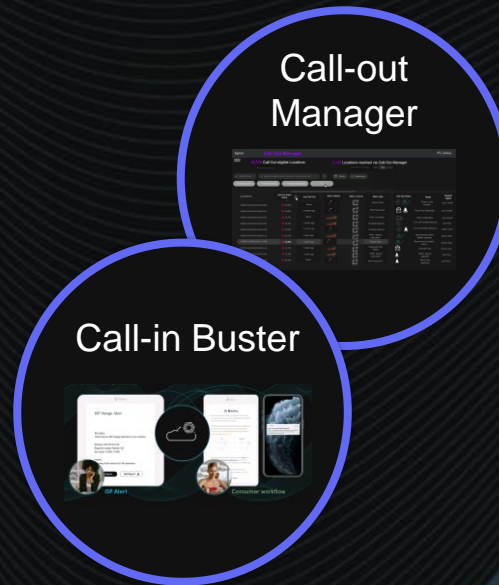
Signal

Data-driven prediction and alerting AI



Frontline

Action-driven call-out and automation pipeline



Panorama

Network level insights and KPI tracking



Harvest

Data-driven suite of network insights and campaign automation software

Clarity

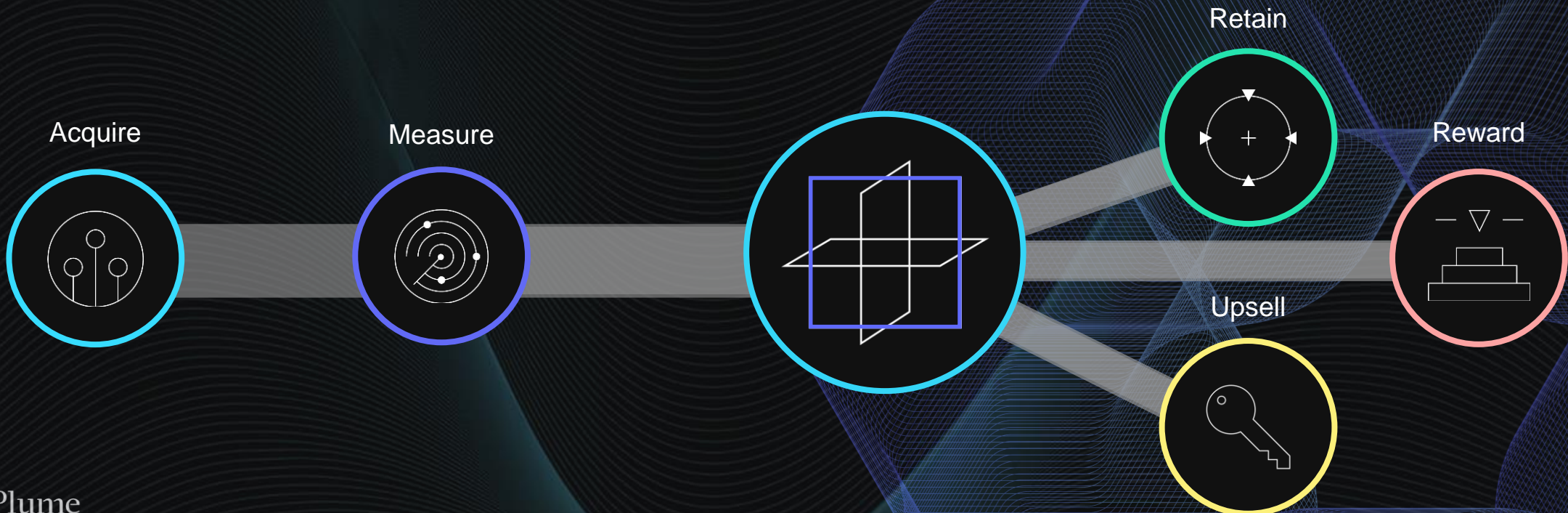
Insights driven by customer and network data

Generate

Cohort generation with custom queries based on behavior

Crusade

Customer campaign generation and tracking



An abstract graphic consisting of several overlapping, translucent spheres rendered in a teal wireframe mesh. The spheres are arranged in a cluster, with some overlapping others, creating a complex, interconnected pattern. The background is solid black.

OpenSync

Easy, rapid deployment

Choose a deployment method that best suits your network

Fiber

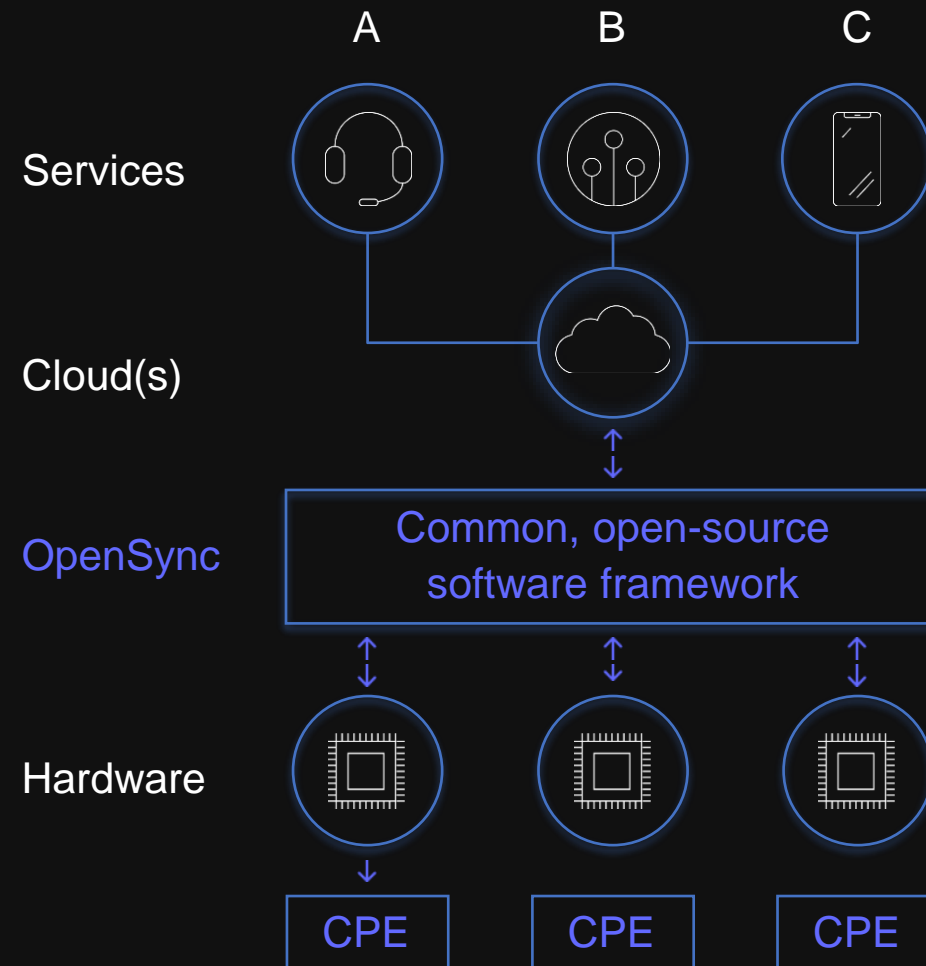
Use as a router with direct connection to the ONT

Over-the-top

Plug directly into an existing gateway, setup becomes fast and simple

Integrated

Plume-enabled gateway gives legacy hardware a new lifeline



Easy, fast deployment

Fiber

Use as a router with direct connection to the ONT

Over-the-top

Plug directly into an existing gateway, setup becomes fast and simple

Integrated

Plume-enabled gateway gives legacy hardware a new lifeline

Choose a deployment method that suits your network best.



Plume
pods



HiTron
CODA 4582

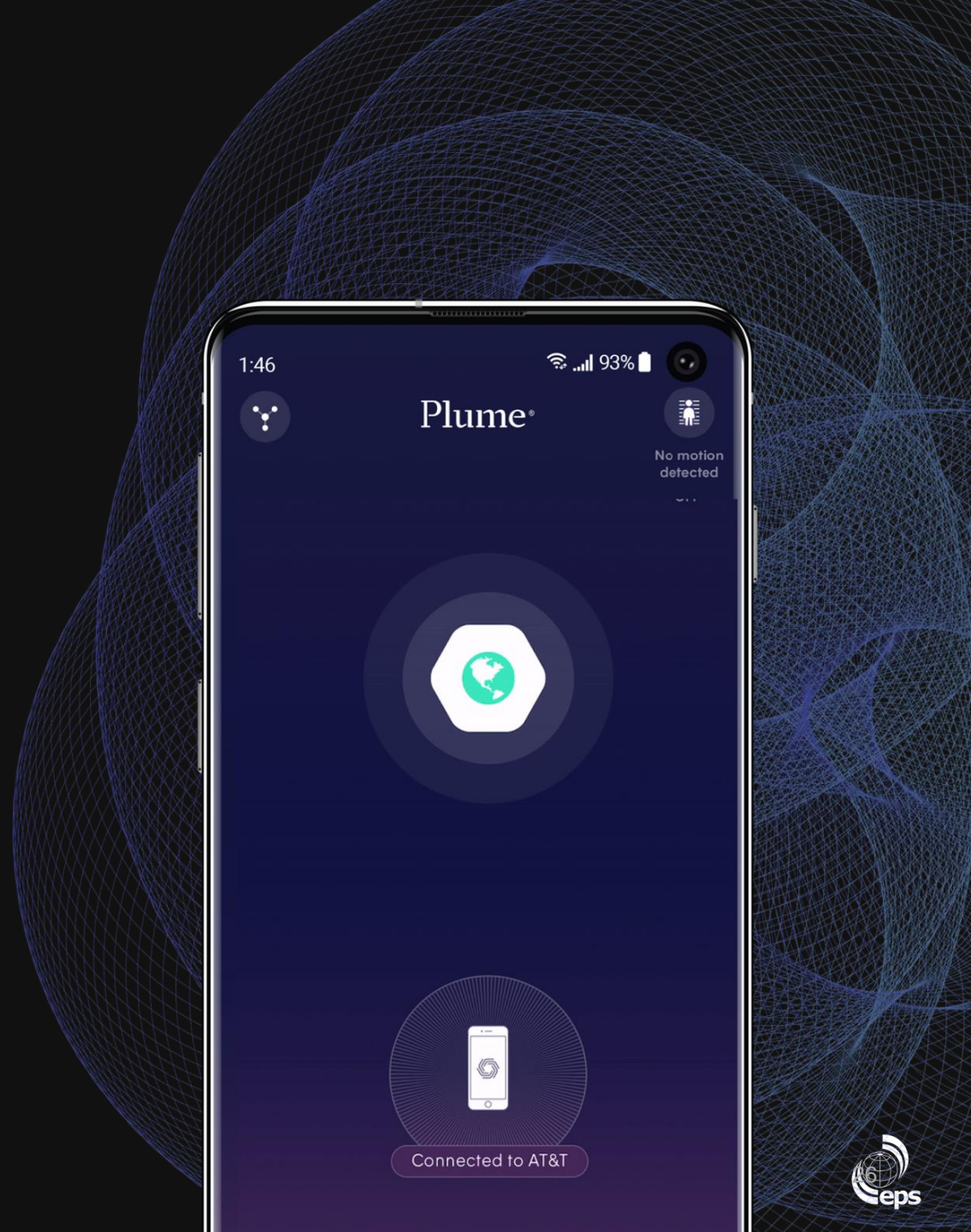


Sagemcom
FAST 286



Askey
AP5620W

Let's see a demo
to learn more about how
Plume can improve your
customer experience



Appendix

Compliance at Plume

Peace of mind by any standard

Sam
Knows



Privacy

- Plume believes personal data should remain personal.
- Our products safeguard individual privacy, putting users in control of their information.
- Our GDPR and CCPA compliance programs ensure all legal requirements are met.



Security

- At Plume, security is built into every product and business operation, so you can focus on growth.
- Our program protects our entire business footprint from consumer premises to the cloud.
- We've also aligned our security approach with industry best practices.



Performance

- When it comes to speed and latency, we've got you covered.
- Our trusted ecosystem of partners conducts Universal Service Administrative Co. (USAC) on-premises performance testing.
- This ensures cost-effective compliance with CAF standards, every time.

Information security



Consumer premise

- Secure firmware development and updates
- Strict CPE/embedded software security with no open ports
- Secure mobile app development & updates, with thorough vulnerability assessments
- Secure communication with the cloud



Data

- Encryption in transit and rest
- Role-based access controls
- Controlled residency and retention



Cloud

- Compliance with AWS security best practices
- Continuous host and network monitoring
- Vulnerability assessments & patch management
- High availability



Corporate

- Cyber-security & privacy awareness and training
- Secure network and access controls
- Anti-malware and threat monitoring for laptops
- Fully-encrypted computer systems

The Benefits Plume brings to the table

Reform the bundle around experiences



Plume

The leading services platform for the smart home

Market response

35 Million+ smarter homes and small businesses

Top 5

Largest CSPs globally

COMCAST

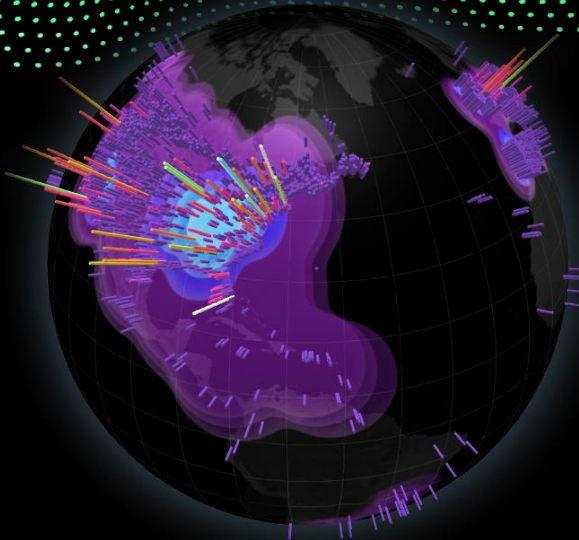


vodafone

Charter
COMMUNICATIONS

J:COM

1.3B+ devices managed



Award-winning

Leading Lights
AWARDS 2020

★ ★ ★
Broadband
AWARDS



Powering smart buildings with real results

Increased ARPU & velocity



Monthly residential ARPU

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ROI

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The opportunity

Beyond WiFi mesh

Make money, increase wallet share with the most advanced smart home platform

Future-proof

Fast, intelligent, adaptive internet, across all devices with unprecedented insight and self-care.

Control

Safe, worry-free browsing, parental controls and guest access with unparalleled configuration.



Innovate

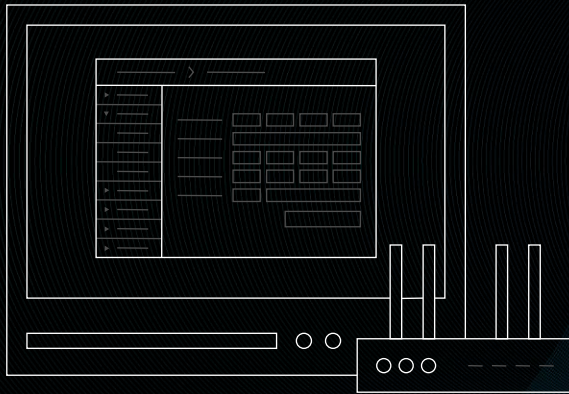
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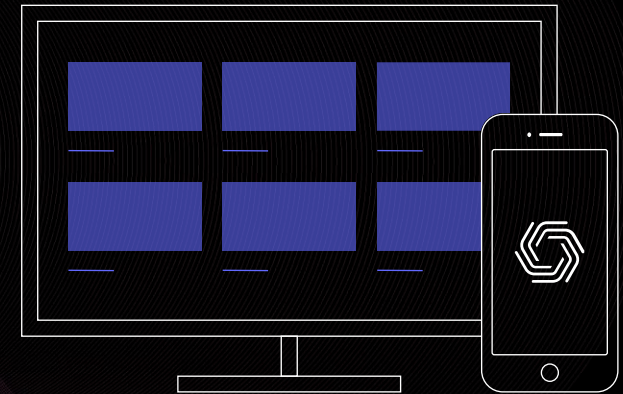
Embrace the future in broadband offering

From this...



Functional, complicated, no personalization

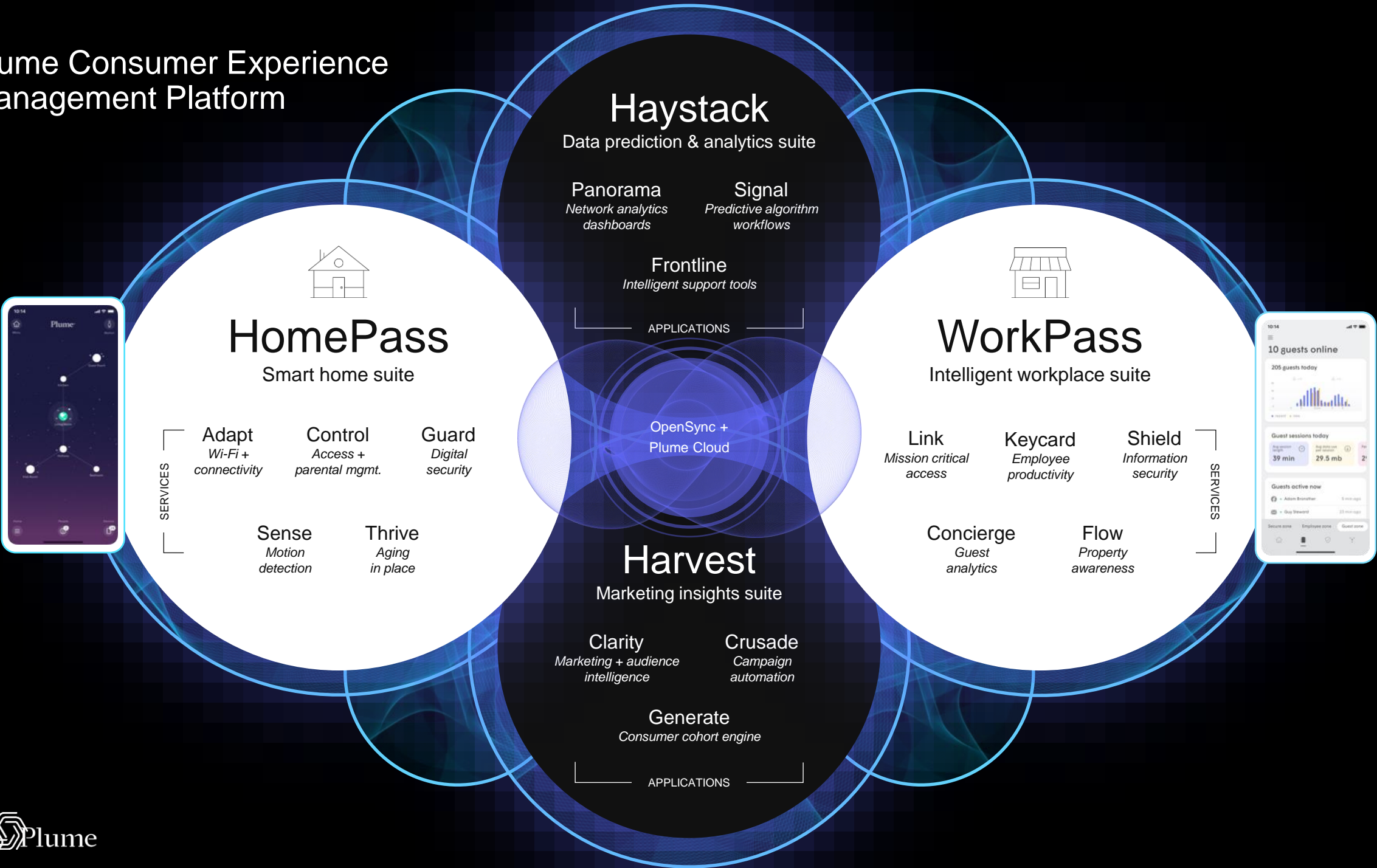
to this.



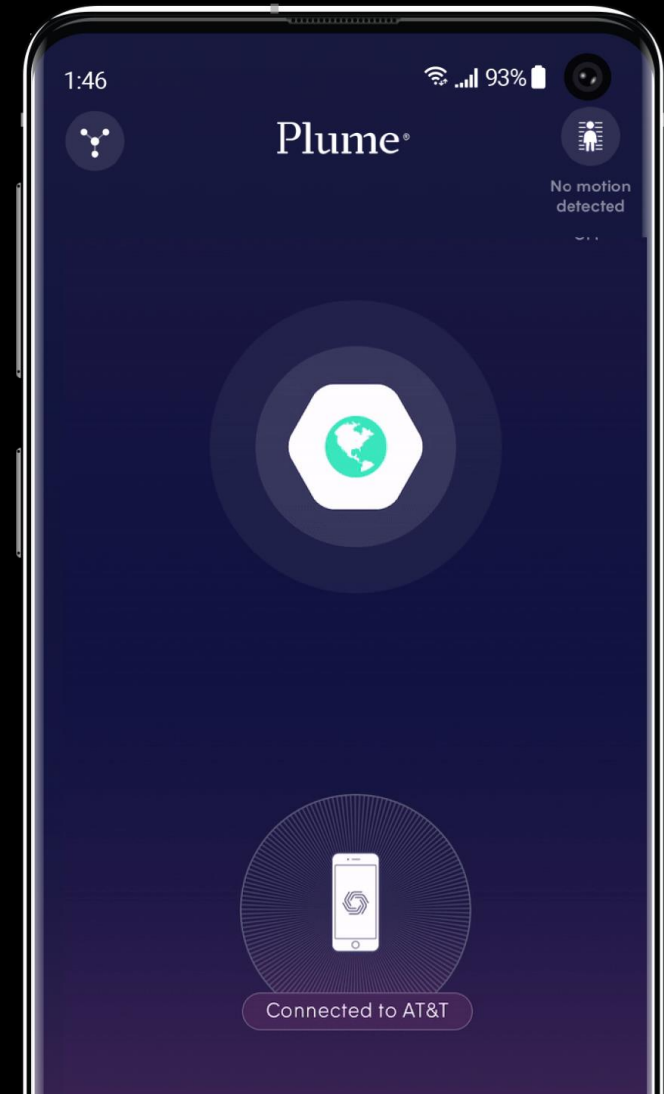
Platform, interactive, bespoke

Subscriber and back-end solutions to reduce operating costs, reduce complexity, remedy customer churn, and unseat the competition

Plume Consumer Experience Management Platform



Partner with Plume.



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