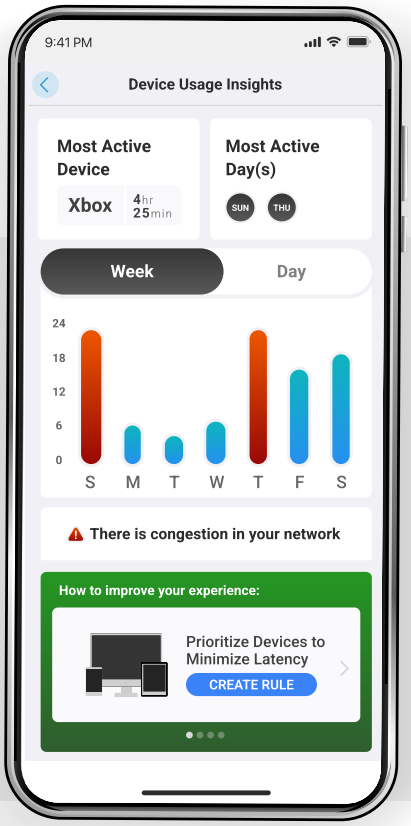
Wi-Fi Optimization

Improve Household Wi-Fi Networks with New Device Usage Insights

Currently, users often have to make customer service calls to their ISP to address network performance issues or get assistance with optimizing their system. ISPs must find new ways to reduce these high operating expenses (OPEX) while maintaining customer satisfaction.



Access New Network Insights for the Best Wi-Fi Experience

The Wi-Fi Optimization tool provides users with unprecedented insights into their device usage patterns, allowing them to better understand how to improve their home network. This feature uses the ISP's mobile app to display device usage and performance over time to determine what is causing Wi-Fi issues. Based on the unique device placement, network configuration, and device usage patterns of a given user's home, customers can access recommendations to improve device performance. With these new insights, ISPs will also be equipped with the right information to recommend upgrades to their customers that will improve their Wi-Fi experience.

Key Benefits

For ISP's

- Reduce OPEX by providing customers with a Do-It-Yourself (DIY) tool
- Increased barrier to churn by competitive differentiation
- Higher net promoter score (NPS) & increased ARPU
- Increased incentive to rent gateway via unique, high-value features
- Easy to integrate into an existing ISP's mobile app

For Users

- Control over their Wi-Fi experience to improve customer satisfaction
- Reduced customer support wait times
- More optimized Wi-Fi experience
- Improved troubleshooting with deeper insights into device performance
- Better device & network performance

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