



# Self-Install Solutions

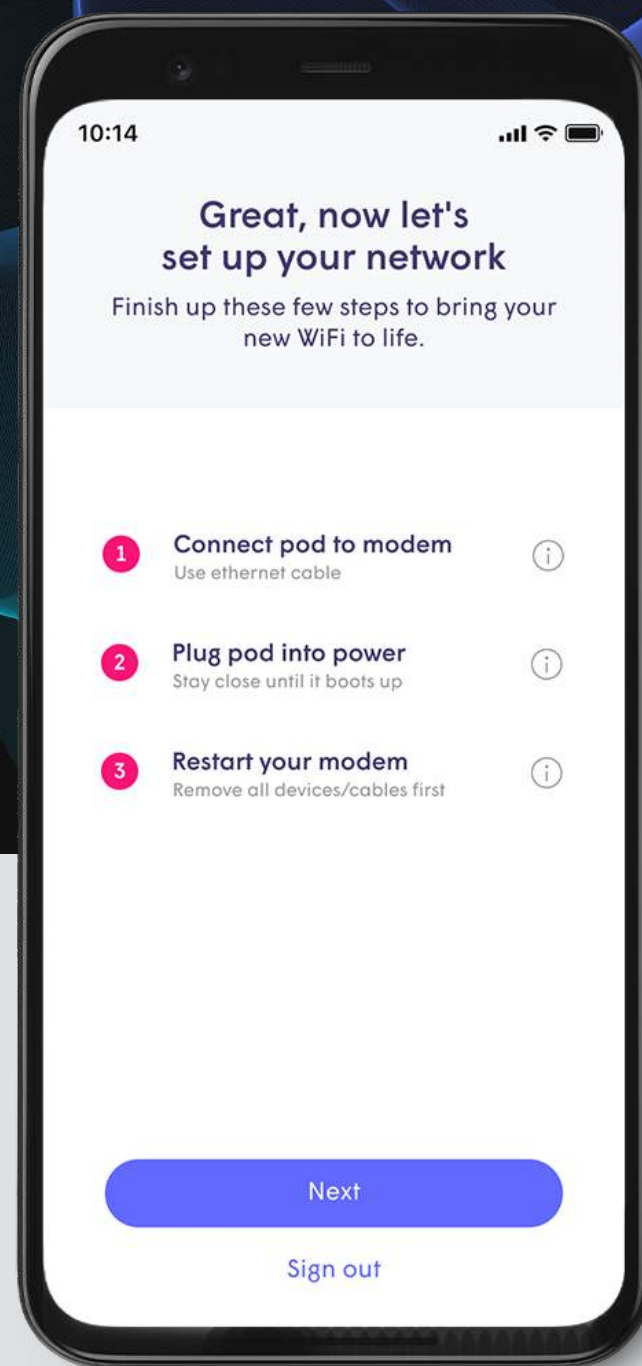
The contactless future is here.

## House calls are yesterday's answer

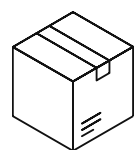
For Service Providers, sending technicians for new customer installations and troubleshooting can be costly and time-intensive, causing customer frustration and needless in-person contact.

## Hands-off is the new hands-on

Instead of coordinating appointments and waiting for a technician, your customers can onboard themselves immediately with Plume's intuitive app. Reduce home visits, improve customer lifetime value, and provide greater self-service capabilities through a contactless delivery model.



## Key benefits



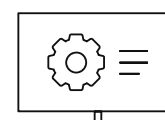
### Contactless delivery

Ship hardware directly to the customer, or use existing OpenSync™-enabled devices in the home to activate Plume HomePass® service without ever being on-site.



### Technician-free installation

HomePass app self-installation can be completed in under five minutes with a 95%+ success rate, making setup easier than ever.

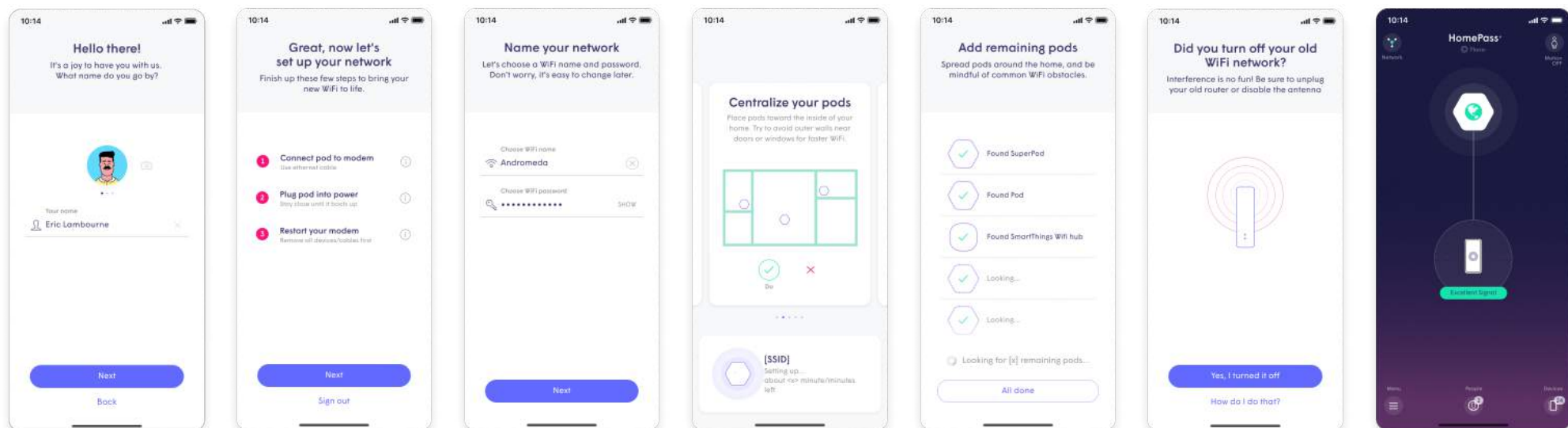


### Remote support

Plume empowers support reps to quickly and accurately analyze issues remotely, reducing call-in rates and truck-roll rates by 51% and 67%, respectively.

## 7 simple steps

The HomePass app gets subscribers up and running in minutes by connecting directly to the Plume Cloud, where Plume's Control™ service supports seamless customer self-installation, configuration, monitoring, and interaction.



### Step 1

Create an account

### Step 2

Get connected

### Step 3

Set a Wi-Fi name and password

### Step 4

Place pods

### Step 5

Automatic updates

### Step 6

Out with the old

### Step 7

Complete the self-installation

“Our customers really appreciate the super simple app-based approach to installing Plume on their own. This is particularly important at this time when we’re doing our part to limit technician’s need for entering the subscriber’s home.”

Brian Olson, General Manager at i3 Broadband

## Why partner with Plume?

Our services are proven to help CSPs reduce costs while increasing operational efficiency.\*



NPS

▲ 60+



Truck rolls

▼ 67%



Monthly ARPU

▲ \$15



ROI

▲ 200%

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

Let's get started

Contact [partner@plume.com](mailto:partner@plume.com) to learn more about how Plume Self-Install Solutions can benefit your business.



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