



# HomePass app

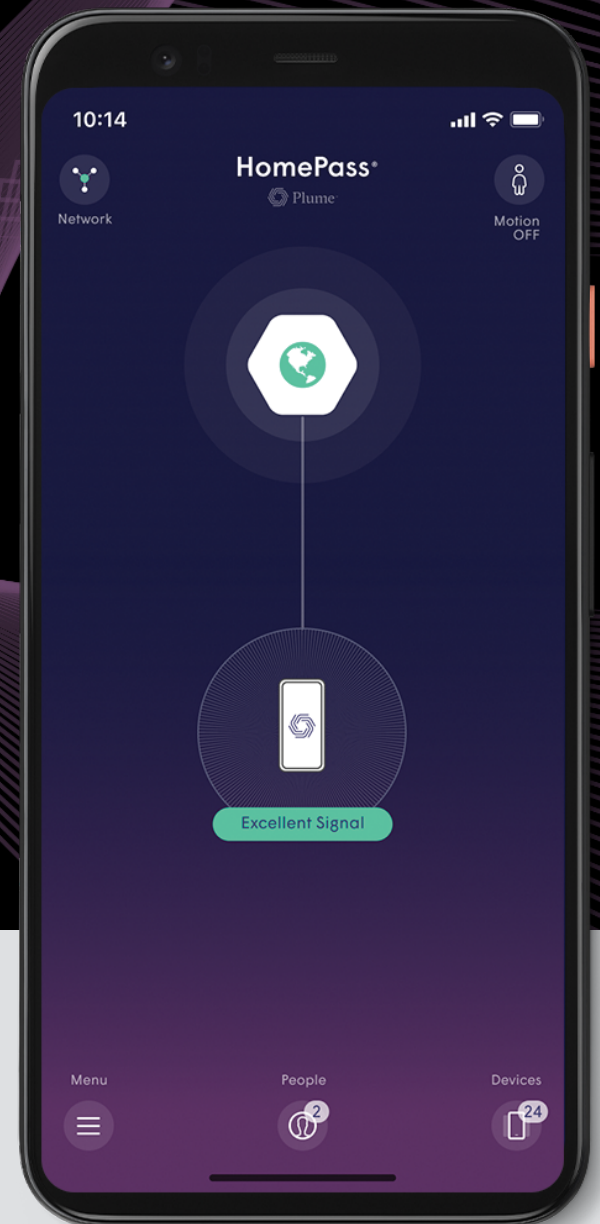
The power of personalization in your customers' hands.

## A lack of visibility leaves customers in the dark

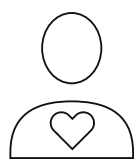
With traditional WiFi, customers have limited insight and control over their networks, making it hard for them to optimize their experience and difficult for you to roll out new features.

## Unlock a suite of powerful services

Plume's HomePass app changes the game, allowing customers to see, optimize, and control their WiFi network from a simple interface that enables an array of Smart Home Services through Plume.

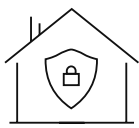


## Key features



### Customized, device-level user access

Let your customers manage their network their way. With the HomePass app, they can set up individual user profiles, group devices by user, and view network access at a glance.



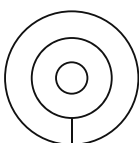
### Whole-home protection

The HomePass app puts a premium on protection with a powerful AI that safeguards against anomalous behaviors—blocking intrusions and malicious traffic as well as quarantining infected IoT devices from both IP- and DNS-related threats.



### Automatic adblocking

Let your customers enjoy an ad-free experience, with automatic adblocking from known internet ad servers.



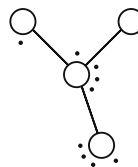
### Intuitive activity tracking

Sense transforms your customers' WiFi into a whole-home activity sensor, allowing them to monitor expected and unexpected motion in their home.



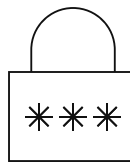
### Home network alerts

The HomePass app stays alert so your customers don't have to, with notification setups for network outages and unusual home activity.



### Total visibility at a glance

The app allows customers to visualize pod and device activity, providing a holistic view of their home network and the power to troubleshoot issues.



### Advanced access controls

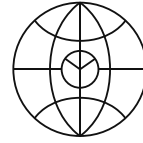
The HomePass app lets customers easily manage login credentials and guest passwords, and control content access on a device-specific level with predefined filters like "Kid appropriate", or time-scheduled presets like "Bedtime" or "Weeknights."

## Key benefits



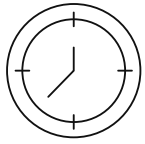
### Your business, your way

The HomePass app is fully customizable to your needs as a CSP. Add your logo and branding, select the features you want to offer, and link users to your online store for additional pod purchases.



### Localization in 7 languages

The app is available in French, German, Spanish, English, Italian, Japanese, and Portuguese for easy rollout across Europe, Latin America, and Japan, as well as support for domestic foreign-language speakers.

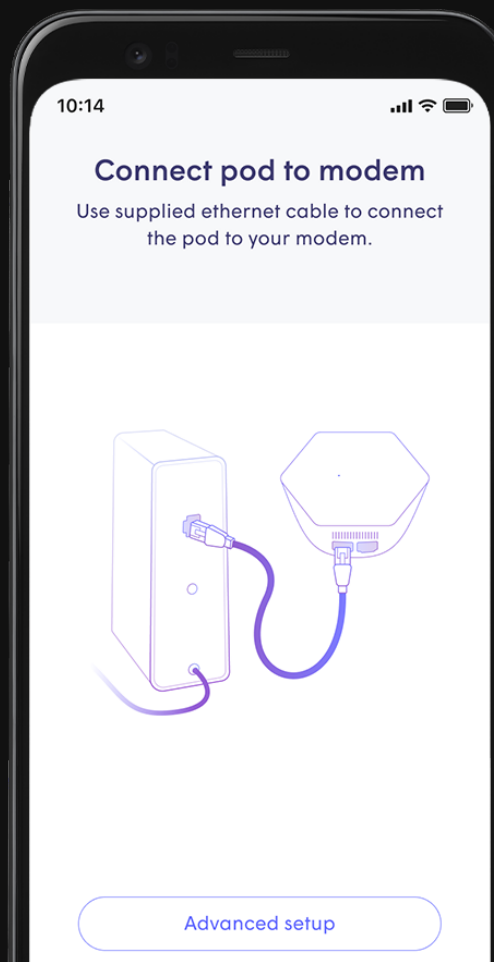


### Fast, contactless setup

The HomePass app enables customers to be up and running in minutes with clear, step-by-step instructions and automatic setup using Bluetooth to discover pods.

## Simple self-installs are more important than ever

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



### Self-install steps

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

## 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 what enabling Plume HomePass through the HomePass app can do for your business.



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