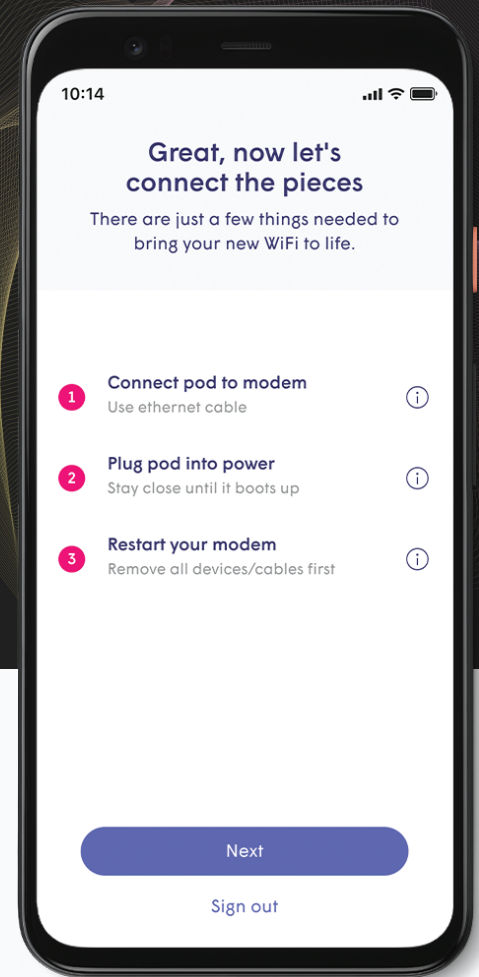


Self-Install Solutions

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



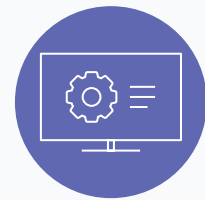
Contactless delivery

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



Technician-free installation

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

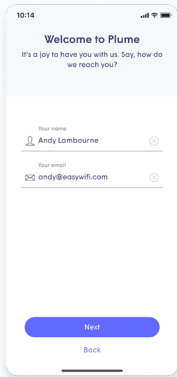


Remote support

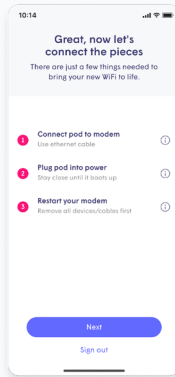
Plume empowers support reps to quickly and accurately analyze issues remotely, reducing call-in rates and truck-roll rates by 51% and 67%, respectively.

7 simple steps

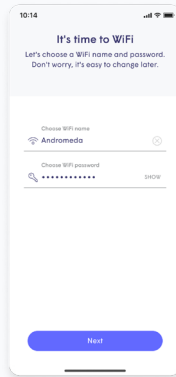
The Plume App gets subscribers up and running in minutes by connecting directly to the Plume Cloud, where Advanced Access Controls support seamless customer self-installation, configuration, monitoring, and interaction.



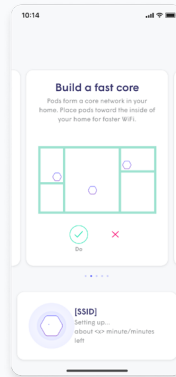
Step 1:
Create an account



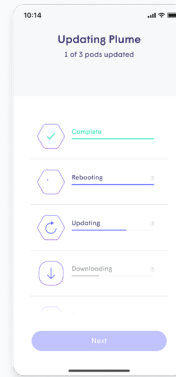
Step 2:
Get connected



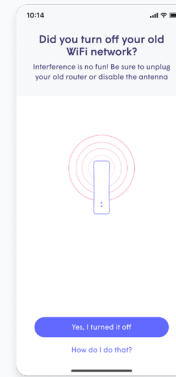
Step 3:
Set a Wi-Fi name and password



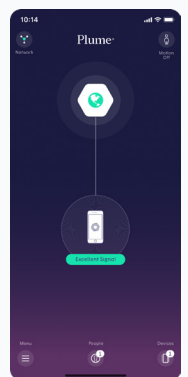
Step 4:
Place pods



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?

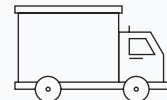
Our services are proven to help ISPs reduce costs while increasing operational efficiency.*



Increase monthly ARPU by \$15



Improve NPS by 60+



Reduce truck rolls by 67%

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

Let's get started

Plume is brought to you by:



www.amt.com

3150 SW 15th St. Deerfield Beach, FL 33442
(888) 293-5856 / (954) 427-5711
Fax (954) 427-9688



© 2020 Plume Design, Inc. All rights reserved. AI Security, Advanced IoT Protection, Harvest, Haystack, HomePass, OpenSync, Plume, Plume Adaptive WiFi, Plume IQ, PowerPod, Signal, and SuperPod are trademarks or registered trademarks of Plume Design, Inc. Other company and product names are used for informational purposes only and may be trademarks of their respective owners.