

NETKIT® BROADBAND 6.0

Netsurfer makes the Internet easy for broadband service providers and their subscribers. Our latest offering, the NetKit® Broadband 6.0 product suite, expands Netsurfer's emphasis on ease-of-installation and ease-of-use. Moreover, the suite provides ongoing connectivity management and paves the way for increases in customer profitability. You'll be proactively solving problems – before subscribers have to call for help.

The NetKit Broadband 6.0 is a product suite that turns the subscriber's computer into a manageable network element. This means the service provider can use the product suite as the central platform for many aspects of connectivity management, including diagnostics, content management, targeted messaging, and installation of new applications.

NetKit Broadband 6.0 combines proven sixth-generation technologies with a host of enhancements for the broadband Internet access market. The product is highly configurable to each service provider's unique requirements for subscriber life cycle management. And the product's architecture makes it easy for service providers to add new content and applications to existing capabilities and infrastructure.

NETKIT® BROADBAND 6.0 CAPABILITIES

Netsurfer worked closely with customers to make the NetKit Broadband 6.0 suite of products intuitive to install and use. The result is a client-focused application that performs a range of tasks crucial to subscriber retention and profitability.

NETKIT BROADBAND 6.0:

- Can work with existing back-office applications.
- Pre-qualifies the subscriber's PC without the presence of a technician.
- Quickly and easily installs multiple 3rd party software products – including browser, chat, and e-mail – on the subscriber's PC.
- Creates one or multiple e-mail accounts in real time.
- Configures all account settings.
- Self-provisions the PC for Internet access, reducing and in some cases eliminating the expense of a truck roll.
- Provides an ongoing medium for reaching each individual subscriber with pertinent information, advertising, new settings and targeted content.
- Monitors connectivity and CPE performance, diagnoses problems, and provides "self-healing" tools and online help.
- Facilitates the launch and support of new revenue-generating products and services.
- Uses built-in diagnostic tools to reduce or eliminate help desk support calls.

COMPONENTS OF THE NETKIT BROADBAND 6.0 PRODUCT SUITE

NETQUALIFIER

- Features**
- Verify computer's ability for high-speed Internet access
 - Monitor the CPE operation
 - Monitor LAN/WAN connectivity
- Benefits**
- Accelerate revenue by getting subscribers online weeks earlier
 - Cut number and duration of support calls

EXPERTPROVISIONER

- Features**
- Install required software
 - Create multiple e-mail accounts
 - Configure all accounts settings and customer premises equipment
 - Facilitate activation
- Benefits**
- Slash time required for sign-up
 - Increase "take" rate
 - Avoid costly truck rolls
 - Cut number and duration of support calls

SELF-CARE TECHNICIAN

- Features**
- Provide online help
 - Monitor connection speed
 - Reset e-mail accounts
 - Activate "self-healing" tools
- Benefits**
- Cut number and duration of support calls
 - Avoid costly truck rolls
 - Reduce churn by enhancing the customer's support experience

NETPORTAL

- Features**
- Enable a provider-branded touch-point with subscribers
 - Give users an intuitive starting point and a menu of applications
 - Display messages and deliver updates
- Benefits**
- Enhance the Internet experience for subscribers
 - Improve brand awareness and subscriber loyalty
 - Manage the subscriber's environment

SOFTCASTDIRECT

- Features**
- Deliver targeted subscriber messages, advertising, client updates, and third-party software downloads
- Benefits**
- Support marketing initiatives
 - Cut support and distribution costs
 - Reduce maintenance costs

SOFTCASTMONITOR

- Features**
- Maintain a continuous communication link with the subscriber
 - Enable remote support management and QoS metrics
- Benefits**
- Dynamically monitor and improve performance and reliability
 - Build subscriber satisfaction and longevity

HOW YOU'LL USE THE NETKIT BROADBAND 6.0 PRODUCT SUITE

CHECK REQUIREMENTS WITH *NetQualifier*

NetQualifier performs an enhanced pre-qualification analysis of the subscriber's hardware environment. Within minutes, the software detects key attributes of the subscriber's PC and compares them to each service provider's requirements for broadband access. In addition, NetQualifier will verify that the subscriber's computer is communicating with the CPE equipment (DSL or cable modem) and the network.



NetQualifier verifies broadband network connectivity.

BUILD YOUR BRAND WITH *NetPortal*

NetPortal gives you the opportunity to build brand awareness with a custom-branded desktop portal. NetPortal is an intuitive starting point for the Internet experience – providing a regular, convenient touch-point with the subscriber before the browser is launched. It also displays the most useful applications. Through the centralized desktop portal, you are able to manage the subscriber's environment.

MANAGE – AND SELL – WITH *SoftCastDirect*

You can use SoftCastDirect to download and auto-configure third-party software, such as new applications and new revenue generating services. Provides the connectivity for delivering targeted subscriber messages, advertising, and client updates. Lower maintenance costs are achieved by enabling housekeeping activities and the ability to download new files and drivers.

IMPROVE PERFORMANCE WITH *SoftCastMonitor*

Maintains a continuous link between your network operations center and the subscriber. SoftCastMonitor can retrieve and transmit QoS information and to support remote management of your application on the subscriber's computer. The integrated SNMP feature can monitor the signal quality of the broadband network.

ACTIVATE WITH *ExpertProvisioner*

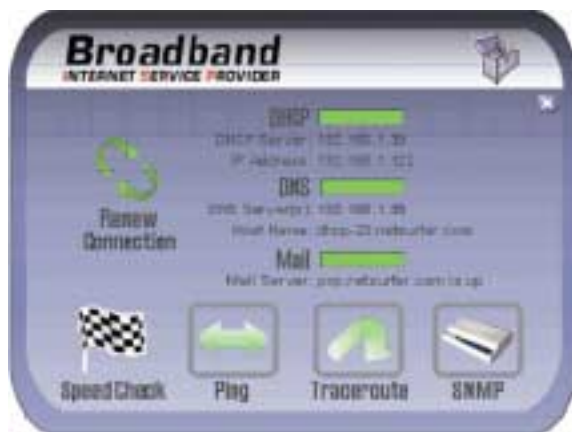
ExpertProvisioner makes activation easy for you and your new subscribers. It accelerates account activation for broadband-only or hybrid mode (broadband and dial-up) accounts. The component can automatically detect and provision a DOCSIS-compliant cable modem or a DSL modem for the network. It walks the subscriber through some steps, such as billing plan selection, setting up user names and passwords, and designating e-mail accounts for each user. And it performs other tasks automatically in the background, such as LAN interface configuration and browser installation.



NetPortal provides a custom-branded desktop application, enabling you to manage the subscriber's environment.

SOLVE PROBLEMS WITH *Self-Care Technician*

The subscriber can activate a self-healing routine that restores all connectivity and Internet application software to previous known "good" settings. Self-Care Technician also provides online help, monitors Internet connection, resets e-mail settings for multiple accounts, and has a service release-and-renew feature for new IP addresses.



Self-Care Technician performs diagnostic tests on the network.

SPECIFICATIONS: Works on DOCSIS and non-DOCSIS systems. Functions in Windows NT/2000 and Unix network environments. Windows 95, Windows 98, Windows NT, Windows 2000, and Millennium Edition XP. Languages: Available in English. Optional: Spanish, Portuguese, and Japanese. Copyright © 2002 Netsurfer, Inc.