

## CORPORATE OVERVIEW

---

Netsurfer makes the Internet easy. We develop subscriber connectivity management software that broadband and dial-up Internet access providers use to manage the subscriber life cycle. Fast, easy provisioning is just the start: Service providers use Netsurfer's sixth-generation technologies throughout the subscriber life cycle for proactive network monitoring, diagnostics, online support, and easy delivery of new services. For Netsurfer customers, making the Internet easier paves the way for slashing activation costs, cutting churn, and increasing revenue.

---

### REAL PRODUCTS

Netsurfer offers two Subscriber Connectivity Management Suites: NetKit® Broadband and NetKit® Dial Up. Each includes these components:

- **NetQualifier** – Verifies the computer configuration, monitors the CPE operation, and monitors LAN/WAN connectivity.
- **Expert Provisioner** – Installs and configures required software, creates multiple e-mail accounts, configures all account settings and customer premises equipment, and facilitates activation.
- **Self-Care Technician** – Provides the Operator an alternative to costly technical support through online help and "self-healing" tools; restores lost connectivity; and resets corrupted settings.
- **NetPortal** – Provides the Operator an intuitive, custom-branded interactive desktop portal to better manage the subscriber's experience with targeted messaging and links to favorite applications.
- **SoftCastDirect** – Provides the connectivity for delivering targeted subscriber messages, advertising, client updates, and third-party software downloads.
- **SoftCastMonitor** – Maintains a continuous communication link with the subscriber, enabling remote support management and QoS metrics to improve the subscriber experience.



## REAL EXPERIENCE

Netsurfer is one of the original pioneers of Internet access provisioning—and today, after working with hundreds of service providers and deploying more than 5 million product licenses, we're taking subscriber connectivity software into exciting new areas, such as client diagnostics, targeted messaging, and service distribution.

Netsurfer keeps pace with the latest trends in Internet access, residential provisioning, and dynamic subscriber connectivity. Service providers worldwide can continue to rely on Netsurfer's technologies to set the standards for ease of installation, ease of use, and subscriber profitability.

## REAL CUSTOMERS

Netsurfer's technologies have assisted more than 500 service providers in 14 countries to cut the cost of adding and supporting customers through reductions in help desk support, to keep more customers through easier access and better branding, and to drive additional revenues. Netsurfer's customer base encompasses providers of cable, DSL, dial-up and wireless services. Representative customers include:

- Cablevision, one of the nation's leading telecommunications and entertainment companies;
- McLeodUSA Incorporated, one of the nation's largest independent competitive local exchange carriers;
- NTT Data, a leading provider in Japan offering a full lineup of core services required in the Internet;
- Knology, a leading provider of interactive voice, video and data services in the Southeast; and
- Americatel, a regional carrier providing Internet backbone access to Internet Service Providers in Latin America and the Caribbean.

## REAL DEPLOYMENTS

Netsurfer's system engineers can manage installation and integration of the Subscriber Connectivity Management Suite with your back-office systems.

We have years of experience in integrating our products with a broad spectrum of network operations and back office environments involving diverse equipment, databases, servers, proprietary OSS and BSS software, and internally developed systems. We have integrated Netsurfer technologies successfully with:

- Major billing and customer care systems, including Portal Infranet, CSG Systems, Boardtown Platypus, Rodopi and Convergys
- Leading CPE and CMTS manufacturers, including Terayon, Thomson, Motorola and Toshiba
- All types of servers, including DHCP, RADIUS, FTP, news, chat/IM, and advertising servers
- Customer support automation and help-desk diagnostic software

## REAL RESULTS

Service providers that want to acquire and keep customers for significantly less money and effort are turning to Netsurfer. Here are some of the benefits they are reporting or projecting:

- 95% success rate in self-installations
- 75% reduction in installation time through automated pre-qualification and activation with little or no support from on-site technicians or CSRs.
- 55% reduction in churn rate
- 68% reduction in operational problem calls
- Slashed installation costs (Based on Yankee Group findings, the average savings can amount to \$130, or 42%, for broadband service providers.)

Copyright © 2002 Netsurfer, Inc.