

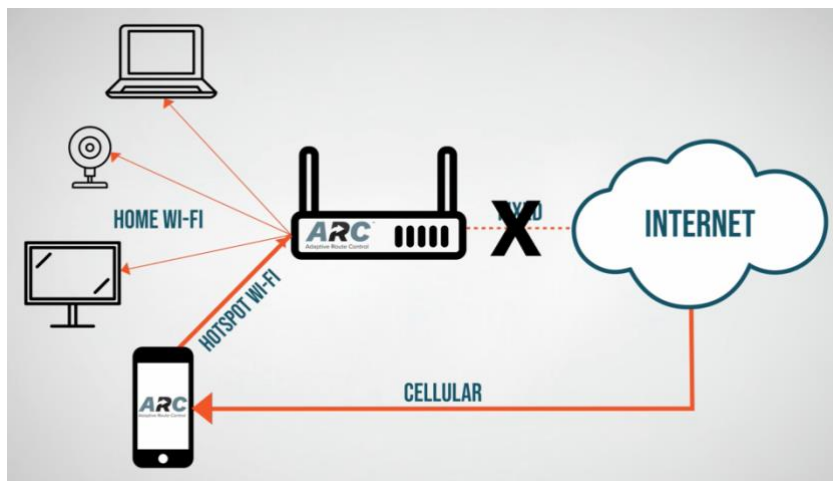
ARC Hotspot™

Adaptive Route Control approach increases broadband service reliability

An Alternative to Manual Connectivity Troubleshooting

Many broadband users have the option to use a cellular hotspot to power the Wi-Fi devices at their homes or businesses during an outage. But shifting from an unreliable network connection to this secondary access network isn't foolproof. In addition to being able to recognize when an outage is occurring, the user must know how to turn on the cellular hotspot, disconnect the other Wi-Fi devices from the home or business Wi-Fi network and connect them to the cellular hotspot. Finally, the user must also know how to detect when the outage is resolved, how to turn off the cellular hotspot and how to reconnect the Wi-Fi devices back to the home or business Wi-Fi network. Manual troubleshooting like this can result in user frustration and customer service complaints for broadband service providers.

A Cost-Effective Solution That Improves Customer Experience



ARC Hotspot increases broadband service reliability for homes and businesses without the need for additional hardware or device

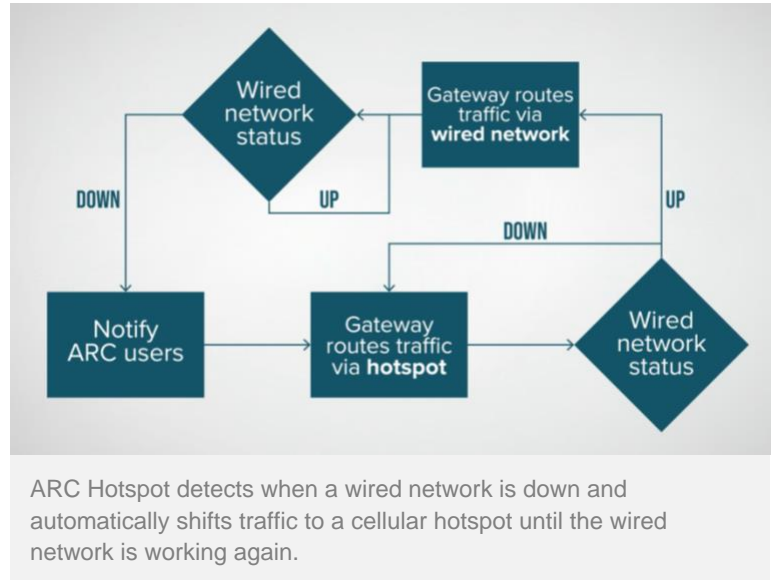
ARC Hotspot, a cost-effective software solution created by Kyrio for broadband service providers, removes the burden of manual troubleshooting for the user. With no additional hardware cost, it creates a better customer experience while potentially also improving customer loyalty, lowering churn and increasing revenue per customer for the service provider.

ARC Hotspot Automates Redirect Between Wired Access and Hotspot

ARC Hotspot increases the reliability of broadband services by automating the switch from wired access to cellular hotspot—and back again. It offers continuous service for devices connected to the home or business Wi-Fi network without the need for additional hardware or device reconfiguration.

How ARC Hotspot Works

- **Eliminates need for additional hardware:** ARC Hotspot leverages existing smartphones on the customer's premises as backup connections. This requires no additional hardware cost for an extra mobile radio connected to the home gateway.
- **Enables an automatic shift from the wired network:** Software on a broadband gateway detects when the wired network is down. ARC Hotspot then automatically shifts traffic to the cellular hotspot until the wired network is working again. Because the Wi-Fi devices on the premises don't need to be reconfigured, they stay connected to the gateway, which simply relays traffic to the cellular hotspot. This allows for continuous service for connected devices on the premises, such as laptops, mobile devices and smart home products.
- **Improves customer experience:** The ARC Hotspot agent can be added to the original equipment manufacturer's (OEM's) legacy and/or new devices and enabled through a simple firmware update. Integrating the ARC Hotspot mobile app's software development kit (SDK) within the operator's customer care app ensures a streamlined experience for the user.
- **Guarantees failover:** Kyrio provides software for gateways and mobile devices to manage the use of the cellular hotspot as a failover option for the fixed broadband connection. ARC Hotspot currently supports failover and can be extended to also support aggregation, smart queuing and other routing features.



Learn More

Visit www.kyrio.com/arc-hotspot/ to learn more about ARC Hotspot and watch a demo video.

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