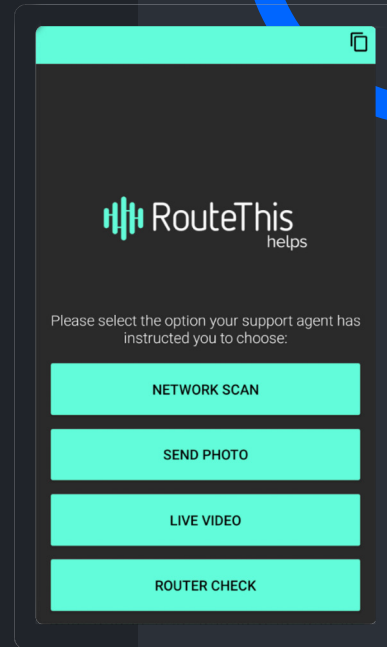


FOR ISPs

# RouteThis Self-Help



## Flawless WiFi at your subscribers' fingertips

Empower your subscribers to resolve WiFi connectivity issues without ever needing to contact your support team.



### ANALYZE

#### Initiate full network analysis

With the click of a button, subscribers can activate a complete diagnostic scan using their mobile device to collect hundreds of data points as if a technician were truly in their home.



### IDENTIFY

#### Let them determine the root cause

Analysis results are compared to millions of home network scans to identify the true root causes of WiFi connectivity issues, including poor WiFi coverage, interference, too many connected devices, and many more.



### RESOLVE

#### Provide steps to solve the issue

The app generates easy-to-follow troubleshooting steps to restore connections faster.

# A self-service solution that works

## IMPROVE OPERATIONAL EFFICIENCY

With effective self-service options, subscribers won't have to contact your support team—which means lower support demand, fewer unnecessary truck rolls, and drastically lower cost to support.

## OUTPACE THE COMPETITION AND SECURE MARKET SHARE

Consumers expect businesses to offer effective self-service support options—but few of them do. By delivering those options, your ISP can stand out from the competition and expand in your market.

## ATTRACT AND RETAIN HAPPY CUSTOMERS

Better WiFi experiences mean happier customers who stay with your company longer—and who help bring in new accounts through referrals and reviews.

## See what's included with Self-Help

|                         |   |
|-------------------------|---|
| Automatic network scans | Analyze the home network to identify the sources of WiFi issues.  |
| Fix-It flows            | Deliver proven resolution paths using data from thousands of home network scans.                                |
| Problem identification  | Customize which issues are surfaced in order to maximize call deflection.                                       |
| Agent insight           | In the rare case that subscribers need to call into support, agents can access all historical scan information. |

## The problems we solve

|                   |                            |                        |
|-------------------|----------------------------|------------------------|
| ✓ Congestion      | ✓ High internet usage      | ✓ Distance from router |
| ✓ Merged networks | ✓ Incompatible frequencies | ✓ Too many devices     |

### About RouteThis

RouteThis is a leading in-home WiFi connectivity platform provider that is transforming the way ISPs and smart home brands deploy, manage, and support the connected home. Our 100% software-based approach to solving in-home connectivity issues leverages the power of consumer smart devices so agents and consumers alike can quickly identify, resolve and prevent WiFi connectivity issues. Plus, with RouteThis Self-Help, consumers can solve connectivity issues themselves without making a call to customer support. We're proud to be a trusted partner to hundreds of ISPs and smart home brands worldwide, and the RouteThis head office is located in Kitchener-Waterloo, Canada.