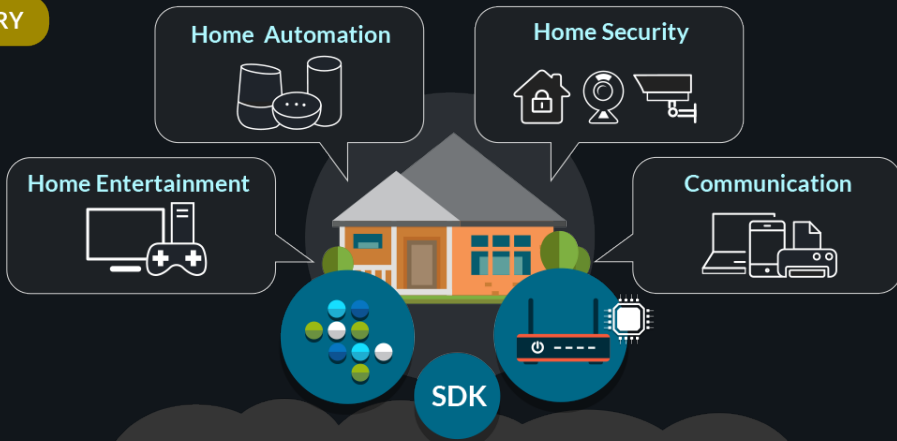




Whole Home Discovery
Data & Service

DISCOVERY



Name | Manufacturer | Model | Category
Firmware | Usage | Latency | Connection Analysis

DATA



SERVICES

Predictive Actions | Global Insights | Proactive Support
Upsell Potential | Security Assessments | Personalized Advice



The Whole Home

Discovery

- Create an inventory of all non/connected electronics and digital services users own
- Identify customers that can get most value from Whole Home offer

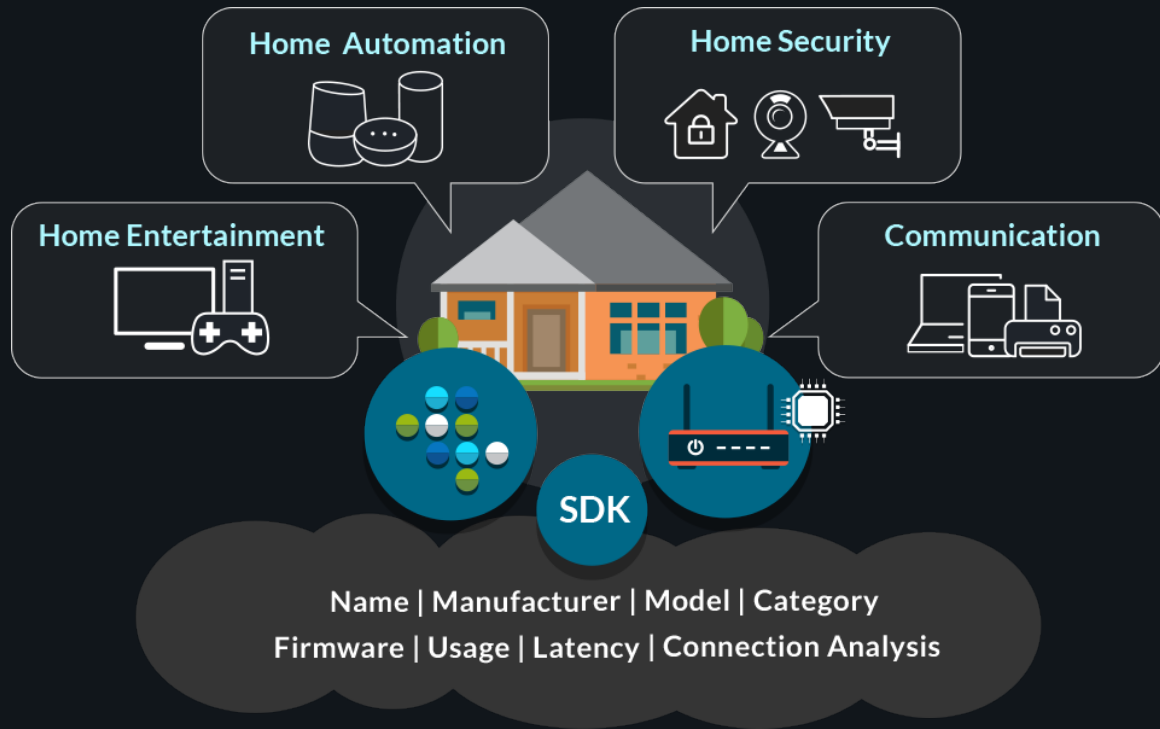
Data

- Use internal and external data sources to create a 360 view of customer's digital assets.

Services

- Service built on the top the data that can help users get most out of their devices
- Offer value driven solutions to the ISPs and customers.

DISCOVERY



Discovery

Network scanning can lead to details like ISP, connected devices, manufacturer, model and category, firmware version and internet connection quality.

Disco SDK

- Deploy Network scanner SDK as part of existing mobile apps.

Disco Firmware

- Deploy firmware on existing network routers to gain in-depth data, example: Verizon Fios routers & 5G routers.

Disco Hardware

- Disco hardware connected to a router can provide persistent in-depth network details continuously. The hardware provides better reach into the network to not just report data but also address any issue proactively.



Data

The goal is to learn as much information about the customer and enrich the data.

- Create an inventory of all non/connected electronics and digital services users own
- Use internal and external data sources to enrich the data and build services on the top to provide more value to the customers.

SERVICES

Services

- Build service on the top the data to provide the following to the customers
 - Proactive Support
 - Personalized Advice
 - Real time Insights to help users when the problem arise

- Services designed for carriers/ISP
 - Predictive actions to the carriers
 - Global insights to the carriers
 - Trend analysis of the issues faced by users
 - Isolate the network related issues that may have been result of rough service, device or some other factors other than ISP.
 - Upsell to Whole Home or other products like network security and parental guidance.





Timeline

The Disco team is will focus on the following experiments

Disco SDK

- Plan to deploy the SDK by end of Oct to Verizon Tech Coach app.

Disco Firmware

- The team is working on establishing contract with router OEMs and ISPs
- This strategy will help keep the cost low and still be able to provide services we can build with deep network learnings.

Disco Hardware

- Disco hardware prototype is already in test with 30 customers. The learnings from pilot will help us create a scalable solution.