

Presenting the EthoStream Advantage

5 EthoStream Facts That Underline Our Quality Approach to High-Speed Internet Access and Support

EthoStream Fact: We provide complete end-to-end Quality of Service.

The one thing that sets us apart will also set you apart from the competition – quality of service. It has been the guiding principle behind EthoStream from day one. It's the reason why the owners of over 2,000 properties rely on us to service and support their high-speed Internet access (HSIA) system. Our solutions are custom designed with quality of service as the number one criteria. By adopting a proactive approach to service on a day-to-day basis, our customers benefit directly. This is the philosophy that differentiates us from other service providers.

We take quality of service to a new level, being proactive in how we monitor your HSIA service and equipment and how we interact with you and your guests. The result – we provide true satisfaction to you and your guests.

EthoStream Fact: We design and develop our own solutions so that you receive the highest quality products.

We don't believe in doing things by halves. We design and develop all of our products and services, rather than sourcing them from other suppliers to round out our solution. This ensures that we are in total control of your customer support. We know what we are providing you with, inside and out. That's the only way we can truly service your needs, answer your questions, and ensure a



quality product. Our development efforts are ongoing – as we continue to enhance our product's features and capabilities, we update your product's software in the field on a monthly basis. Your best interest is our concern – that's why we ask you to select your Internet Service Provider, as only you know your requirements and pricing needs.

EthoStream Fact: With our end-to-end quality approach, you can rely on us for all aspects of your solution.

We are an end-to-end solution provider, meaning that we offer a total solution. Our own dedicated employees provide all the services that you need for quality wired and wireless high-speed Internet access (HSIA), surveillance, video on demand and support. We conduct your site survey, we install your equipment, and we service you after the installation with on-site support, remote support and support for your guests. We don't contract out any of our support or services, so when you call us, you can rely on our knowledgeable, experienced, competent employees to service your needs quickly and efficiently.

EthoStream Fact: With our centralized management tools, you have total control over your guests' HSIA experience.

We have a unique core product at the heart of our solution – the Remote Management Console (RMC). It is a unique, comprehensive web-based management platform that interacts in real-time with our gateway, the EGS, and integrates directly with our web-based support center in Milwaukee. With the RMC, you can see the number of guests using the Internet at your location and their bandwidth consumption. You can also make instant changes to your HSIA system and create reports showing Internet guest usage, bandwidth and Internet browsing statistics, helping you determine if your Internet system should be upgraded based on guest needs.



EthoStream Fact: Our expert 24/7 support team is 100% in-house, using state of the art proactive-based tools.

Thanks to the unique capabilities of the RMC, our support representatives can easily assist your guests with any issues that may arise, as they have an active presence at each location with the integrated RMC. When a guest calls into our support center, we have a proactive view of the guest's HSIA usage, and already know if the user is online, how long they have been using the system and when their session will end. So, rather than working off a script-based support program, we can anticipate their needs and quickly resolve their issues.

Our support staff is also proactively monitoring the equipment at your site. This means that when a device has an outage, we are already working on the problem even before a guest notices an issue. We have all the IP addressing information from your ISP to monitor the Internet connection in real time. When the connection drops, we call the ISP prior to calling you, so that we can get the connection up and running as quickly as possible. Our approach is all about proactive service and eliminating guest complaints.

With EthoStream, you gain an important competitive advantage – end-to-end quality that will spell success.