



## Delivering Enhanced Broadband to Facility-Based Providers

CNI helps traditional broadband providers support their legacy subscriber base and make the transition into fiber optic delivery. With a wide range of broadband video and Internet expertise, CNI delivers the critical services that help you exceed your subscribers' expectations. We provide exceptional customer and technical support services through our 24/7 network operations center (NOC) and live call center. CNI enables you to offer your subscribers all of these services without having to incur the costs of managing your own operations support and server infrastructure.



### Affiliate ISP Benefits

CNI has the breadth of capabilities to offer its partners privately branded ISP and support services. In doing so, your customers will have access to our comprehensive technical support and NOC capabilities.

- Privately branded ISP for independent facility-based providers
- 24/7 technical support with unlimited toll-free access
- 24/7 usage monitoring and alarm notification



### Enable Exceptional Operations Support

Whether you need live technical support or the expertise of our on-demand NOC, CNI delivers support services the way they were intended — with a live person on the other end of the line, every time.

- 24/7 call center offers customer service and technical support for DOCSIS administration, setup and configuration
- 24/7 NOC provides a comprehensive suite of services, including:
  - Provisioning for authentication and activation
  - Cable view Web utility enables visibility into subscriber experience
  - UNIX/Linux administration for per-user bandwidth restrictions and utilization report



### Ensure CALEA Compliance

CNI supports its provider partners by ensuring CALEA trusted third party (TTP) compliance. Our highly trained staff stays current on the evolving laws and technologies to quickly respond on your behalf to any request. It's one of the many value-added services that our customers have come to expect from CNI.

