



Delivering Enhanced Broadband Services to Wireless Providers

CNI helps wireless Internet service providers support their existing subscriber base and make the transition into fiber optic delivery. With a wide range of expertise in broadband video and Internet, 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.



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 customer access equipment
- 24/7 NOC provides direct Internet access (DIA) support and a comprehensive suite of UNIX/Linux-based administration services, including:
 - Authentication, authorization and activation
 - Per-user bandwidth restrictions and utilization reports



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



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.

