

Home PM Key Features

- Extends service assurance capabilities into the home
- Lowers operational costs, customer churn, and MTTR
- Provides ACS, RG, and CPE vendor-agnostic solution
- Supports large-scale networks and geographically dispersed locations

Introducing NetComplete™ Home Performance Management

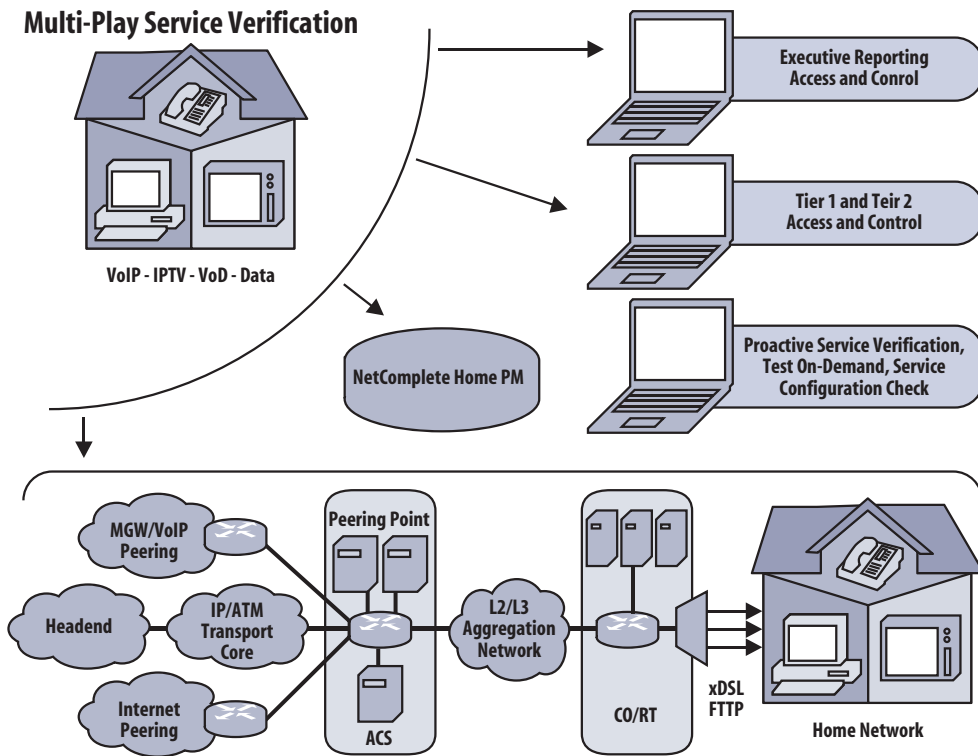
The monitoring solution for multi-play service providers who must ensure the customer quality of experience and service

Detailed information about customers with degraded service, as revealed through the NetComplete Home Performance Management (PM) solution, enables multi-play service providers to extend their service assurance capabilities into the home and provide high-level quality of service (QoS) and quality of experience (QoE). With proactive service fault management and continuous performance monitoring of home networking equipment (remote gateways and beyond to customer premises equipment [CPE]) —NetComplete Home PM automatically alerts providers to customers experiencing degraded Internet Protocol television (IPTV), voice over IP (VoIP), or data services. Once NetComplete Home PM detects service degradation issues, it provides the critical information necessary to resolve the problem. Its rapid fault demarcation capabilities support in-service diagnostic testing and on-demand real-time data collection that facilitates fault investigation and root-cause analysis, reducing Mean Time to Repair (MTTR).

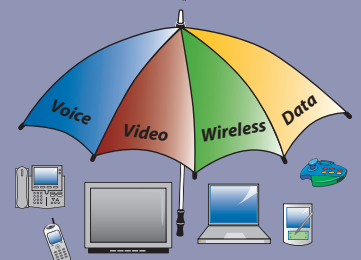
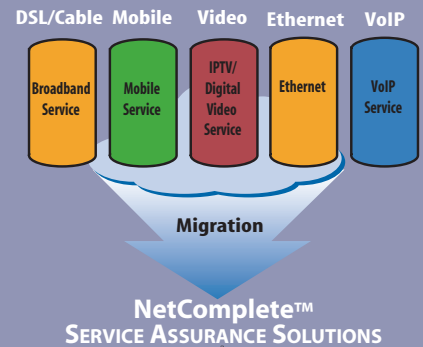


NetComplete™ Home Performance Management

Multi-Play Service Verification



The JDSU NetComplete portfolio provides the foremost comprehensive Service Assurance Solutions—including industry-leading test probes, software, and systems—that support worldwide communications providers delivering next-generation network and FMC services. NetComplete provides best-in-class business solutions that enable service providers to effectively manage the entire life cycle for quality voice, video, data, and wireless services.



Identifies Customers Experiencing Degraded Service

Provides continuous proactive service and network monitoring of remote gateway (RG) and CPE to report customers with degraded IPTV, Video on Demand (VoD), VoIP, and data services.

Lowens Operations Costs

Rapidly identifies and detects customer-impacting problems via automated monitoring and reporting coupled with access to real-time, on-demand diagnostics, which enables providers to reduce customer churn and MTTR.

Supports Multi-Play Monitoring

Supports quadruple-play services—data, voice, video, and Fixed Mobile Convergence (FMC) delivered over various digital subscriber lines (xDSL) or fiber-to-the home (FTTH).

Vendor Agnostic, Standards-Based Solution

Provides an auto configuration server (ACS) and CPE-independent solution based on industry standards: Broadband Forum, Home Gateway Initiative (HGI), and Home Networking (HNET) specifications.

Integral Part of the Headend to the Home Solution

An integral part of the NetComplete Service Assurance Portfolio, Home PM provides comprehensive monitoring and testing of the home networking environment throughout the life cycle of quadruple-play services.



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