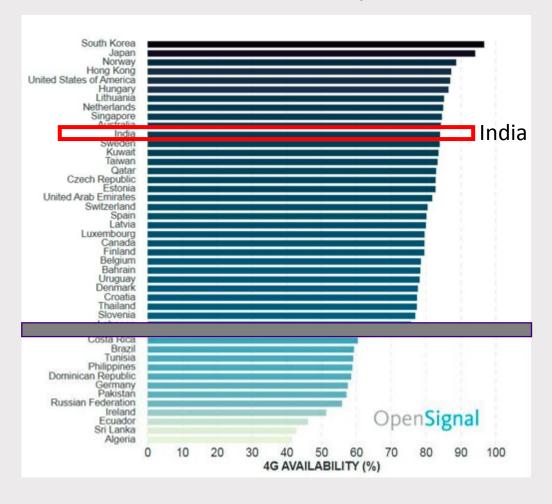
Wi-Fi India Summit 2019

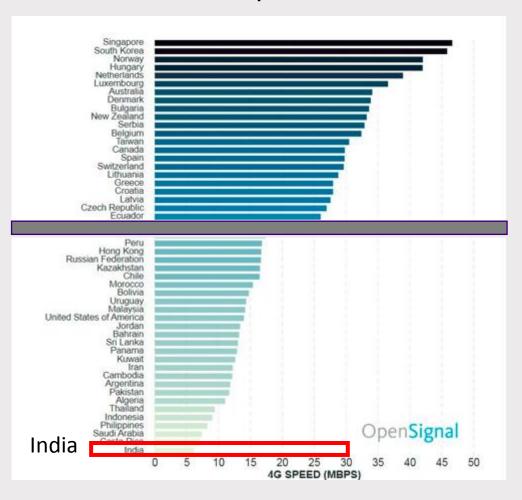
An Emerging Model For Sustainable Public Wi-Fi

Mobile Only is Not the Answer

4G Availability



4G Speed



Can Wi-Fi be a Viable Complement?

Pros

Speeds are generally much better

Public Wi-Fi can serve very broad populations

For non-roaming scenarios, Wi-Fi is the preferred access method

Cons

Wi-fi operators have struggled with sustainability

Public wi-fi is often fraught with quality issues

Open questions about 'myth or reality' have been asked for many years

So, is sustainable public Wi-Fi a myth or a reality?

Reality

Helping Partners Drive A healthy Wi-Fi Business in 3 Steps

AcquisitionIncrease User Base

 Increase top of funnel with user incentives aligned with key business model priorities

Retention

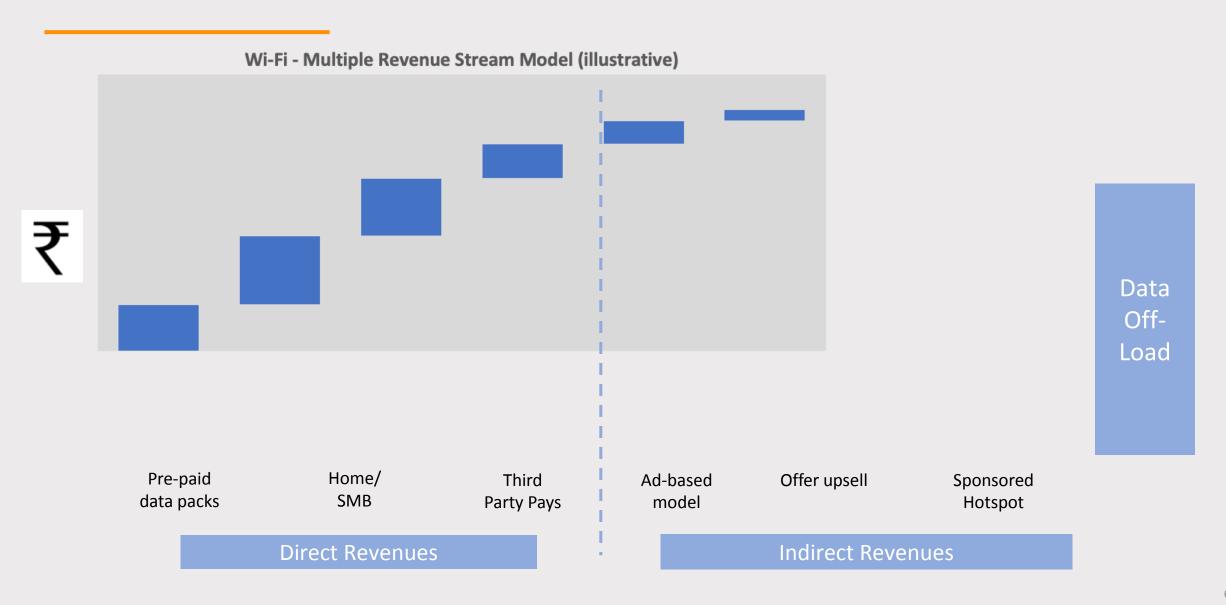
Focus on Loyalty

 Create user delight to increase loyalty and decrease churn. Avoid "leaky bucket" syndrome.

Conversion

Drive Revenues Create <u>optimal offer mix</u> for partner/user appeal; monetize across user base, from high ARPU (home/SMB) to free (ads, sponsored hotspots, etc.)

Monetization: drive positive ROI through portfolio strategy



Enabling the Future

- Invest heavily in enabling tools for partner success
 - Monetization and management
- Partner with ISPs, MNOs and local government
 - Focus on both new and existing network deployments
 - Support smart cities and municipal Wi-Fi
 - Key Goals drive high usage, and support partner sustainability
- Provide great Wi-Fi, when and where people need it

Thank you