



## **JUNGO REDUCES OPERATORS' CUSTOMER SUPPORT COSTS WITH NEW GATEWAY- BASED SOFTWARE**

### Highlights

- The shift from data-only broadband access to sophisticated Triple-Play services often results in excessive support requirements.
- Jungo launches Support Cost Reduction package (SCR) for operators, to significantly reduce on-call and on-site support costs, improve customer satisfaction, and eliminate the support barrier from introducing new value added services.
- Jungo's SCR includes intelligent mechanisms that reside in the residential gateway, empowered by data-center components connected to the support center information systems.
- Jungo's SCR automatically identifies and corrects many networking problems, or guides the user through optimal troubleshooting procedures.

SAN JOSE, USA June 11th, 2007 – Operators are bogged down with the tremendous support costs associated with introduction of new broadband services, while subscribers are frustrated by the difficulties in using these services. Jungo Ltd., a leading provider of broadband gateway middleware, today launched the Support Cost Reduction package (SCR) for reducing the costs and frustration of broadband services. Solution components include: intelligent software located in the residential gateway combined with remote management software located in the data center.

Jungo's new product, available today to broadband operators, automatically identifies and corrects many service problems, or guides the user through a simple troubleshooting procedure, thus dramatically reducing the need for support center help. If a call to the support center is still necessary it shortens the average support call by providing efficient interaction with the support representative using sophisticated diagnostics and remote management tools. Operators using Jungo's solution can easily and costs effectively introduce new value added services such as IPTV and IP-PBX while keeping operational expense at minimum. They can continuously respond to market trends and customer demands, placing them in a strong position to increase revenues, build customer loyalty and reduce churn.

As residential gateways become widespread, more and more subscribers can have access to a great diversity of complex networking services such as VoIP, Video and Data. A study conducted by Jungo involving two operators indicates that with the introduction of these new services support calls have grown 16-fold, and support costs have surpassed an average

\$50 per subscriber per annum. To reduce support costs, operators often turn to remote gateway management solutions. However, these only help once a call has been made, the costs have been absorbed, and the user satisfaction was compromised.

Jungo's SCR, unlike commonly deployed remote management solutions, includes an automatic intelligent mechanism that resides in the residential gateway. This sophisticated software tool includes self-healing and self-help components that in most cases eliminate the need for a call to the support center. In addition, Jungo's SCR includes remote management and diagnostics software tools located in the data center server to enable support representatives to quickly diagnose and resolve technical issues if the support call could not be avoided.

"As customer support becomes a key inhibitor to the introduction of new broadband services, operators turn to management systems to assist their support teams. Jungo now introduces a paradigm shift, where instead of building systems to handle support calls, our technology solves users' problems before they become support calls." said Ofer Vilenski, Jungo's CEO and Co-Founder. "The SCR along with our Jungo.net services portal allow operators to increase revenue per customer without increasing their support calls, and thereby minimizing customer frustration."

#### Usability Cases:

##### **New Computer - Plug & Play**

Jungo's SCR includes sophisticated self-healing software tools to enable connectivity to laptops shifted from location to the other (e.g. office to home) with different networking configurations requirements (e.g. static IP, IP address, network mask and DNS). With Jungo's SCR the frustrating experience of reconfiguring laptops becomes an easy and simple plug & play experience all done in the gateway without disrupting well working programs and configuration on the laptop.

##### **Recurring Networking Error Page (e.g. Page Not Found)**

One of the common reasons subscribers contact the service center is networking failures followed by an error page indication. Jungo's SCR includes a user-friendly intercept page, which identifies the problem (e.g. mis-configuration, physical connectivity authentication, network failure) and guides the user through an optimal troubleshooting procedure.

##### **Slow Internet Connection**

Another common reason for subscribers to contact the support center is slow Internet connection, often perceived as a networking problem. Studies indicate that support calls regarding slow-speed often exceed 40 minutes. Apparently in many of these cases the slow speed is caused by one application starving the whole household. With Jungo's new product the application (e.g. peer-to-peer) and device (e.g. the desktop in the basement) causing the trouble is pinpointed. The user can thus take care of the application, or alternatively limit the bandwidth it consumes.

##### **Forgotten Wireless Password**

Jungo's SCR enables quick restoration of wireless passwords using password reminders (hints) and reset instructions over a parallel dedicated wireless network. The feature is based on a common and easy-to-use protection layer, using a Web authentication method that is widely used in Hot Spots around the world. This alleviates complicated WEP/WPA/passphrase/encryption-key issues.

### **Self-Installation and Configuration Errors**

Jungo's SCR includes a software rollback-and-restore mechanism that enables managing, retrieving and restoring software to a previous working state in the case the installation and configuration parameters were distorted by the subscriber. This feature helps support center representatives shorten the support call duration, therefore increasing productivity, and reducing costs. In addition, the Package allows seamless integration with Jungo's Remote Management System, as well as other Gateway Management platforms, for complete, end-to-end maintenance and support capabilities. Jungo's Remote Management System platform enables a customer service representative to "take over" the user's gateway for remote maintenance, configuration and support through TR-069 and other DSLHome protocols.

### **About Jungo**

Jungo Ltd., an NDS Company, is a leading provider of residential and business gateway software platforms and applications. Jungo's leading products, OpenRG - residential gateway software platform, and OpenSMB - small to medium sized business gateway software platform, enable Original Equipment Manufacturers (OEMs) to bring broadband Customer Premises Equipment (CPE) such as residential gateways, triple play gateways, office-in-a-box gateways and multi-service routers to market quickly. With Jungo's OpenRG/OpenSMB software suites, operators benefit from the simplest development, deployment and support of new broadband services for the digital home.

To find out more about Jungo Ltd. and our products, please visit [www.jungo.com](http://www.jungo.com).

### **About NDS**

NDS Group plc (NASDAQ: NNDS), a majority owned subsidiary of News Corporation, supplies open end-to-end digital technology and services to digital pay-television platform operators and content providers. See [www.nds.com](http://www.nds.com) for more information about NDS.

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### **Cautionary Statement Concerning Forward-looking Statements**

*This document contains certain "forward-looking statements" within the meaning of the Private Securities Litigation Reform Act of 1995. These statements are based on management's views and assumptions regarding future events and business performance as of the time the statements are made. Actual results may differ materially from these expectations due to changes in global economic, business, competitive market and regulatory factors. More detailed information about these and other factors that could affect future results is contained in our filings with the US Securities and Exchange Commission. Any "forward-looking statements" included in this document are made only as of the date of this document and we do not have any obligation, nor do we undertake, to publicly update any "forward-looking statements" to reflect subsequent events or circumstances, except as required by law.*

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