



**Netgem launches Super WiFi, the new complete WiFi mesh service designed for Fibre operators, starting in France with Videofutur Ultrafast ISP**



**Paris, 12th of October 2020** - Netgem launches 'Super WiFi', a new service designed to improve WiFi coverage in consumers' homes through a simple customer experience whilst bringing best in class service management tools for the Customer Service operations of Telecom Operators.

With more than 15 devices connected per household on average in Western Europe, and speeds up to 1Gbit/s offered via popular FTTH tariffs from ISPs, Super WiFi allows operators to effectively complete their ultrafast "promise", whether for entertainment streaming -the DNA of Netgem services- or more and more for "work from home" usages like videoconferencing.

The strain on networks and pressure on customer satisfaction have only gone up with the Covid-19 confinement rules in developed countries. Busy households have become busier and expect their network to cope with sometimes simultaneous Zoom calls, home learning and entertainment streaming - thus requiring not just solid connectivity access but also an upgraded WiFi capability throughout the house.

Netgem launches Super WiFi today across its Fibre ISP business "VIDEOFUTUR" in France, a fast growing venture focussed on providing ultrafast broadband and entertainment to under-served regions in France.

The new VIDEOFUTUR *maFibre* proposition complements 1Gbps Fibre access with state-of-the-art yet discrete Wifi Mesh pods and a unified experience for WiFi and entertainment through one single mobile app. The unique customer experience is all about simplicity of set up and ongoing management of the home network and the entertainment.



Illustration: Super WiFi included by default in the flagship bundle from VIDEOFUTUR



Illustration: Super WiFi pods and mobile app

Netgem Super WiFi is designed for the needs of modern Internet Service Providers delivering:

- 2 or 3 Plug'n Play WiFi pods working with the WiFi Alliance standard 'Easymesh' (interoperable with any other Easymesh pod): discrete, good value and future-proof
- A Mobile application offering an 'assisted setup' and complete control with monitoring of quality of all devices connected in the home: encouraging customers to self diagnose
- A Cloud-based Management tool for Operators so Customer Service agents monitor the quality of the in-home network (QoS), with complete control of all devices connected in the home: managing in one place the quality of device streaming (TV boxes) and Wifi Mesh (pods)



*Illustration: Super WiFi management tool for operators.*

Additionally, Super WiFi is offered through the first “WiFi Mesh as a service” model, allowing even emerging new Fibre Operators to complete their access offering with a complete WiFi Mesh service without large initial investments in systems or QoS platforms, and with a pay-as-you-grow model.

Sylvain Thevenot, Chief Commercial & Customer Officer - Netgem Group: *“With more than 25 years of experience working with Telecom Operators by providing innovative Multi-screen TV services, it appeared clear to us with the most demanding service in the home being Video Streaming, that Operators needed a simple and yet powerful solution to offer the best WiFi connectivity behind an Ultrafast Broadband connection. We have now enhanced our existing Device Management systems to include both TV and WiFi devices, allowing Fibre operators in particular to offer the best experience to their customers: cost-effective and standard-based Wifi Mesh pods, controlled by a simple Mobile App, and a powerful Management tool, we are offering ISPs the full Wifi Mesh solution - as a service.”*

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## About Netgem

Netgem is an independent service provider for ultra broadband internet access. The Group provides its services mainly in France and Great Britain, in rural areas by using infrastructure investments supported by the public authorities to reduce the digital divide and improve regional planning. Netgem provides its services in D2C (direct to consumers) and B2B2C (via partner operators). The Group differentiates itself by its end-to-end technological expertise of a digital TV, video and music streaming offer with a unified and unique experience on TV, mobile and with voice control, including the biggest brands of local and global content.