



Unison's OnePage Technology is a solution to integrate numerous web applications and data sources in an appealing one page portal using personalized information modules surrounding an interactive self-help customer service map.

One Page

Your One Stop Customer Portal

One Page provides enhanced customer service through a single gateway that enables your customers to:

- ✓ Easily view and manage their service and account status
- ✓ Perform self-service through an intuitive, easy to use interface
- ✓ Use SMS subscriptions to request and receive information
- ✓ eChat with a Technical Advisor who has first hand knowledge of their neighborhood footprint
- ✓ Participate in a Neighborhood Forum moderated by a designated technician to monitor issues, stay ahead of network problems, and provide support before calls come in
- ✓ Communicate through social media for a variety of community issues and events



The Neighborhood Map

Status of customer's neighborhood service

- Service address displayed in an interactive map upon customer login
- Enriched with signal/plant status and switch/node health
- Zoom in/out, move, re-center, etc.
- Product status and service health displayed
- Status box enables self-service options: FAQs, troubleshooting, and ticket creation



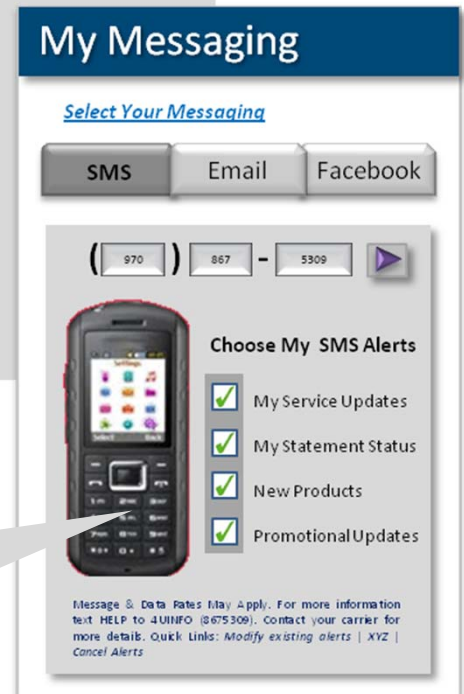
Self-Service & Messaging Functionality

The customer service experience standardized, consolidated, and personalized



- Comprehensive self-service functionality includes FAQs, troubleshooting tips, and ticket entry
- Instant chat link to a local tech advisor with comprehensive knowledge or your neighborhood footprint
- Schedule your service appointments
- View your Tech ETA
- Track your ticket status
- Feedback and rating of your self-service experience, Live Chat agent, and/or your technician

- Set up SMS alerts for outages, service appointments, updates, promotions, account status
- Capability to request device reset



Customer Account, Products & Services

Access your account information and options

My Account

[Select Your Account Option](#)

Status Payment View Bill

Account Name: John B. Doe
Account #: 000000000

Amount Due: \$138.54
Date Due: 12/19/10

Service Package: Premium Plus
Expiration Date: January 19, 2011
Eligibility: Promotional Platinum
Package 12 month extension

[View Promotion Options](#)

My Login

Email:

Password:

☐ Keep me logged in

[forgot my password?](#)

- Connect to account through login
- Payment options with credit card link
- Account status of current services
- Eligibility messaging
- Enroll in paperless billing



Your viewing options, product and marketing information

- Fully customizable to display your personalized viewing choices
- Premium channels, Pay Per View, On Demand, sports, news, etc.
- Promotional hooks
- Package features
- New products

My TV online My TV listings My DVR My Security Cameras

Coming Events New Products New Promotions

"GONE WITH THE WIND"
The greatest love story of all time
Sunday, December 5, 2010
Times: 7:30 PM (ET)
Rating: TV-14
Price: \$4.99

Your Service will be upgraded to the speed of light today from 10:00 am to 12:00 noon

New Super Service Available

Your Bundle expires next month

My Service Provider Message Board

Customize Your TV Listing

The Complete Customer Experience Brought To Your Finger Tips

Access to personalized info, social media, local content, and more...

The collage displays several overlapping mobile application screens with the following features:

- My Neighborhood:** Includes a map of Ann Arbor neighborhoods (Downtown, West, Central, South) and a list of local events like 'KindleFest returning to the Farmers Market'.
- My News:** Features a 'Select Your News Content' dropdown and a list of news items from ESPN.com (MLB) and FOXSports.com (News), including articles about Don Mattingly, Shaq, and LeBron James.
- My Security Cameras:** Shows a live feed of a residential property with a patio and a control panel with buttons for 'CONNECT', 'DISCONNECT', 'SEQUENCE', 'SETTING', 'PLAYBACK', and 'PAN/TILT'.
- My Community Events:** A screen with a blue header and a list of events.
- My Weather:** A screen displaying weather information for a specific location.
- My Traffic:** A screen showing a map with traffic conditions and a table of traffic data for various routes.
- My Merchants:** Includes a 'Select Your Type of Merchant' dropdown and a list of local businesses like 'Blue Tractor BBQ & Brewery' with their menu items and a 'Get Coupon' button.
- My Social Media:** Features a 'Select Your Account Option' dropdown and a 'Sign Up' form for Facebook, Twitter, and blog, with a 'Like' button.

Simplified, Personalized, At Your Finger Tips Your One Page Customer Portal

My Neighborhood

- ☐ My Network Performance
- ☐ My Trouble Tickets
- ☐ My Neighborhood
 - Local/Community News, Events, HOA, Merchants, Sports, Weather, Traffic, etc
- ☐ My DVR Manager
- ☐ My Security Cameras
- ☐ *Links tailored to requirements*

My News

- ☐ Customizable news, sports, entertainment, etc

Products & Services

- ☐ Voice Services, Wireless, Internet, Television, Home Security, etc.
- ☐ Promotional Deals

Social Media Links

- ☐ Twitter, Facebook, YouTube, etc.



My Account

- ☐ Access to customer account features
- ☐ Make payment
- ☐ Enroll in paperless billing, etc

My Neighborhood Map

- ☐ Enriched with service status
- ☐ Zoom in/out, move, etc
- ☐ Click trouble status icon to create ticket

My Tech Advisor

- ☐ Chat, call back buttons
- ☐ FAQs, troubleshooting tips

My SMS Messages

- ☐ Alerts for outages, service appts, updates, promotions, account status, etc.
- ☐ Restart modem or cable box

My TV Listings

- ☐ What's on TV, Pay Per View, Video On Demand, Premium Channel info, etc
- ☐ Customizable viewing preferences