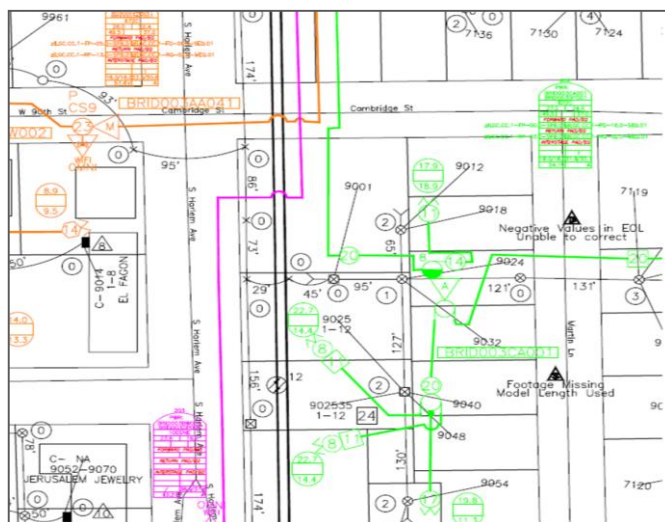


Node Split Programs

Global Services

SERVICE FEATURES

- Vendor program management
- Design, walkout, site surveys/audit
- Inside plant capacity expansion support
- Materials management
- Quality assurance



SERVICES OVERVIEW

New services, increased consumer expectations and ever-evolving technologies are driving phenomenal growth in demands on cable operator's networks. Whether it's over the top (OTT) video, Ultra High Definition video and gaming, machine-to-machine communications or immersive video experiences – or all of the above, and more – the result is an almost insatiable need for **more bandwidth**. Many cable operators, wanting to leverage and extend the useful life of their existing Hybrid Fiber Coax (HFC) investment, will consider Node Splitting as a cost effective technique to provide this increased bandwidth to their subscribers.

Node splits are a trusted, tried and true process used by many MSOs throughout the years to reduce the bandwidth demands within a Service Group making more bandwidth available to each end user. The basic idea behind the node split is that it divides the subscribers connected to a single Fiber Node into two or more groups, and the subscribers in each group are re-connected to their own (smaller) Fiber Node. As a service-affecting procedure, Node Splits, when implemented as part of a widespread program, require careful planning and design, attentive program management and orchestrated materials management to ensure a smooth transition that brings about the desired results: **more bandwidth** per customer.

ARRIS Global Services offers a flexible approach to Node Split services. We can offer a complete program or discrete services that complement operator resources in the areas of Program Management, Outside Plant Services, Inside Plant Services, Materials Management and Quality Assurance.

Program Management

When undertaking a comprehensive, multifaceted program like system-wide node splits, meeting budgets, meeting schedules and delivering the planned results are paramount concerns. These concerns are a good reason for operators to collaborate with an experienced Program Management team with the critical technical and management skills to manage complex multi-party projects. The ARRIS Program Management Office has the proven experience and expertise to manage all facets of planning, design, engineering, integration, deployment, logistics, and operations, and can help you achieve your financial, technical, and strategic goals. With so many parties involved (Fig. 1) it is imperative to have a single entity that can control the tight, time sensitive scheduling and deliverables. The Program Manager will establish governance practices for your project, manage communications between your teams, and work with third-party vendors to coordinate the node split process.

When ARRIS takes on a node split project, it's reputation as a long term partner to cable operators is on the line. We are not just a project management, or construction contractor. We view our customer's success in achieving the desired outcome from the project as critical to our own success.

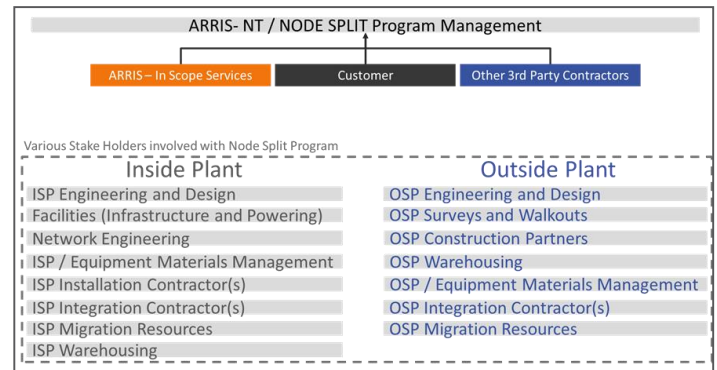


Figure 1

Outside Plant Services

ARRIS is a leader in the industry for outside plant design, and has delivered over 4.8 million kilometers of designs. Some of the biggest outside plant builds over the last 40 years were designed, behind the scenes, by ARRIS design personnel.

For construction services, ARRIS will manage existing contractors as part of the node split program including daily scheduling, dispatch and coordination of walkouts and surveys with the design process.

Materials Management

ARRIS will order the materials needed for both outside and inside plant, and manage the warehousing and distribution of materials to support the node split program. ARRIS will provide real-time reporting, including dashboard views of inventory and work status including what is on the shelf, on order, on trucks, and used to date.

Inside Plant Services

With over 7,000 inside plant projects completed, ARRIS has a track record of success delivering the work and meeting tight timelines in challenging spaces.

ARRIS Inside Plant Services provides all the services required to complete turn-up of newly split nodes including headend and hub deployment services (rack and stack) and deployment engineering services (data and video engineering, inside plant design, and conditional access system (CAS) engineering.)

Quality Assurance

Quality is of the utmost importance with any program. For the node split program, standards and system performance metrics are defined up front. ARRIS constantly monitors the completed work against these control documents to ensure they meet specifications. Corrective actions are implemented where needed. Reports are documented and reviewed regularly as part of the Quality Assurance program.

CUSTOMER CARE

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