JIO HARNESSES PLUME'S CLOUD PLATFORM TO BRING BEST-IN-CLASS IN-HOME EXPERIENCES TO CONSUMERS IN INDIA

Jio to deliver AI-enhanced in-home services on both JioFiber & JioAirFiber

Mumbai, India, and Network X, Paris, October 25, 2023 – [Reliance Jio Infocomm Limited](#), India's largest telecom network, today announced a partnership with network services and consumer experience pioneer [Plume](#)® to provide market-leading smart home and small business services to its subscribers across India. This partnership will deliver state-of-the-art services, through Plume's highly scalable cloud platform, to approximately 200 million premises in India.

Jio specializes in meeting the digital needs of customers based in India, providing fixed-line and wireless services delivered through the cloud, with all the infrastructure hosted in the country. For this purpose, Jio has built world-class JioFiber and JioAirFiber networks, designed to deliver reliable and high-speed internet and entertainment services to every home of the country.

With this new partnership, Jio will deploy [HomePass](#)® and [WorkPass](#)® consumer services enabled by Plume's AI-powered and cloud-based platform, including whole-home adaptive WiFi, connected device and application performance optimization, cyberthreat protection for connected devices, advanced parental controls, WiFi motion sensing, and more. Access to Plume's [Haystack](#)® Support and Operations Suite will enable Jio's customer support and operations teams to identify, analyze, and act faster on performance-related issues, find and isolate the location of network faults, and monitor the overall customer experience.

"As we continue to expand our portfolio of connected home services, it is critical for Jio to provide our customers the most advanced and secure in-home digital services, delivering the best end-to-end customer experience," said **Mathew Oommen, President, Reliance Jio**. *"With scalable and leading-edge platforms from partners like Plume, Jio will to continue to strengthen and enhance our connected home service offers and experience."*

"The partnership with Jio marks a significant global expansion of Plume's services with a major telecoms force in Asia. Our ability to offer a tailored and highly scalable cloud-based solution to meet the needs of the Indian market will enable Jio to rapidly expand its services offering," said **Adrian Fitzgerald, Chief Revenue Officer, Plume**. *"We are thrilled to help Jio deliver unique and highly personalized in-home digital experiences to its customers across India and support the company in the next chapter of its growth journey."*

About Reliance Jio Infocomm Limited:

Reliance Jio Infocomm Limited, a subsidiary of Jio Platforms Limited, has built a world-class all-IP data-strong future-proof network using 4G LTE and 5G technologies. It is the only network conceived as a Mobile Video Network from the ground up. It is future-ready and can be easily upgraded to support even more data, as technologies advance to 6G and beyond.

Jio has brought transformational changes in the Indian digital services space to enable the vision of Digital India for 1.4 billion Indians and propel India into global leadership in the digital economy. It has created an eco-system comprising of network, devices, applications and content, service experience, and affordable tariffs for everyone to live the Jio Digital Life

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About Plume

Plume® is the creator of the world's first SaaS experience platform for Communications Service Providers (CSPs) and their subscribers, deployed in more than 55 million locations globally. As the only open and hardware-independent, cloud-controlled solution, Plume enables the rapid delivery of new services for smart homes, small businesses, and beyond, at massive scale. On the front end, Plume delivers self-optimizing, adaptive WiFi, cyber-security, access and parental controls, and more. CSPs get robust data- and AI-driven back-end applications for unprecedented visibility, insights, support, operations, and marketing. Plume leverages OpenSync®, an open-source framework that comes pre-integrated and supported on the leading silicon, CPE, and platform SDKs.

Visit plume.com, plume.com/homepass, plume.com/workpass, plume.com/uprise, and opensync.io.

Follow Plume on LinkedIn.

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