iPass

FAQ: Devicescape and FON

Q. What is Devicescape and what does it do?

A: Devicescape owns and supports a Curated Virtual Network (CVN), a crowdsourced network of more than 20 million Amenity Wi-Fi locations worldwide.

Amenity Wi-Fi is complimentary, publically shared and available all over the world in shops, cafes, restaurants, banks, malls, stadiums, on transport networks as well as in numerous other public spaces. Devicescape is a strategic partner of iPass; Devicescape's CVN network is integrated into the iPass global Wi-Fi network.

Q. What is a Curated Virtual Network?

A: Devicescape's curation process crowdsources the best available Amenity Wi-Fi locations. Curation verifies access points and speed before the hotspot is included. Devicescape's CVN combines more than 20 million locations into a single network, quality-controlled in real time.

Q. How does iPass plan to increase its footprint to 50 million hotspots?

A: As of Q3 2015, iPass had 20 million hotspots. iPass' Devicescape partnership provides an additional 20 million hotspots; its Fon partnership gives iPass another 10 million hotspots.

Q. Are the Devicescape and Fon networks free to use?

A: Devicescape and FON hotspots are provided to iPass customers as part of their iPass Unlimited service. Accessing these hotspots requires that customers are using the most current version of the service.

Q. What might a typical user connection experience be like?

A: The end user experience will be a seamless extension of the current iPass experience, meaning users will not have to interact with CAPTCHA or a captive portal.

Q. Will Devicescape networks be available on all iPass platforms?

A: Devicescape networks are available for iOS and Android. Support for other platforms will follow shortly.

Q. How does Devicescape analyze user traffic?

A: Devicescape's machine learning technology analyzes network data. To learn more, please read: http://www.devicescape.com/technology/#curation-machine-learning.

Q. Will there be a special directory so that customers can elect to include or exclude networks?

A: Currently, customers will not be able to exclude Devicescape or Fon networks.

Q. If the connection to a Devicescape or Fon network fails, will there be automatic failover to a GIS (Generic Interface Specification) network?

A: In the event of a Devicescape or Fon platform failure, automatic failover to the next best network is enabled.

Q. Will the Devicescape and Fon venues be in the hotspot finder as well?

A: Devicescape and Fon venues will not be in the hotspot finder.

Q. Will the Devicescape and Fon hotspots end up in the "Open Access" directory?

A: Devicescape will be added to a new directory, "Open Access" plus. FON will be added to regional

directories. FHIS location will remain in "Open Access".

Q. Will the Devicescape and Fon networks be in our normal directory and so available for all customers?

A: Yes.

Q. What are Devicescape's long-term plans for expanding its network and connection quality?

A: Devicescape's amenity network is crowd-sourced.The quality of connections are contingent upon user interaction with these hotspots and will continue to improve as more users interact with these hotspots.

Q. Does iPass have plans to acquire additional footprint besides Devicescape and Fon?

A: Of course, iPass is always looking to expand its footprint. iPass seeks to be everywhere a mobile user would want to connect.

Q. Will connections to free Devicescape locations be considered 'ONNET' and therefore trigger a chargeable event for the connection?

A: No.

Q. Is the Windows client update to support Devicescape and Fon a profile update only, or do Devicescape and Fon directory updates require a client version upgrade?

A: Directory updates will require a client version update.