



Streamlining Broadband Success: Service, Security and Revenue

Your subscribers expect first-class broadband services and immediate attention. At ZCorum, we understand these demands and offer a comprehensive suite of managed services designed to optimize your operations. Our solutions not only reduce operational costs but also increase subscriber satisfaction and unlock additional revenue opportunities. By partnering with ZCorum, you can enhance broadband services for your subscribers and maximize the significant investment you're making in your community. Let us know how we can assist you.

Subscriber Services

IPTV - Deliver a linear, IPTV-based TV experience to your subscribers quickly and cost-effectively, at a fraction of the cost of traditional Pay TV. ZCorum provides a turn-key, managed video solution with minimal equipment needed on your end—no set-top box required. We even supply the national and local content, so you can focus on what matters most.



Residential and Commercial VoIP - VoiSelect Hosted Residential and Commercial VoIP offers affordable, reliable voice service with zero capital expenditures and none of the headaches of managing a voice network. We take care of the complex back-end infrastructure and voice services, including call routing, new phone numbers, number porting, and E911—leaving you to focus on your core business.

Hosted Email - Let us handle your subscribers' email accounts under your domain, providing access through POP, IMAP, SMTP, and Webmail. We manage and maintain email application and servers, and take care of the spam, phishing emails, viruses, and blacklists that often come with running an email service.

End User Support - Your reputation is most on the line when your subscribers call for help, and they will expect you to support everything related to their internet service. Our support teams have a customer-first mindset and the experience to keep your subscribers happy. We support the broadband connection, the home WiFi network, web browsers, email clients, and even security suites. And, as an option, we can provide assistance with your video and voice service, whether that service is from us or it's your own offering.

Network Services

Device Activation - Ensuring that customer devices are authenticated and brought online is the first and most critical step when someone connects to your service. This process can be complicated to set up and difficult to manage. ZCorum's Managed Provisioning offers a carrier-class, commercial solution hosted centrally in our Data Center. We handle the setup, along with the ongoing maintenance of the operating system, servers, and provisioning software, so you don't have to worry about it.

Hosted and Managed Fiber Activation Services - Let ZCorum handle the complexities of fiber service activation for you with our Hosted and Managed Services. ZCorum will set up and host your licensed instance of **Nokia Altiplano, Adtran AOE, or Calix SMx or DPx**, configure it to suit your service activation needs, and provide ongoing management of your device configurations. You'll avoid the initial setup of the platform and server environment and never have to worry about the ongoing maintenance of the operating system, servers, or software.

Broadband Diagnostics - TruVizion, our comprehensive diagnostics suite, collects and displays real-time and historical analytics from both your **Fiber and DOCSIS** access equipment, as well as customer devices. Unlike the complex diagnostic utilities from equipment vendors, TruVizion brings everything together in a single, intuitive interface. You can easily access the status of your equipment, track key performance metrics, and view any alerts or warnings. This unified platform helps you reduce troubleshooting time and boost efficiency across your network, whether it's Fiber or DOCSIS.

Network Monitoring - ZCorum offers both basic and advanced network monitoring services. Basic monitoring includes alerts on equipment and service up/down status, ping time, latency, bandwidth usage, CPU usage, and memory. For more detailed insights, our NetVizion application provides additional visibility into your network and equipment health. You can track the most used applications and protocols, identify top talkers, and monitor traffic flow sources and destinations. NetVizion also generates a network map and keeps track of your configurations and any network changes.

Engineering Assistance - When you need expert help, ZCorum's experienced broadband engineers are available to assist you. And we include up to five hours of basic engineering support and consulting as part of our Full Service Bundle. Whether you need a sounding board for your ideas or need someone to dive deep into your network, our engineers are ready. For larger projects, we offer contract-based support to ensure you get the right expertise for the job.

Compliance and Security Services

CALEA Compliance - CALEA is a federal mandate requiring all broadband operators to be prepared to respond to verified requests from law enforcement for live monitoring of a subscriber's connection. Failure to comply can result in significant fines (up to \$10,000 per day). ZCorum offers Trusted Third Party (TTP) CALEA services so you can be confident your CALEA obligations are met, including validation of the warrant, management of the data collection process, and securely delivering the intercepted traffic to the requesting law enforcement agency.

Cybersecurity Services - At ZCorum, we understand that robust cybersecurity is crucial for broadband providers in today's connected world. Our suite of cybersecurity solutions includes 24x7 monitoring, proactive threat detection, and mitigation to keep your network safe from the full spectrum of attacks. Whether it's protecting subscriber data, preventing unauthorized access, or securing your infrastructure against evolving threats, ZCorum ensures you have the tools and expertise needed to safeguard your operations. Our solutions are designed to meet the growing demands of broadband providers, providing peace of mind and compliance with industry regulations.

IPv4 / IPv6 - While IPv6 adoption grows, IPv4-only content will remain a significant part of the Internet for years. Even with an IPv6-enabled network, you still need a Public IP address for every subscriber to reach IPv4-based content. As IPv4 addresses become increasingly scarce, the cost per address continues to rise. ZCorum's Carrier Grade NAT (CGNAT) solution conserves IPv4 addresses—allowing up to 128 subscribers per address—greatly reducing your costs as your subscriber base grows.




Full Service Bundle: Complete Broadband Support

For providers looking to simplify their operations and maximize efficiency, ZCorum offers a comprehensive service bundle. This bundle provides a one-stop solution for managing and maintaining all aspects of your broadband service, reducing complexity while enhancing performance and customer satisfaction.

- **Device Activation** – Simplify device authentication and bring subscribers online quickly
- **Hosted Email** – Seamlessly manage your subscribers' email accounts under your domain
- **Network Monitoring** – View detailed insights into equipment status, performance, and traffic
- **Engineering Assistance** – Access up to five hours of expert engineering support to solve network issues
- **Broadband Diagnostics** – Utilize TruVizion for real-time analytics across Fiber and DOCSIS networks
- **End-User Support** – Ensure your subscribers receive top-notch support for all aspects of their broadband services

Contact Us

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