



Wavelo Introduction

Part of Tucows

Wavelo, The Innovator at Scale

We Deliver Telecom-native Operational Control:

- **Lifecycle and transaction governance**
 - For subscribers, services, and orders
- **Lifecycle-aware orchestration and enforcement**
 - Built on a real-time, event-driven architecture
- **Componentized, cloud-native BSS and OSS functions**
 - Biller, Catalog, Agentic Assurance
- **A foundation for safe deployment of automation and AI:**
 - Deterministic execution, retries, compensation, recovery, and auditability



The logo for 'ting' is written in a bold, lowercase, blue sans-serif font.

89% Reduction in hours spent per account on provisioning, customer management, and admin activities

The logo for 'boost mobile' features the word 'boost' in a bold, orange, lowercase sans-serif font, with 'mobile' in a smaller, orange, lowercase sans-serif font directly below it.

\$Millions in monthly savings from plan optimizations and process efficiencies

Meaningful Business Outcomes

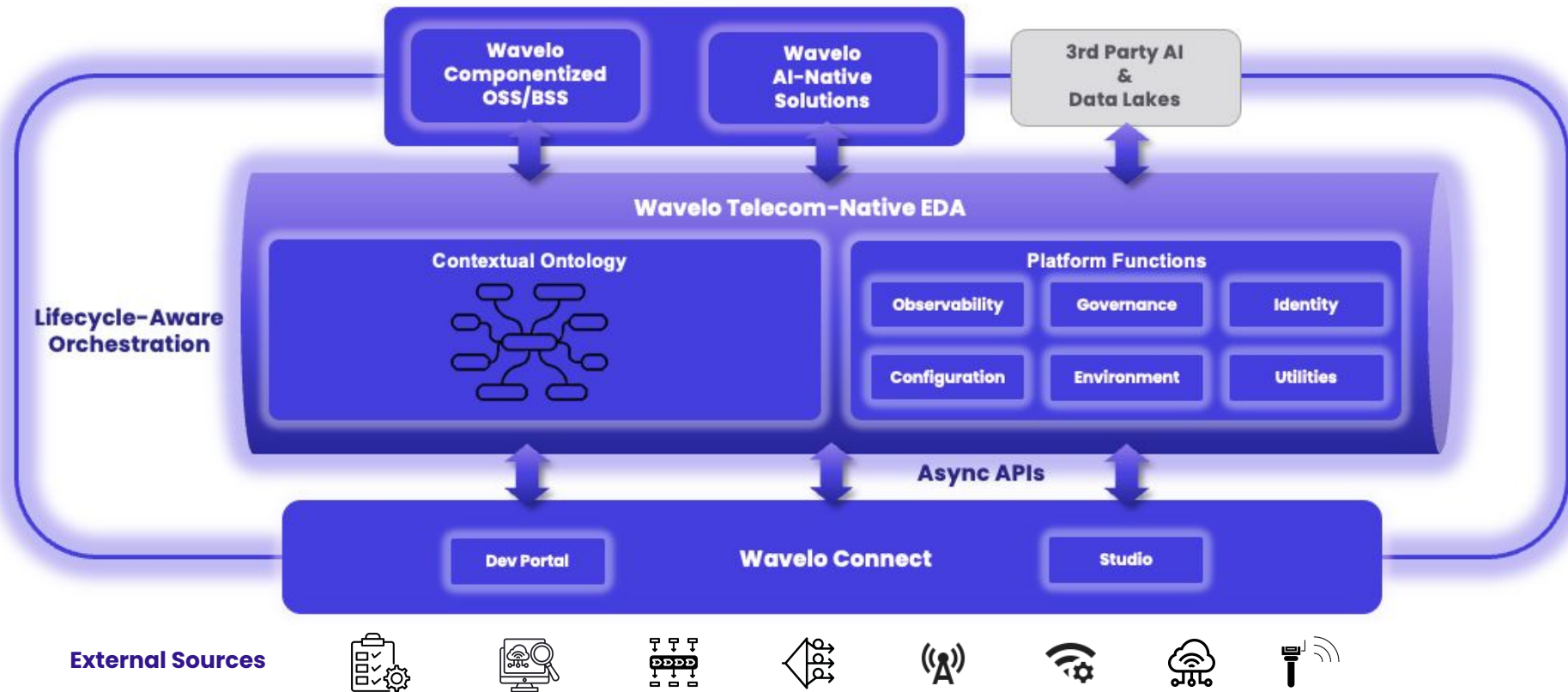
- Faster time to market for new offerings
- Reduction in churn
- Lower integration costs
- Increased margins for MVNOs
- Reduced operational cost
- Increased success-rate for AI applications
- Incremental modernization without rip & replace risk
- Massive scale



“Many companies are struggling with outdated technology, which requires massive shifts to keep up and implement AI... We’re not just ‘ready for AI’ — our architecture gets us ‘ready for the next wave of AI.’”

Kara Bouc, Head of Product and Programs, Retail Wireless Technology at Boost Mobile

Wavelo Telecom-Native Architecture



Industry Recognition

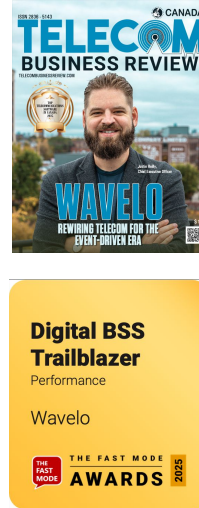
Customers



Analysts



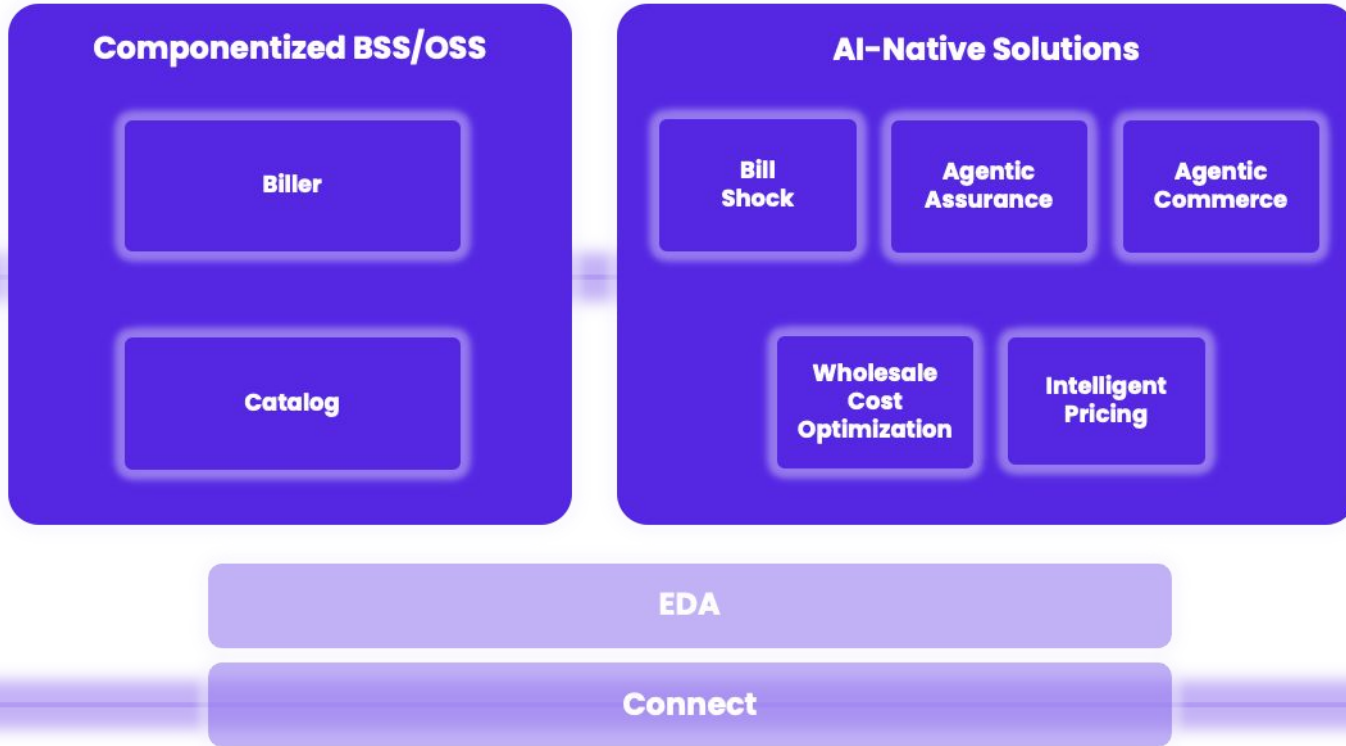
Media



Certifications



Functional Components/Solutions





Wavelo Componentized BSS/OSS Modules



Wavelo Biller

Wavelo Biller is a modern billing and invoicing platform, designed to support telecom monetization models across prepaid, postpaid, & hybrid services at scale.

Typical Market Challenges

Fragmented Prepaid & Postpaid Architectures

Prepaid and postpaid are often separate systems joined by custom integrations, making convergent offers and hybrid monetization hard to scale.

Limited Agility & Slow Time-to-Market

Launching new offers or pricing changes requires engineering effort, constraining marketing and product velocity.

Scaling Real-Time

5G, IoT, roaming, and partner services drive high-volume events; many platforms struggle with real-time charging, invoice runs, and revenue processing.

Auditability, Compliance & Financial Risk

Regulators require immutable, traceable, explainable invoices; many systems allow post-issuance changes and weak audit trails.

*Legacy systems were designed for stability, **not for convergence, speed and change***

Wavelo Biller

Wavelo Biller is a modern billing and invoicing platform, designed to support telecom monetization models across prepaid, postpaid, & hybrid services at scale.

- Single billing engine for prepaid and postpaid
- Event-driven, microservice-based architecture
- Proven in production for large-scale telco environments
- Incorporate billing orchestration (not just logic)
- Built for extensibility, compliance, and future growth



Wavelo Biller

Key Differentiators

True Convergence:

- One engine for all services (mobile, broadband)

Configuration not Customization:

- Launch billing model (prepaid, postpaid) via config
 - Not using code

Event-Driven:

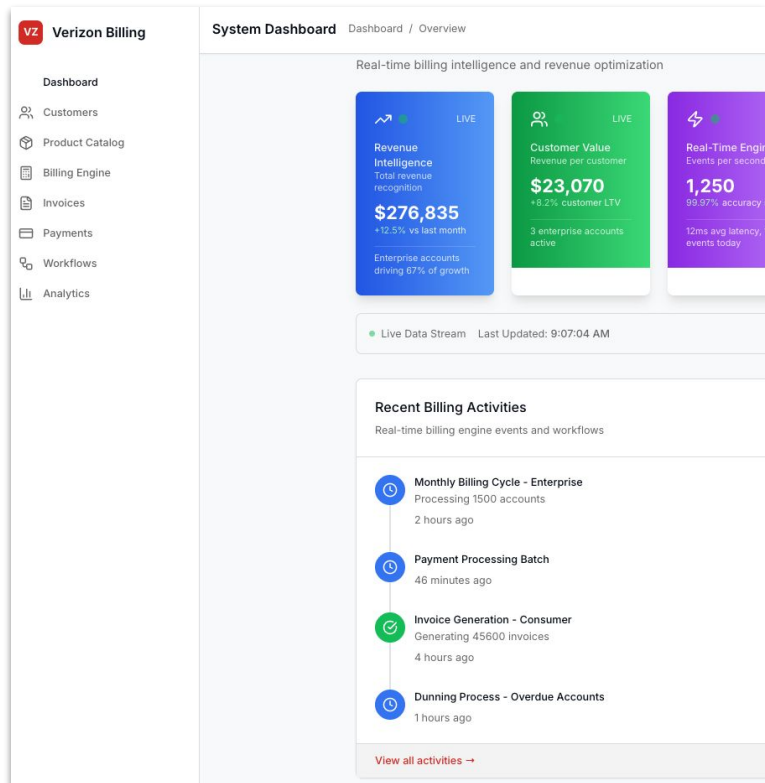
- Clean integration via platform events

Financial Integrity:

- Immutable invoices & full auditability

Modern Ops:

- Native care & observability tools



Wavelo Biller: Architectural Principles

Event-Driven Architecture

All state transitions are events consumed by external systems (e.g., using "invoice_due" to trigger autopay).

Loose Coupling

External pricing, tax, and payment systems plug in cleanly

Immutable Invoices / Dataset

Transaction sections are immutable upon issuance, guaranteeing consistency for compliance.

Scalability

Event-driven architecture scaling component level. Supports millions of events/month using Kafka.

Modular Microservices

Discrete services (scheduler, biller, aggregator) evolving independently for resilience.

Broad Service Support

Support for wireless prepaid and postpaid services, wireline service and non-network charges.

Configurable Billing Cycle

State-driven life-cycle defining periods like payment, grace, and dunning at the billing arrangement level.

Convergence

Unified prepaid / postpaid treatment using simple billing arrangement configuration for hybrid accounts.

Non-Catalog Charges

Supports external charges for rapid experimentation. Agnostic to business logic (e.g., device financing).

Invoice Presentment

Converged digital, or pdf, invoice presentment of services including branding support

Testing & Validation

Accelerating the development lifecycle

Time Machine Functionality

Wavelo Biller supports a 'time machine' in test environments to fast-forward accounts through billing cycles.

This allows validation of:

- Overdue states
- Invoicing
- End-of-life scenarios

No waiting for real-time passage, enabling efficient simulation of production conditions.

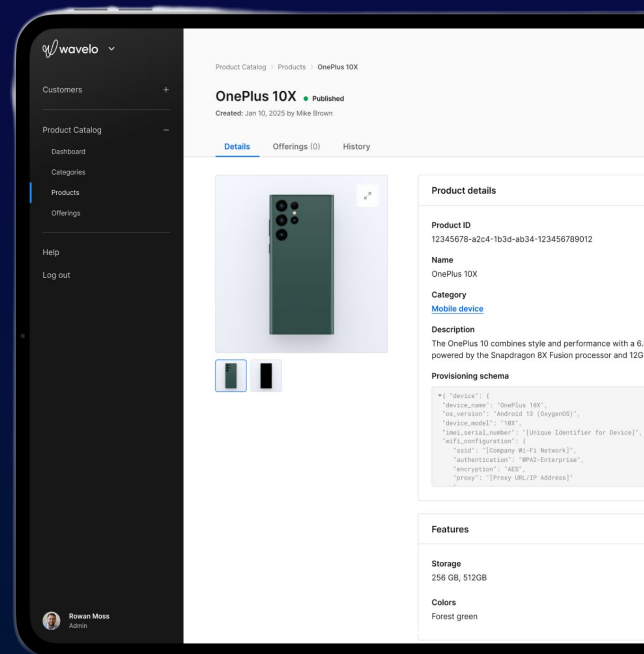




Wavelo Catalog

Wavelo's Catalog is an event-driven system that unites every component of a telecom operation under a single, intelligent source of truth.

Define new products to provisioning them across networks and managing their full lifecycle, the catalog turns complexity into configurability and transforms time-to-market from months into hours.



Why Legacy Catalogs Fail

Built for transactions, not rapid change

- Tightly coupled, synchronous integrations
- Spreadsheet-driven updates and batch sync
- Limited lifecycle governance and visibility

Every quote, order, & bill depends on the catalog

- But product and pricing data is fragmented
- Logic is duplicated across systems and channels

The Result:

Delayed launches and high operational risk



Wavelo Catalog:

Centralized Control

Standardization and Governance

Establish a **single source of truth** for all product management activities. This centralized platform provides product management owners with role-based access controls, ensuring that only authorized personnel can modify product definitions, pricing structures, and service configurations.

The governance framework enables division leaders to define and maintain **standard product offerings** that can be deployed consistently across all business units, eliminating fragmentation and reducing operational complexity.



Role-Based Access

Granular permissions ensure proper oversight and control



Unified Repository

One authoritative catalog for all products and services

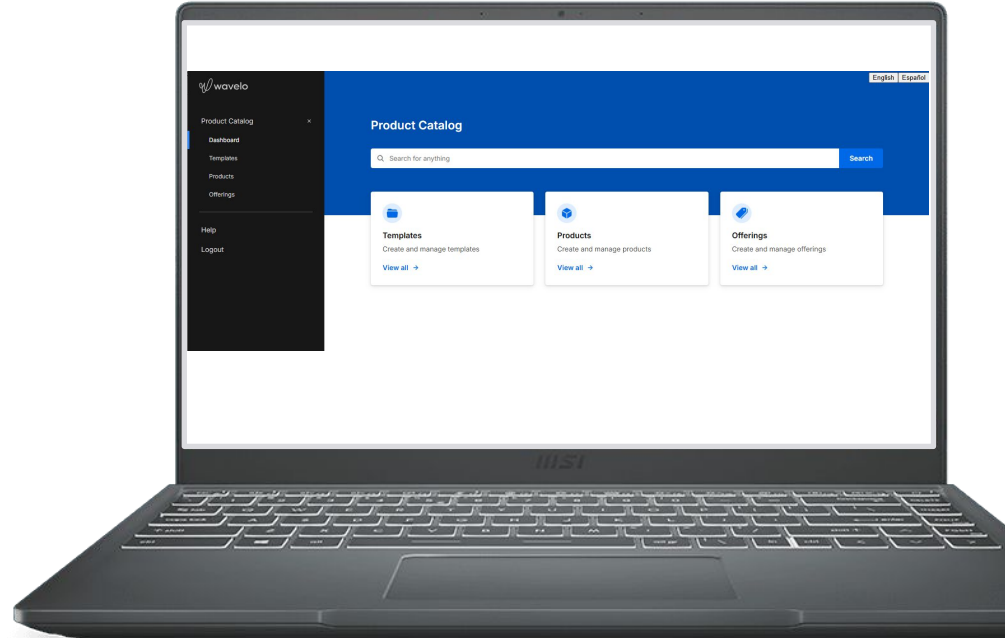


Version Control

Track changes and maintain audit trails for compliance

Wavelo Catalog

- Wireless & Wireline Plans
- Templates/Categories
- Bolt-ons & Add-ons
- Non-network services e.g:
 - SIM Cards, & Device Insurance
- Third-party Product integrations
- Bundles & Offers
- Network Features
- Centralized dynamic pricing



Integration and Real-Time Synchronization



Open APIs

TMF-compliant interfaces for contract negotiation and customer ordering systems

Event-Driven Architecture

Publish/subscribe model for real-time updates across dependent systems

Manual Process Elimination

Remove spreadsheets and manual data entry from workflows

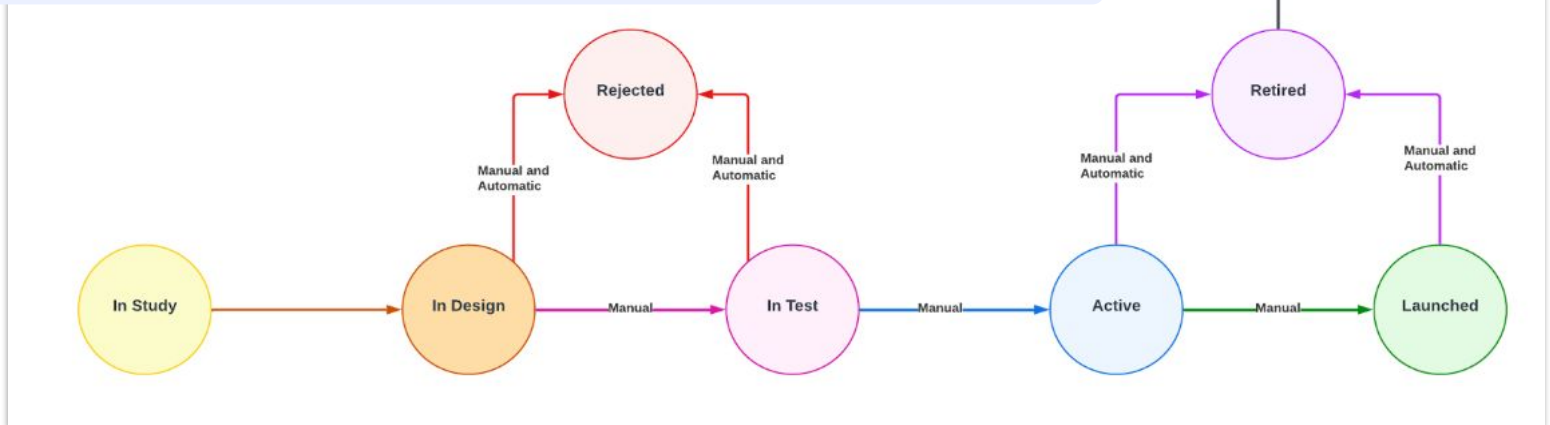
Ecosystem Synchronization

Changes made in the product catalog instantly propagate to other systems, and customer-facing applications

Wavelo Product Lifecycle Stages

TMF Alignment

- TMF standard lifecycle stages are applied to products, and features
- Dashboard shows number of products in each stage
- Each stage change is governed by allowable owner/role





Bulk Services Capabilities (B2B)

Bulk Pricing Models

Support for **sophisticated pricing structures** for Multi-Dwelling Units (MDUs) and Homeowner Associations (HOAs), including zero-cost pricing for retail customers within bulk service agreements.

Custom Offers

Create tailored product and pricing packages for specific communities requiring **non-standard contracts**, with built-in **approval** workflows to maintain governance standards.

Efficient Mapping

Associate multiple community MDUs to a single standardized product offering without duplicating catalog entries, supporting large property groups (e.g. Lennar developments).

The platform **eliminates the need for manual cloning** of product definitions, reducing administrative overhead and ensuring consistency across similar properties.

Retail Services Management (B2C)



Flexible Bundle Configuration

Model and manage comprehensive **retail service bundles** that combine internet, voice, and entertainment offerings. The system intelligently handles product dependencies, automatically ensuring that prerequisite services are included when customers select dependent products.

For example, if a customer chooses a premium streaming add-on, the system **ensures the required base** internet service is also included in the package.

Pre-integration with 3rd party content entitlement aggregators (e.g. Bango).



Bundle Modeling

Create attractive service combinations that drive customer value



Dependency Rules

Enforce product relationships and prerequisites automatically



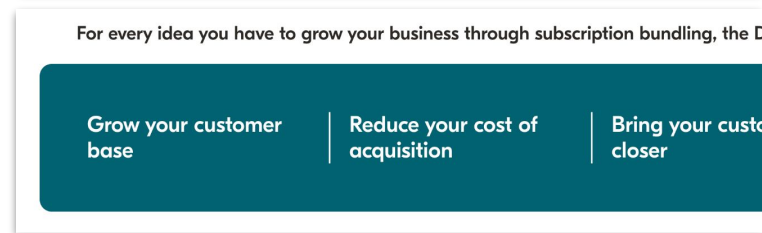
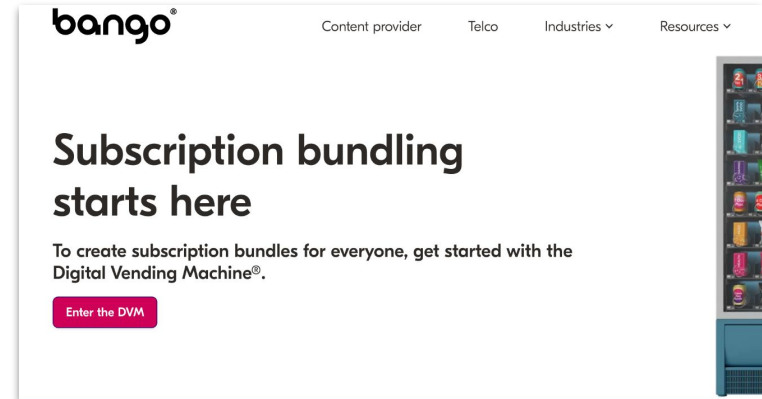
Promotional Pricing

Support time-based discounts like first-year introductory rates

Wavelo/Bango Integration

Together, we deliver a full-stack solution that allows telcos to rapidly create, launch, and manage subscription bundles:

- **Unified Catalog** – Wavelo surfaces SaaS offers from Bango directly into the operator’s product catalog, so new services are instantly available for resale.
- **Seamless Entitlement Management** – When a customer activates or cancels a service, Wavelo automatically communicates with Bango to update entitlements in near real-time.
- **Aligned Billing** – Wavelo’s billing engine synchronizes charges with entitlement state, ensuring customers are billed accurately and only for the services they use.
- **Customer & CSR Visibility** – Both subscribers and service reps can view entitlement states and billing line items, reducing confusion and improving trust.





Wavelo AI-Native Solutions



Wholesale Cost Optimization

AI-driven optimization to eliminate margin erosion and unlock hidden profitability in your MVNO wholesale operations

Wholesale Cost Optimization:

The Hidden Margin Killer

The Core Problem

Wholesale cost optimization represents one of the largest margin levers available to MVNOs today. Yet most operators struggle to capture this value systematically.

Subscribers remain on backend wholesale plans that no longer match their actual usage patterns.

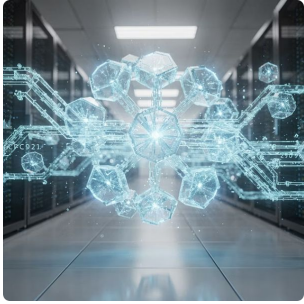
Why Traditional Approaches Fail

- Manual plan monitoring doesn't scale
- Reactive decisions replace proactive optimization
- Inconsistent switching practices create unpredictable margin erosion
- Operational overhead increases without additional value
- Lack of predictive insight - no strategic planning alignment

The result: operators absorb avoidable costs while missing clear opportunities to improve profitability without impacting customer experience.

AI-Driven Plan Optimization at Subscriber Scale

Wholesale Plan Optimization is an intelligent optimization engine that continuously evaluates subscriber usage patterns and automatically aligns them to the most cost-effective wholesale plan available



Predictive Intelligence

Uses historical usage data and wholesale rate card structures to predict likely consumption trends and identify optimal plan matches before overage exposure occurs.

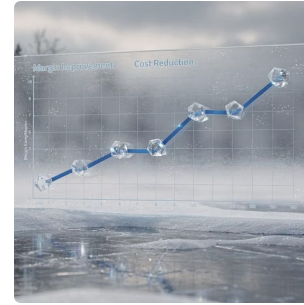
100% Coverage



Flexible Automation

Switching decisions can be recommended for review or fully automated depending on your operational maturity. Deploy in advisory mode before transitioning to autonomous operation.

24/7 Operation



Continuous Optimization

Operates at the subscriber level across your entire base, protecting margins while reducing operational expense from manual monitoring and reactive interventions.

15-25% Margin Gain

Data Requirements for Deployment

Effective optimization requires access to wholesale usage and cost structures. The system adapts to the granularity and historical depth of data available in your environment.



Core Data Inputs

Required for all deployments:

- Subscriber usage data: voice, SMS, data CDRs in tabular formats (CSV, JSON, S3 files)
- Wholesale plan schemas: plan types, quotas, bulk limits, metered thresholds, negotiated rate cards
- Current subscriber-to-plan mappings and established cost baselines



Optional Enhancements

Accelerates optimization accuracy:

- Pre-rated usage data from existing rating engines
- Billing reconciliation outputs & historical cost analysis
- Seasonal usage patterns and subscriber segmentation data

The system's flexible architecture accommodates varying data maturity levels—from basic CDR exports to fully integrated billing system connections. Deployment complexity scales with your existing data infrastructure and operational requirements.



Bill Shock Prevention

Preventing Revenue Leakage and Customer Churn Through AI-Powered Anomaly Detection

Proactive billing integrity that protects revenue, builds trust, and reduces operational costs before invoices reach customers.

The Hidden Cost of Billing Surprises

Customer Impact

Unexpected billing changes remain a top driver of customer dissatisfaction across telecom and subscription businesses. When customers encounter unexplained charges or dramatic usage spikes, trust erodes rapidly—often leading to disputes, negative reviews, and permanent churn.

Operational Reality

Most operators rely on reactive, manual review processes that only trigger after customers complain. Fraudulent activity, provisioning errors, pricing misconfigurations, and sudden usage anomalies slip through undetected until invoices are already issued. By then, the damage to customer relationships and operational efficiency has already occurred.

- **Support teams overwhelmed with dispute resolution**
- **Inconsistent detection across customer base**
- **Revenue leakage from undetected errors**
- **Limited visibility into root cause patterns**

Without dynamic, per-customer baselines and intelligent anomaly detection, operators remain in constant firefighting mode — addressing symptoms rather than preventing problems at the source.

AI-Driven Bill Shock Prevention

Bill Shock delivers proactive anomaly detection that monitors invoice composition and usage behavior before bills are finalized. By establishing intelligent baselines for each customer, the system identifies irregular patterns early and provides explainable alerts that enable fast, confident action.



Proactive Detection

Evaluates recurring charges, one-time fees, discounts, taxes, and usage trends against historical patterns to flag anomalies before invoices reach customers.



Explainable Intelligence

Surfaces clear reason codes for every anomaly detected, enabling support teams to understand issues quickly and communicate confidently with customers.



Automated Response

Triggers configurable actions such as invoice holds, manager reviews, or proactive customer notifications based on severity and confidence thresholds.

Measurable Business Impact

40%

Dispute Reduction

Fewer customer complaints & escalations

25%

Support Savings

Reduced operational costs

15%

Churn Prevention

Decreased customer attrition

Scalable Deployment Path

Bill Shock is designed for incremental implementation, beginning with core billing data and expanding as additional signals become available. This phased approach minimizes integration complexity while delivering immediate value.

Billing-Only Launch

Start with invoice data, line items, and subscription references for spend-based anomaly detection

Enhanced Analysis

Add rated usage and mediation feeds for deeper usage-level pattern recognition

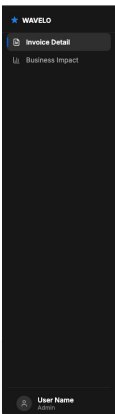
Continuous Optimization

Integrate historical fraud signals and customer behavior data for refined detection

The system begins delivering value from day one, with minimal data requirements: invoice data in draft and issued states, detailed line items, product references, and billing cycle configurations. Optional inputs like usage feeds and historical anomaly signals enhance accuracy over time.

User-Friendly Navigation

- Comprehensive dashboards
- AI assistance & investigation



Bill Shock Dashboard

🕒 Last run: Feb 6, 2026 at 08:30 UTC - 1,247 Invoices scanned

- Invoices Flagged**: 42 (8 more than last run)
- Flag Rate**: 3.37% (up 0.4pp from last period)
- Overcharge vs Expected**: \$18,743.52 (+\$23.4k more than last run)
- Top Flag Reasons**: MRC Jump, One-Time Burst, Period Mismatch

Flagged Invoices

🔍 Search Invoice # or account Reason -- Severity -- Showing 42 of 42 Invoices

INVOICE	ACCOUNT	PERIOD	STATE	SCORE	REASONS	TOTAL	DELTA	OFFER
INV-Y9ZQB	ACC-56329	2025-08	Open	0.97	MRC Jump Period Mismatch	\$78.61	+\$30.97	Yes
INV-L6FLC9	ACC-29558	2025-08	Open	0.94	MRC Jump Tax Spike	\$275.83	+\$66.87	Yes
INV-GTX903	ACC-74005	2025-08	Open	0.91	Tax Spike MRC Jump Discount Spike	\$319.06	+\$128.86	No
INV-AT83C9	ACC-52347	2025-10	Open	0.90	MRC Jump	\$96.25	+\$22.77	No

AI Assistant

What are the top drivers of revenue leakage?

Top drivers by reason (ranked by leakage amount):

- MRC Jump: \$1,013.20 across 20 flags (~23.5% of reason-level leakage; avg score 0.613)
- One-Time Burst: \$937.34 across 17 flags (-21.8%; avg score 0.624)
- Period Mismatch: \$853.73 across 12 flags (-19.8%; avg score 0.654)
- Tax Spike: \$827.84 across 17 flags (-19.2%; avg score 0.611)
- Discount Spike: \$677.46 across 13 flags (-15.7%; avg score 0.611)

Top contributing plan categories:

- \$25/mo 6-Month Unlimited Talk & Text + 15GB 5G/4G
- \$25 Unlimited Talk & Text + 5GB 5G/4G Data: \$376.69 (7)
- Early Access Infinite Unlimited: \$348.69 (7)
- 3m/UNL gb Throttled Plan - NR: \$269.46 (4)
- \$35 Unlimited Talk and Text w/ 5GB Auto Pav: \$243.46 (4)

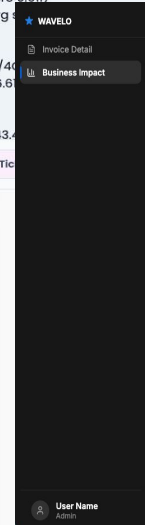
🔔 Create Alert 🗨 Message Customers 🚨 Raise Ticket

AI Investigation

a baseline of \$22.27, a +\$16.26 (+73.0%) variance. It's flagged for Period Mismatch, Discount Spike, and Tax Spike with no recorded offer/plan change on a \$25 Unlimited Talk & Text + 5GB plan.

2) Root Cause Assessment

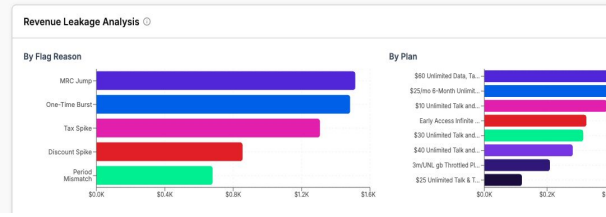
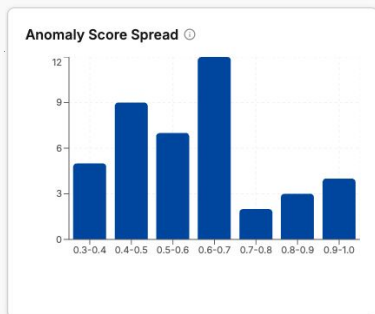
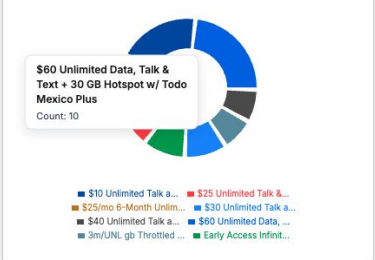
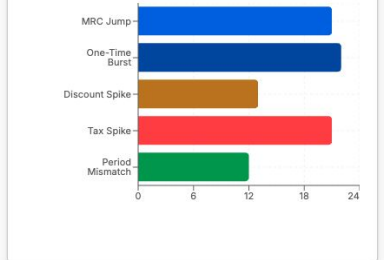
- Most likely the AutoPay/recurring discount that normally drives the baseline (approx. \$25 minus \$5 discount = \$20 + -\$2.27 tax = -\$22.27) did not apply in 2025-10 ("Discount Spike"), increasing the taxable base.
- A billing cycle alignment or partial-period proration appears to have been applied ("Period Mismatch") without an offsetting credit for unused days, inflating the service charge.
- Taxes were likely recalculated on a higher taxable amount and possibly an extended/partial service window or updated tax profile ("Tax Spike"),



Bill Shock Dashboard

🕒 Last run: Feb 6, 2026 at 08:30 UTC - 1,247 Invoices scanned

- Revenue Leakage**: \$1,025.64 (Discount-driven revenue loss)
- Bill Shock Exposure**: \$2,704.63 (Total overcharges hitting customers)
- Accounts Affected**: 42 (Of 42 flagged invoices)
- Avg Anomaly Score**: 0.60 (Across all flagged Invoices)
- High Severity Flags**: 7 of 42 (17% need urgent review)
- Est. Annual Impact**: \$4,637 (Projected from current run)





Intelligent Pricing: Discounting tools for Modern CSPs

Transform fragmented discount management into a unified, intelligent pricing layer that accelerates commercial agility while eliminating revenue leakage and operational inconsistency.





The Fragmentation Problem in Telecom Pricing

Discounting and promotional logic in MVNO and CSP environments is dangerously fragmented. Business rules governing eligibility, stackability, tenure-based credits, and limited-time promotions are scattered across CRM systems, billing platforms, ordering flows, and manual exception processes.

This fragmentation creates substantial operational risk. Pricing becomes inconsistent across channels, revenue leakage occurs through misapplied discounts, and audit trails become nearly impossible to maintain. When marketing teams want to launch new commercial offers, the process is painfully slow—often taking weeks or months to coordinate changes across multiple systems.

Inconsistent Application

Rules applied differently across digital, assisted, and partner channels leading to customer confusion and compliance issues

Difficult to Audit

No centralized visibility into which discounts were applied, when, and why—creating regulatory and financial reporting challenges

Slow to Modify

Launching new promotions requires coordinating changes across multiple systems, extending time-to-market from days to weeks

Revenue Leakage

Uncontrolled discount stacking and manual overrides create unintended margin erosion and forecast inaccuracy

Product Architecture:

Intelligence Without Disruption

Wavelo Intelligent Pricing delivers a configurable, rule-driven pricing layer that standardizes discount creation, management, and execution across all customer touchpoints. The engine operates conditionally—evaluating business rules in real time during cart or quote processing, applying discounts deterministically when applicable, and continuing unchanged when no rules match.



Centralized Rule Management

Create, modify, and retire discount rules through a unified interface. Configure stackability logic, prioritization hierarchies, eligibility criteria, and expiration controls without touching code.



Accurate AI Driven Pricing

Real-time evaluation ensures consistent pricing across digital self-service, telesales, retail, and partner channels. Safe failure handling and automatic rollback protections maintain system stability.



Promo Code Intelligence

Generate unique codes, track redemption velocity, enforce usage limits, and revoke access instantly. Full observability provides compliance audit trails and revenue assurance reporting.

Measurable business outcomes: faster promotion launches, eliminated pricing inconsistencies, reduced revenue leakage, and commercial agility without operational risk.



Data Requirements:

Leveraging Existing Infrastructure

The AI Discount Engine operates on structured data already flowing through your quote-to-order systems, requiring no external feeds or complex integrations. The platform consumes three core data categories during real-time evaluation, ensuring precision and contextual relevance for every transaction.

Rigorous data validation and a robust caching strategy ensure optimal performance and data freshness.



Quote/Cart Data

Account ID, SKUs, quantities



Customer Context

Status, tenure, segment, region



Active Discount Rules

Logic, dates, stacking, redemption

User-Friendly Navigation

- Comprehensive dashboards
- AI assistance & investigation

The image displays the Wavelo Discount Engine interface, which is designed for user-friendly navigation. It features a dark sidebar on the left with navigation options: WAVELO, Dashboard, Discount Rules, Stacking Classes, Promo Assignments, Calculate Discount (highlighted), Audit Log, and Settings. A 'Create Rule' modal is open, showing instructions to describe rules in plain English and examples like 'Create a 20% discount for premium plan customers'. The main dashboard, titled 'Discount Calculator', includes a 'Customer' field with a long alphanumeric string, a 'Products' section with a table containing 'PROD-001' and '10000 cents', and a 'Result Summary' showing a price drop from \$100.00 to \$45.90. A 'Discount Breakdown' section lists applied rules: 'new_customer_10' for \$10.00 fixed, 'summer_sale_2024' for 20%, and 'holiday_promo' for 25%. A right-hand panel contains 'GET STARTED' information, 'Wavelo Discount Engine' description, 'Active Rules' (4 total), and 'Quick Actions' like 'Manage Rules', 'Assign Promos', and 'Calculate'.



Agentic Commerce

Instant Checkout using ACP



stripe

Telcos Seek to Enhance AI and CX

- Bell Canada's 3-year plan explicitly calls out "lead in enterprise with AI-powered solutions," alongside customer-first and network leadership.
- BT Group (UK) — press releases detail AI for CX: EE's "Aimee" virtual assistant handling ~60k weekly conversations and a broader AI/CX stack
- Verizon announces an "AI-powered customer experience transformation," detailing app, care, and retail changes.
- Singtel - Singtel28 (ST28) plan—using AI to simplify and elevate CX.



OpenAI ACP: Agentic Commerce Protocol

- OpenAI, in partnership with Stripe, recently announced ACP (September 2025).
- ACP is a new open standard allowing users to buy products from merchants inside the chatbot.
- AI agents, people, and businesses can use ACP to enable secure and efficient purchasing.
- The first product experience built on ACP is “Instant Checkout” in ChatGPT.
- ACP is open-source, allowing other developers and businesses to build their own integrations.

The primary focus is marketplaces like Shopify and Etsy, but Wavelo is showing how CSPs can use it to sell services through ChatGPT

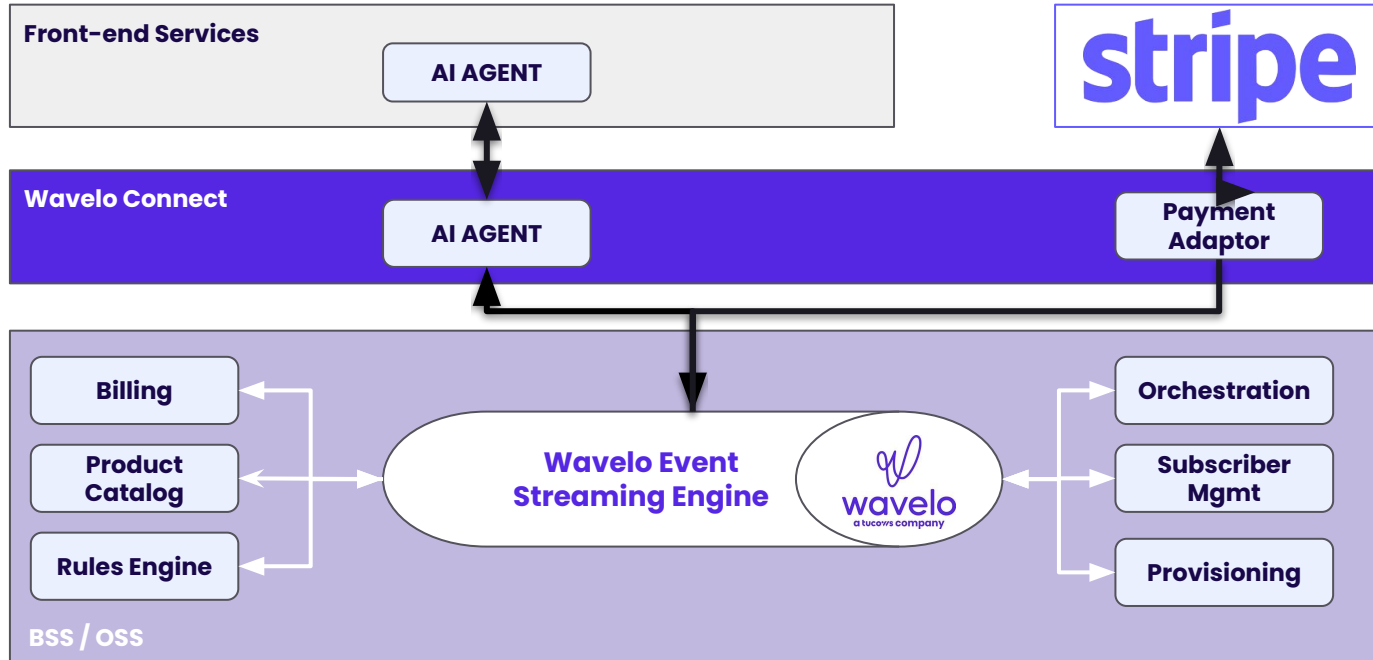
Wavelo Instant Checkout Demo

Agentic commerce for telcos:

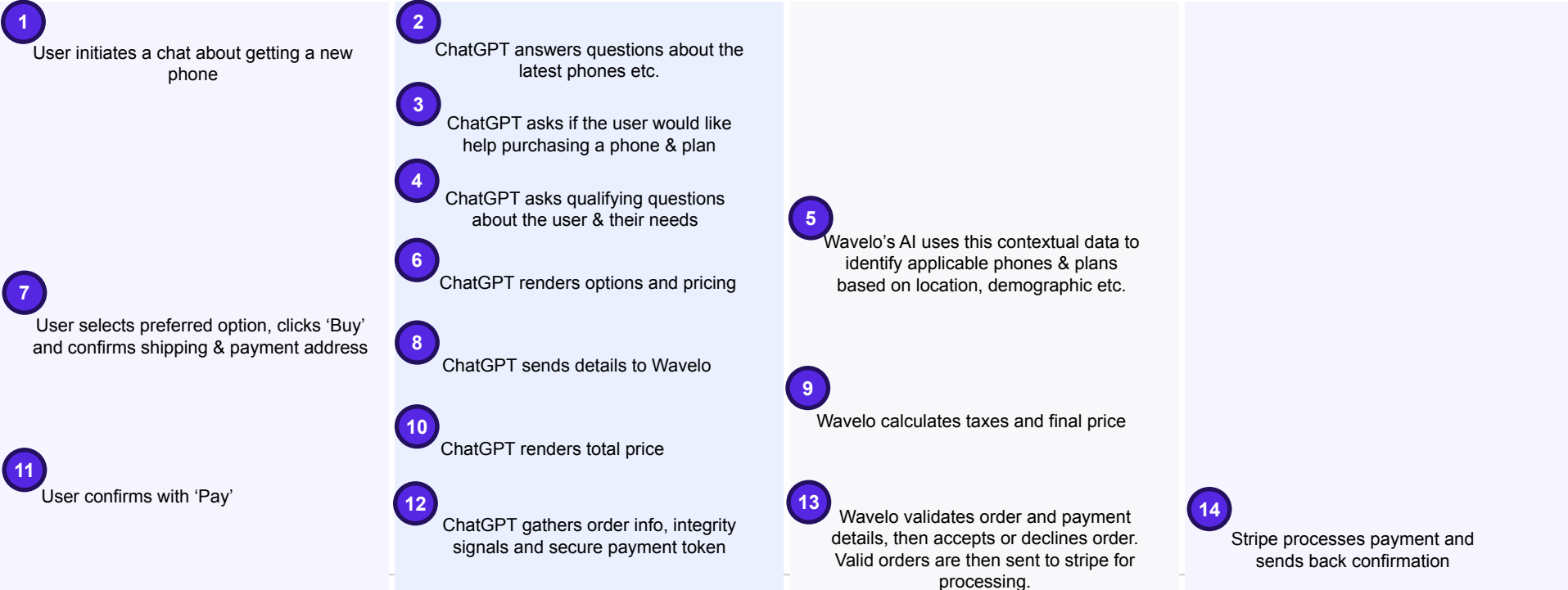
- OpenAI Agent Commerce Protocol
 - Enables users to purchase through chat
- Wavelo orchestration & AI rules engine
 - Manages eligibility, pricing & discounts etc.
- Removes costly web-based front-end



Wavelo+ACP Architecture



Example High-Level Solution Flow





Key Takeaways:

- Built by Wavelo's dedicated AI innovation team
 - *ACP was only announced on Sept 29th!*
- Seamless integration with OpenAI & Stripe
- Opens up ChatGPT as an 'agentic commerce channel'
- Detects any price affecting context
- Dynamically creates offers
- No need for costly web front-end
- Rapid, low-cost deployment





From Reactive Monitoring to AI Enabled Operations

Wavelo Agentic Assurance (WAA) transforms network monitoring from reactive cost centers into proactive competitive advantages—all at a fraction of traditional costs.

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Wavelo: Enabling the Data-Driven, AI-First Teleco

The Fundamental Problem

Despite billions invested in OSS, BSS, networks, probes, and analytics platforms, most telecom organizations still operate in the dark. The industry faces a persistent inability to transform vast operational data into timely, trustworthy, and actionable intelligence.

The consequences are severe and costly:

- AI initiatives stall before delivering value
- System integrations stretch into multi-year projects
- Critical insights arrive too late to influence outcomes
- No unified, real-time view across business and network operations

Wavelo's Mission

Enable the **data-driven telecom** – where real-time information flows freely across systems, AI reasons over live operational context, and new capabilities deploy in days or weeks, not years.

Beyond Traditional OSS/BSS

Wavelo is not another product collection. It's an **architectural foundation** purpose-built for an AI-first future, fundamentally reimagining how telecoms leverage their most valuable asset: data.

Legacy Service Assurance Issues

Vendor Lock-In

Outdated, proprietary systems trap operators in expensive maintenance cycles with limited flexibility and high ongoing costs that constrain innovation.

Siloed Operations, Data, and Tool Sets

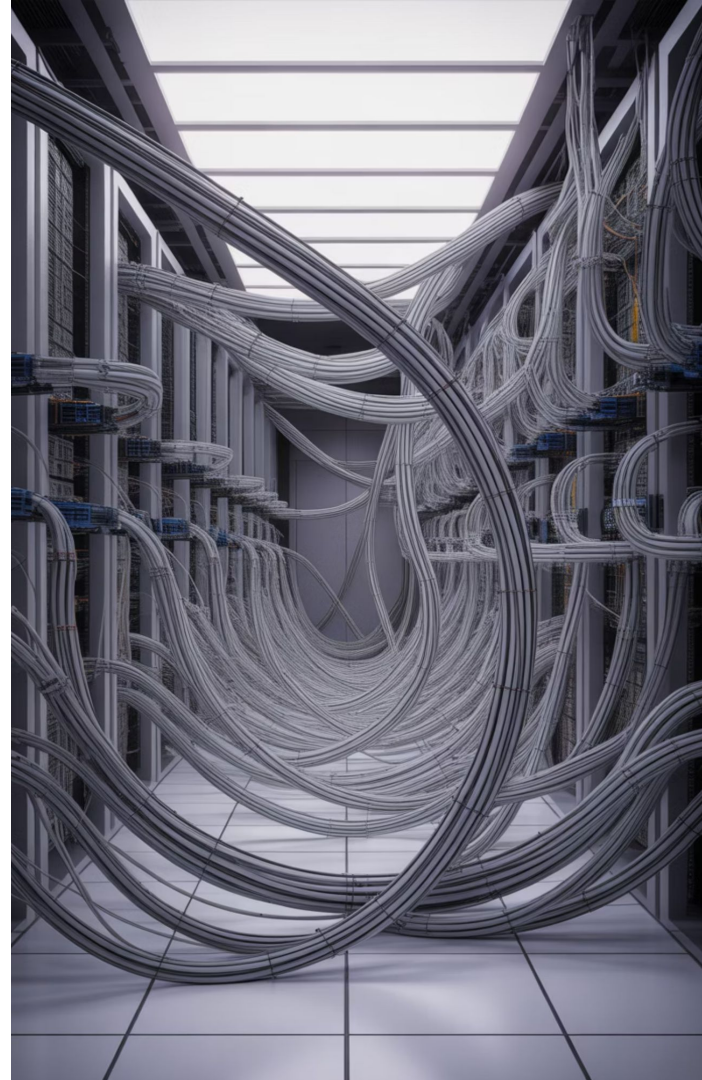
Disconnected tools create visibility gaps across performance metrics, topology mapping, and SLA tracking, making root cause analysis painfully slow.

Manual Bottlenecks and Swivel Chair Processes

Labor-intensive processes delay response times to outages, increase operational expenses, and prevent teams from scaling effectively to meet growing demand.

Innovation Roadblocks

Reliance on tribal knowledge and manual intervention limits organizational scalability and stifles innovation as engineers focus on routine tasks.



Wavelo Agentic Assurance:

Data and Intelligence Built In

Wavelo's platform is architected with artificial intelligence at its foundation, not retrofitted as an afterthought. This fundamental design philosophy enables capabilities impossible with legacy approaches.

AI-First Architecture

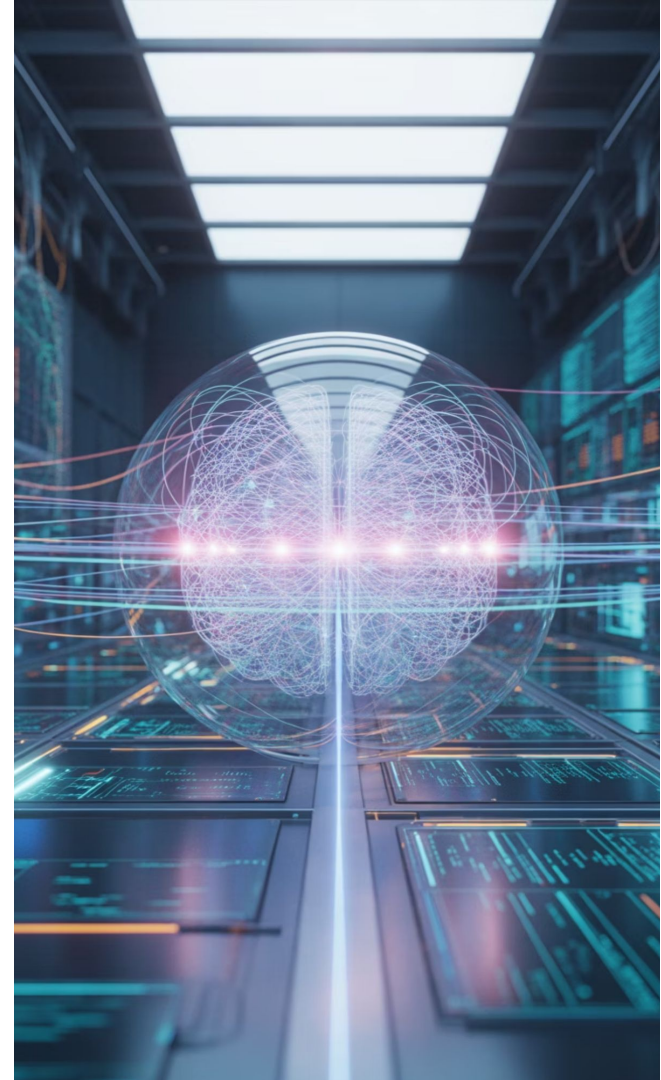
Intelligence embedded in every component, enabling continuous learning and adaptation to network behavior patterns.

Event-Driven Processing

Processes millions of network events in real time with sub-second latency, ensuring nothing slips through unnoticed to enable AI.

Instant Awareness and Access to Data

Comprehensive visibility across GPON, 5G, probes, IoT, and customer service domains enables rapid response to outages and anomalies.



Wavelo's AI-Native Assurance Platform

Wavelo's approach starts with a clean slate. Rather than retrofitting AI onto old tools, it's AI-native by design—intelligence permeates every layer of the system. At its core is an event-driven architecture that processes millions of signals per second from diverse devices and domains.



Universal Connector

AI-generated connectors learn device interfaces automatically, onboarding new equipment in minutes instead of months



Unified Visibility

Single view aggregating discovery, fault, performance, and topology data into a coherent operational digital twin



Impact Analysis

Topology-aware engine instantly determines which customers and services are affected by any network event



Virtual NOC Assistants

AI agents provide conversational diagnostics, root cause correlation, and guided remediation



Unified Operations

Measurable Results

The Challenge

- Vendor lock-in with no product roadmap
- Large cost for ONT monitoring
- 15 different tools requiring constant context switching
- Manual RCA processes delaying issue resolution
- In-house integrations to SaaS ticketing and CMDB
- Performance KPIs monitored in separate system

The Wavelo Solution

- Unified real-time alarm and performance data collection
- Integrations to inventory and customer contact repository
- Conversational AI for proactive investigations
- Automated customer impact identification
- ONT heartbeat tests
- Native ticketing integration built in days
- Streamlined CMDB synchronization flows

\$550K
Annual Savings

Eliminated legacy system licenses, and extended network coverage

90%
Cloud Resource Reduction

Modern architecture reduces compute footprint from heavy legacy solutions

From Cost Center to Competitive Advantage



Network and service assurance has traditionally been viewed as a necessary operational expense—a cost center that consumes resources without directly generating revenue. Wavelo transforms this equation.

By delivering consistently superior service quality, reducing outages, and enabling faster problem resolution, AI-Native Assurance becomes a strategic differentiator that directly enhances customer satisfaction and loyalty.

Strategic Differentiator

Superior reliability becomes a competitive selling point in crowded markets

Customer Loyalty

Reduced outages and faster resolution drive satisfaction and retention

Lifecycle Integration

Assurance insights inform network planning, design, & optimization

Predictable Costs

SaaS delivery model with continuous AI improvement & no capital expense



Questions?