iPass Unlimited

1. Introduction

iPass delivers global, mobile connectivity as a hosted cloud service, connecting its customers with the people and information that matter the most on all of the devices they choose to carry: smartphones, tablets and laptops. iPass is the world's largest commercial Wi-Fi network, with 50 million hotspots in airports, hotels, airplanes and public areas in more than 120 countries across the globe.

This document describes the iPass Unlimited service. It covers iPass strategy, service details, key features and benefits, what is included in the service and support.

2. Challenges and Trends

In today's world, businesses are challenged with keeping their employees productive while they are traveling — at the airport, in-flight, at the hotel — everywhere. For improved productivity, mobile workers need to be able to connect seamlessly wherever they are.

For businesses to be competitive, they need to innovate and use the new cloud-based apps and services. Unfortunately, cloud-based apps and collaboration services require high-speed connectivity and high volume data usage. Using 3G/4G roaming, especially for international travel, may cause connection costs to spiral out of control.

Businesses often deploy corporate devices as well as allow employees to bring their own devices (BYOD). Such policies often involve differing usage and security policies and devices under both policies are commonly susceptible to data loss. The result, employees are carrying more devices with more data that can be lost or stolen. Security must evolve for remote users, devices, and cloud-based apps.

3. iPass Unlimited Solution
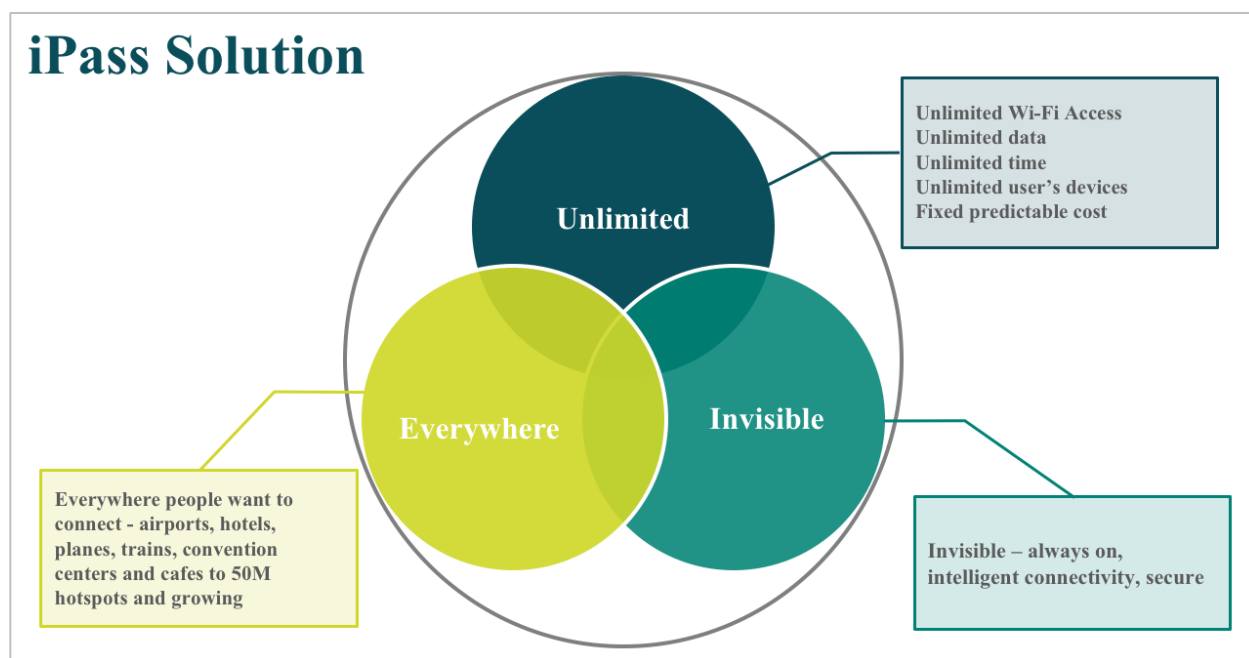
Unlimited

A hosted Software-as-a-Service (SaaS) offering to keep your users connected. Unlimited behaves like you'd expect any cloud-based service to behave. The basic package includes a fixed per user, per month price – for Unlimited use of Wi-Fi: this is all the   Wi-Fi your users can consume. Unlimited time, Unlimited data, Unlimited usage on the user's devices – laptops, smart phones, and tablets – and Unlimited networks – even while in the air.

Everywhere

For the Wi-Fi service to be Unlimited, it has to be available Everywhere – cafes, airports, hotels, convention centers, airplanes, trains cafes and public venues.

Invisible

Invisible implies that connecting to Wi-Fi and staying connected should be simple and automatic. Users should not have to think about or make any effort to connect. It should just happen. That's invisible.

In order to provide a truly valuable service, iPass believes that all three capabilities

should work together – Unlimited, Everywhere and Invisible.

iPass makes it easy and affordable for its customers to live this Unlimited philosophy by the way we package and price our Unlimited offering and its cloud-based delivery.

4. iPass Unlimited Details

iPass Unlimited is accessed by users on the user's Wi-Fi enabled devices (smartphones, tablets and laptops), providing a consistent user experience and making it easy for users to get connected to the iPass Mobile Network. The iPass apps were designed to deliver a consistent, intuitive user experience. The apps connect to the ever-expanding number of Wi-Fi hotspots in the iPass Mobile Network.

iPass Unlimited At a Glance

Feature	Service Capability
Time Limit	Unlimited
Data Limit	Unlimited
Speed Limit	Unlimited
Platforms supported	iOS, Android, Mac, Windows, Windows Phone
Number of Devices	Unlimited usage across user's multiple devices
Hotspots Coverage	50 Million and growing
In-flight Wi-Fi coverage*	Included for leading airlines worldwide
Locations	Planes, hotels, convention centers, airports, trains, cafes and public venues

* Access to the Gogo in-flight network can be added at an additional charge for North America domestic air travel.

Platforms supported

5. Everywhere

World's largest Commercial Wi-Fi Network

The iPass Mobile Network currently has over 50 million iPass enabled hotspots in more than 120 countries and territories. Users can access the iPass Unlimited Service in many of the world's busiest airports, on over 2700 planes, 800 trains and in some of the most popular business hotels around the globe. The iPass Mobile Network also includes many of world's fastest growing community hotspots networks, to give you broad coverage in public venues from ballparks to street corners in major metropolitan areas.
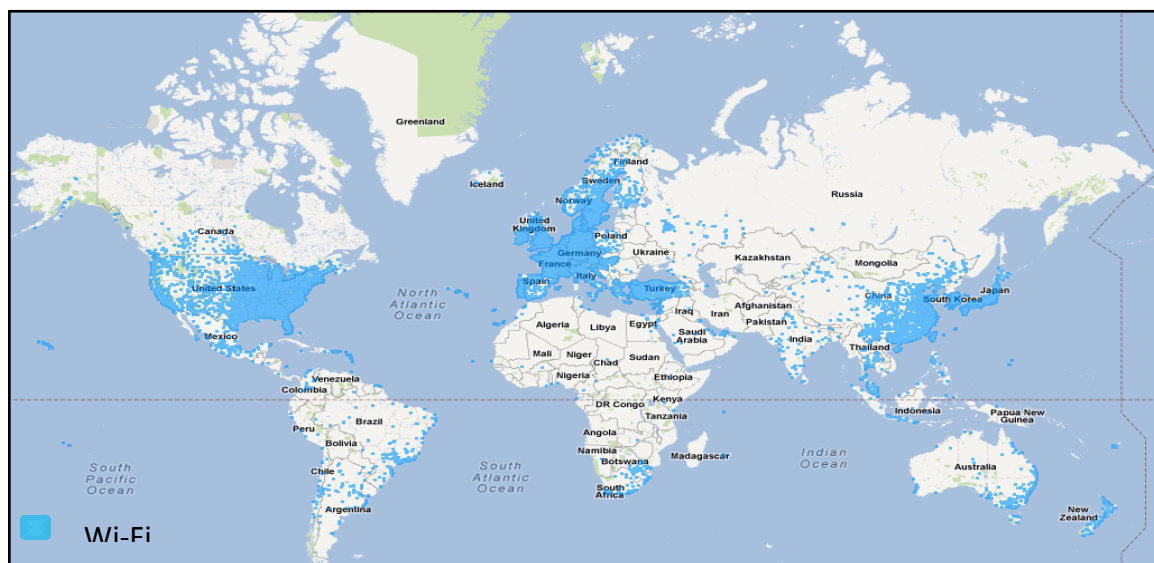
Inflight Wi-Fi

Wi-Fi coverage on international flights is provided by Panasonic and is covered by iPass Unlimited. Access to inflight Internet provided by Gogo is available, at additional cost, as an add-on service for those customers looking for additional in-flight Wi-Fi options for North America domestic air travel.

6. Invisible

Invisible works to seamlessly and invisibly, auto-connect your users to the best available Wi-Fi network possible. Building on Unlimited and Everywhere, Invisible leverages our expert knowledge of Wi-Fi connectivity using advanced cloud-based services to auto-connect your users to any one of our 50 Million hotspots.

Getting you connected and keeping you connected.

7. iPass Cloud Platform

The iPass Cloud Platform employs our patented Connection Intelligence technology, allowing our products to seamlessly and invisibly, auto-connect your users to the best available network possible. This reliable, secure, and scalable service platform provides the authentication and connectivity that powers our Unlimited product offering.

Using advanced analytics and cloud-based services to measure connection and signal quality, the iPass Cloud Platform powers our apps to be connected when your users need us.

7.1 iPass Dashboard

The "iPass Dashboard" is a web-based tool that enables administrative users to control and manage key data on users, devices and helps visualize account information in a simple and intuitive interface. Administrative users can utilize self-service reporting to view the changes in usage and account activity, add and remove users, and view billing and invoice detail.

Individual users can access device and usage information and activate new devices.

Solo users can access billing and invoice information as well.

8. Key Features and Benefits

8.1 Easy On-boarding with "One-Click Activation"

The onboarding with iPass Unlimited is based around the simplicity delivered by the iPass Cloud Platform.

1. Administrative users import a list of users into the iPass Dashboard, triggering an activation email to each user with a link to the iPass Self Activation web page.
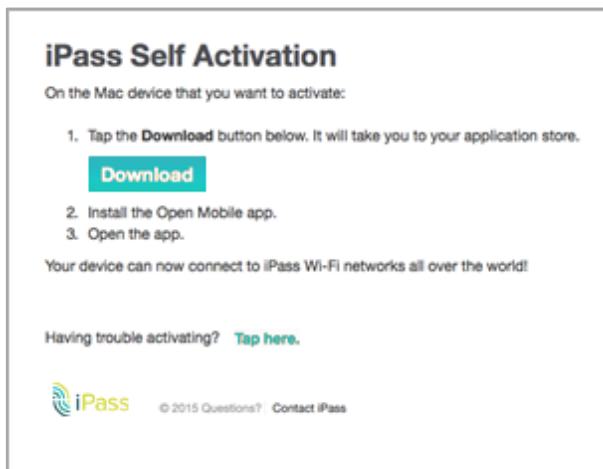
2. From the activation page, users download the app and are automatically activated. It's that simple!

8.2 Enhanced Security

iPass secures users' credentials from prying eyes, meeting stringent security standards for government agencies, finance organizations and countries with strict data privacy laws.

The iPass Cloud platform authorizes and authenticates the user for the Unlimited service, and then activates the users device with unique, secure, device based credentials.

Users no longer need to enter usernames and passwords or sensitive credit card information to gain access to more than 50 Million Wi-Fi hotspots worldwide. Once users have gone through the initial activation process, iPass authorizes the users device each time they connect. Greatly simplifying the user experience while providing an increased level of security for your organization.

8.2.1 Single Sign-On ("SSO")

iPass Unlimited allows our customers to take advantage of their corporate "Single

Sign-On" solutions. SSO reduces challenges associated with lost or changing passwords while bolstering enterprise security and productivity.
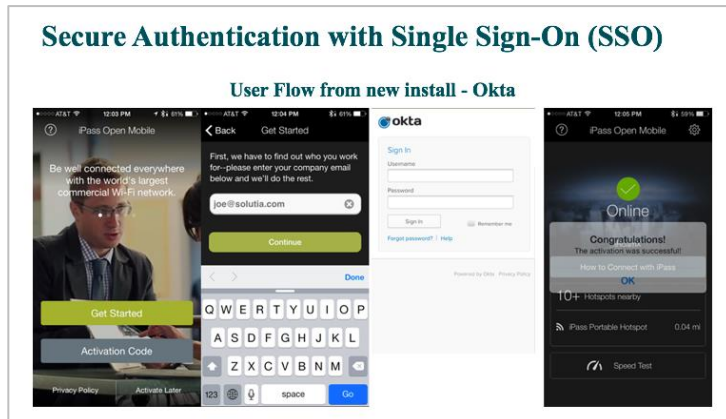
iPass supports leading SSO providers such as Okta, Ping Identity, OneLogin and any SAML 2.0 compliant services.

9. Reports

Administrative users can generate self-service reports on users, devices, and usage, giving them access to timely data, relevant to their business needs.

For example, usage reports include:

- Recent connection data
- Connections by location
- Network types
- # of total sessions
- # of unique networks
- # of unique devices by platform
- Top users by location, business group, cost center

10. iPass Unlimited Pricing

The iPass Unlimited pricing model provides customers with a simple, cost-predictable means of using the iPass service.

- iPass Unlimited pricing model is a flat monthly price per user.

- iPass hosted SaaS authentication is a required part of this implementation.
- Annual pre-payment.

Please contact iPass sales for further pricing details.

What is included?

iPass Unlimited includes the following:

- Unlimited use of the iPass Mobile Network
- Unlimited use of the iPass App
- Access to the iPass Dashboard

11. Support

iPass Unlimited customers have access to web-based support 24x7. The iPass Unlimited support site includes answers to the most commonly asked questions regarding registration and activation. It covers items such as "How to use iPass" and manage accounts, Getting Started, Quick Start guides and troubleshooting tips.

12. Subscription Term Options

The minimum iPass Unlimited subscription term is 12 months. Subscription terms automatically renew annually, unless otherwise cancelled with 30-days prior written notice. iPass does not support month-to-month renewals.

About iPass

iPass delivers global, mobile connectivity as a hosted cloud service, connecting its customers with the people and information that matter the most on all of the devices they choose to carry: smartphones, tablets and laptops. iPass (NASDAQ: IPAS) is the world's largest commercial Wi-Fi network, with 50 million hotspots in airports, hotels, airplanes and public areas in more than 120 countries across the globe. In the rapidly changing technology of Internet connectivity, iPass is the industry pioneer in ensuring businesses have unlimited access to unlimited content.