



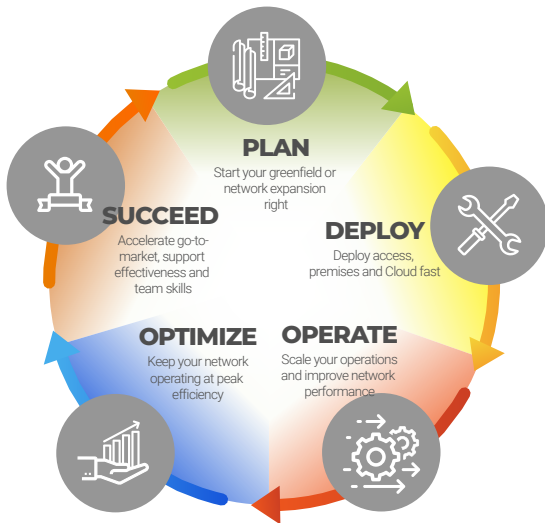
Accelerate Your Broadband Network Evolution with Calix Services

Building your broadband business? Expanding your existing network? Calix Services is there with you at every step of your journey to help you design, deploy, promote and support your services and networks. We have helped organizations like Electric Coops and Municipalities rapidly respond to the needs of their members and residents to create an entirely new and improved broadband experience. We have accelerated existing telecommunications cooperatives, CLECs and telcos with their transformation and expansion projects and speed up time to market and scale their operations. Let us help you.



SERVICES FOR EVERY STEP OF THE WAY

Calix Services can help Broadband Service Providers (BSPs) every step of the way and in every phase of your network evolution life cycle.



Plan

Planning your network's next big project requires an experienced team. Calix Services will help you achieve your business, technical and operational objectives. We are your partner for insight, guidance and direction on Calix platforms as you deploy your first network or grow your existing one into a service delivery powerhouse.

RECOMMENDED CALIX SERVICES

Network Consulting Services

A Calix Network Consultant can help plan your network in a way that matches your business and service goals and aligns them with your reliability, scalability, security, and operational objectives.

Calix Network Consulting expertise provides actionable results on a wide array of activities:

- Extending the benefits of Layer 3 IP routing further into your access
- Identifying and resolving capacity bottlenecks and improving broadband performance
- Applying best practices to secure your network
- Transforming your network to IPV6
- Developing a scalable network architecture optimized for high availability, manageability and easy growth

Deploy

Do you want to deploy your network fast, using the latest industry and Calix best practices? Calix Services take the guesswork out of engineering, designing, building, and configuring your new network or network expansion. Our certified and trained professionals can help accelerate either part or your entire network build.

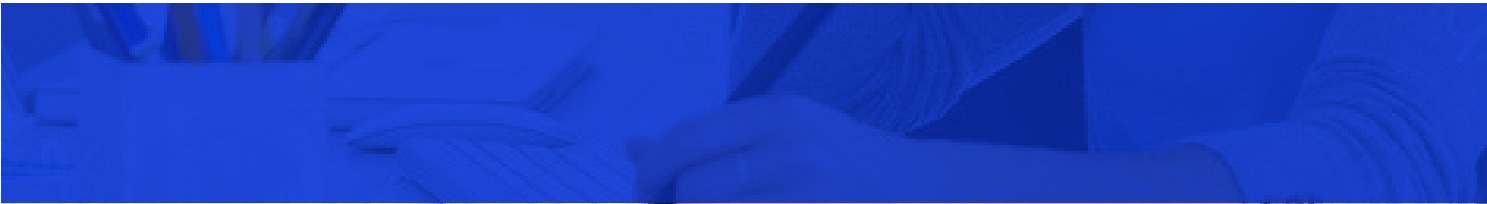
Calix Network Consulting Services Helps HTC Prepare for Exponential Growth

Calix Network Consulting Services added immediate value quickly zeroing in on issues in HTC's network. Along with guidance on Layer 3 network architecture, the Calix Network Consultant helped HTC gain operational efficiencies with troubleshooting best practices that led to fewer trouble reports and less truck rolls. These operational efficiencies resulted in substantial cost savings for HTC.

"You know, there's a term trusted partner. And that's the way we really feel about Calix."

- Jared Carson, chief operations officer for HTC





RECOMMENDED CALIX SERVICES

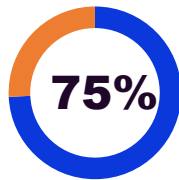
Accelerator Bundle - Calix Services has combined the essential planning and deployment services into a discounted starter kit well suited for new BSPs as well as for existing operators that want to expand their network fast. The bundle includes Network Consulting, AXOS or EXA platform design, turn-up and test, management system turn up, premises installation automation tools, and an Education Subscription.

End-to-End Deployment Services – Calix Professional Services will project manage and execute all aspects of your access project. Services include end-to-end project management, site surveys, network design, remote terminal construction, installation, turn-up, testing and comprehensive documentation. Along with Engineer, Furnish, and Install (EF&I) capabilities, Calix has prepackaged remote design, turn-up and test services available as well.

Deployment Enablement Services – Drive consistent, repeatable and high-quality execution of premises, access and central office installation and build-out projects. Field proven from over 5,000 successful engagements, Deployment Enablement Services includes a smart phone and tablet based app and automated documentation to help reduce repeat truck rolls on premises installations, inventory loss, and site revisits while ensuring overall quality.

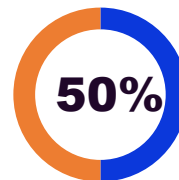
Revenue EDGE Enablement Professional Services - EDGE Enablement Services are a collection of essential services to help BSPs accelerate the operational execution of their Revenue EDGE strategy. Services include

- **EDGE Enablement Workshop** - On-site interactive multi-day workshop enables and certifies BSP Field Technician and Customer Support team members on managed Wi-Fi, CommandIQ and EDGE Suites and Systems. Includes on-site installation walk-throughs and best practices demonstrations for Field Technicians.
- **MobilePRO Express Premises Installation package** - Smart phone and tablet based app steps your



Deploy Networks Faster

Calix Deployment Services can help you deploy networks 75% faster and stay on time and on budget



Enhance Productivity

Calix Deployment Enablement Services can improve productivity by 50% through automation and improved quality

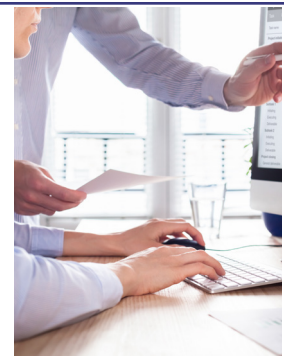
STE Accelerates Massive Infrastructure Upgrades at Record Pace with Calix Professional Services



Calix Deployment Services teamed with STE to complete an ambitious network transformation project consisting of 119 AXOS E7-2 systems across 58 sites including 6 central offices and completed it 75% faster compared to what it would have taken for STE to do it alone.

“The project management was some of the best I’ve ever seen, and I’ve dealt with many in the span of my career.”

Kevin Ancell, general manager for STE



DIGITAL TRANSFORMATION

technicians and contractors through installation best practices allowing them to collect images, GPS coordinates, and critical field data along the way for automatically generated reports for immediate remote quality control and future troubleshooting. Improve installation quality and reduce repeat truck rolls with your field installation teams.

- **CommandIQ Premier Personalization Service** - Personalization of the CommandIQ app with your logo and brand colors along with branded app store and exclusive access to personalized self help “how-to” videos.

Operate

Short on resources? Trying to fill in the gaps in your operations team so your can focus on growing your network and subscriber base?

Calix Services delivers advanced insights, network engineering resources, along with premium Customer Support options to help you:

- Solves problems faster
- Scale your operations
- Get proactive and more operationally efficient

RECOMMENDED CALIX SERVICES

Support Services - Your access network is your biggest investment. Calix can help you get the most out of it with support levels that help you optimize network performance, improve operational efficiency and productivity, reduce risk, and accelerate the delivery of new services. Premier Support provides the fastest response with access to trained technicians that know your technology and understand your problem.

Premier Success for Operations – Improve your troubleshooting efficiency, free up your operations team, and focus on subscriber satisfaction. The cloud-based service continuously monitors your network 24x7 and filters the number of incidents your team needs to analyze by over 80%. Empower your team with alarm analytics and reporting to solve problems faster, get proactive, and reduce subscriber outages.

Premier Success for Customer Support – Calix Premier Success is for Customer Support teams that want accelerated, sustainable and ongoing improvements to their technical and business outcomes. The Calix Success Program can innovate your workflows and help you achieve the business objectives of your Customer Support organization by working with you to strategically, tactically, and rapidly align your people, processes,

WCTEL - “Moving to Premier Support was one of the best decisions we’ve ever made!”

“What we were wanting was to enhance the experience and skills we already have on the team. Rolling out a brand new product, XGS-PON; how can we do that not having any knowledge or experience? We have gained more knowledge leaning on the Premier Support technicians. Having that ability to call Premier Support, get somebody within thirty minutes, have them call back and have the right answers on what we need to do...it’s been a real asset and a real help. Seeing everything we’ve benefitted from, moving to Premier Support was one of the best decisions we’ve ever made!”

Troy Mack, manager of network operations WCTEL

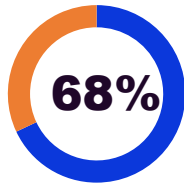




and systems through expert consulting, knowledge transfer and best practices that will enable you to get the most out of your Calix Support Cloud investment.

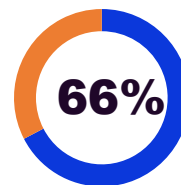
Premier Success for Marketers - Calix Premier Success for Marketing is for teams that want to master their craft and tap into expert industry resources. The Customer Success program helps marketers better leverage subscriber and service analytics into their messaging, campaigns, and creative content. The Customer Success team can help you grow your business through improved subscriber acquisition rates, better customer retention, and guidance on integrating channel marketing tools such as Facebook, Mailchimp, and HubSpot for exceptional campaign performance and efficiency.

Virtual/On-site Network Engineer – Scale your operations, planning and engineering teams with the help of Calix network engineering professionals that know your network and understand your technology. Available as



Improved **First Call Resolution**

Premier Success for Customer Support helps you innovate your processes and achieve your business objectives



Increased **ARPU**

Premier Success for Marketing teams helps you run better campaigns and drive higher revenue

a part time virtual or full-time on-site or remote resource, they are an extension of your team. A dedicated Calix Network Engineer helps you improve operational know-how and expertise without adding headcount.

Optimize

Your services change, your subscribers' needs change, and your network needs to keep up with the ever-changing demands you put on it. Calix Services can help you optimize network performance through insights, analytical tools, network consulting and actionable guidance.

RECOMMENDED CALIX SERVICES

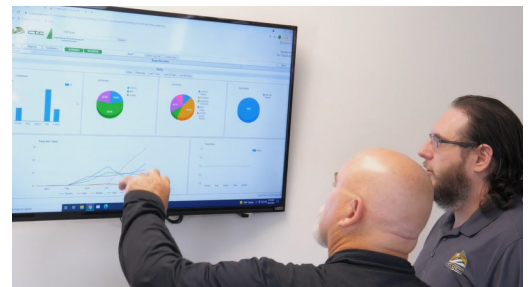
Network Performance Analysis – As your network grows so does the demands you put on it to deliver better and faster services. Calix Professional Services will provide an end-to-end performance analysis with actionable recommendations to eliminate chronic issues and identify opportunities to improve availability and security.

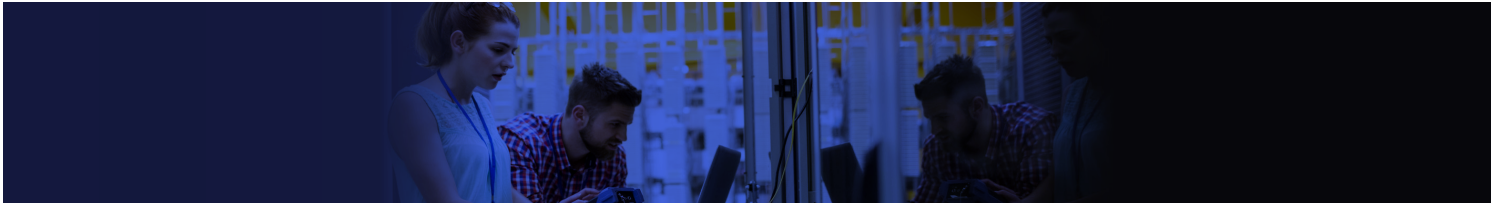
Network Consulting Services – BSPs experiencing exponential growth need help planning and deploying a network that can scale gracefully, avoid forklift upgrades and save money in the long run. Calix network Consulting expertise can help BSPs save time and money and reduce risk by enabling them to make the right decisions the first time.

Calix Premier Success for Customer Support Helps CTC Achieve 68% First Call Resolution

“Working with our Customer Success Manager and our Customer Support team here at CTC is what really made the difference - is those two working together, everybody owning the process. And at the end of the day, the winners in all this was our customers.”

Jerry Piper, vice president of operations at CTC





Broadband Performance Testing Service - A compliance gap occurs when service providers are not fully compliant with the speed and latency standards for their broadband services. The downside of not complying can impact your CAF monthly support by up to 25%! Calix can help you implement your broadband testing framework and ongoing testing processes with expert guidance and actionable reporting to make sure you validate the QoS you are delivering to your subscribers.

SUCCEED

Do you want to improve your go-to-market speed, customer support efficiency and overall team effectiveness? Calix Customer Success Services and Education Services are there to help you achieve your goals, to help you establish your digital storefront and grow your team expertise

RECOMMENDED CALIX SERVICES

Revenue EDGE Customer Success Services – Calix Revenue EDGE is a revolutionary subscriber experience solution. Revenue EDGE Customer Success Services helps you align and enable your organizations to get to market more quickly and efficiently by helping your Marketing, Customer Support, and Field Installation teams promote, sell, install and maintain Revenue EDGE Suites, Services and Systems.

Premier Customer Success Services – Calix Premier Customer Success Services helps improve your broadband services take rates, reduce costs and drive efficiencies in your support workflows. A Customer Success Manager dedicated to your team works with you to accelerate adoption of your Calix Marketing Cloud and Support Cloud investment. They will help improve your go-to-market campaigns, optimize Customer Support workflows, reduce costs, and drive higher levels of subscriber satisfaction.

Education Services - Calix training programs helps your Operations, Marketers and Customer Support teams get the confidence they need on the technology, systems and services your subscribers rely on. Calix has over 80 eLearning and instructor-led courses to upskill your team and individual and enterprise-wide subscription options to make learning easy and cost effective.

PARTNER WITH CALIX SERVICES TODAY

Calix Services is ready to help you at every stage of your network evolution. [Get with a Calix Services expert](#) to find out more or visit our [Calix Services webpages](#).

Calix Services Partners With Cirrinity to Improve Broadband QoS for FCC Reporting

When Cirrinity was notified that they needed to perform speed testing on their broadband network, they reached out to Calix for help. “We quickly realized this was a little more difficult than we thought. We started to realize we had test server issues. We’re continually working with the Calix team during this process,” said Scott Nyman, general manager and CEO of Cirrinity. The company saw substantial month-over-month improvements in its test results. Cirrinity was able to achieve a 19 percent improvement in its 4/1 Mbps tests and an 8 percent improvement in its 25/3 Mbps tests.

