



## **Calix, Xangati, and ClearAccess Deliver Transparent Troubleshooting and Problem Resolution for Service Provider Customer Service Organizations**

*Calix Compatible Software Solution Enables CSOs to Rapidly Locate and Fix Performance Problems that Can Negatively Impact the Subscriber Experience*

**NXTcomm08, Las Vegas, NV, June 16, 2008**— [Calix](#), [Xangati](#), and [ClearAccess](#) today announced a software solution that enables customer service organizations (CSOs) to quickly and simply identify and resolve network performance issues that can negatively affect broadband services such as IPTV, streaming media, voice-over-IP (VoIP), and other subscriber favorites. Pretested for interoperability through the [Calix Compatible](#) Solutions Assurance program, this server-based solution integrates the following technologies from the three companies:

- The [Calix Management System \(CMS\)](#), to pinpoint for front-line support personnel the precise location of subscribers who call in with performance issues and to provide detailed service and device performance information for the other components of the solution
- Xangati [Rapid Problem Identification \(RPI\)](#), to give CSOs live visibility into application performance problems across the entire broadband infrastructure they manage — sometimes even before subscribers call to report an issue
- [ClearAccess TR-069 CPE Management Application](#), to provide CSOs with direct control of the subscriber home network and customer premises equipment (CPE) beyond the demarcation point, so they can fix problems remotely

The simplified workflow that results from this combined solution enables CSOs to reduce churn by offering subscribers a premium service experience. Simplified workflow also benefits service providers, which can leverage the solution to limit truck rolls related to network performance issues as well as to mitigate malicious traffic that may unnecessarily bog down their networks.

“Performance problems put our reputation on the line with subscribers and also give us an opportunity to offer exceptional support,” said Harris Miller, manager of engineering at [EATEL](#), a Louisiana ILEC. “The integrated workflow that the Calix-Xangati-ClearAccess solution offers would give us the most direct, cost-effective, and easy method for fixing any performance problem, whether the source is in the access network or in the subscriber home. Because we could handle many issues remotely, EATEL could avoid rolling a truck to the subscriber’s residence – something that can be both costly and time-consuming.”

**Editors Note:** Reporters and customers can view a demonstration of the Calix-Xangati-ClearAccess solution during [NXTcomm08](#) show hours in Las Vegas at the Calix booth, SU8010.

### ***Transparent Troubleshooting Simplifies Support for Complex Services***

High-value broadband services like IPTV, streaming media, and VoIP have given service providers new opportunities for increasing customer stickiness and revenue, but they also can cause new operational headaches. Real-time networked services and applications are more sensitive to performance problems that can be exacerbated by high subscriber expectations and “prime-time” usage patterns for premium services. When multiple services are delivered over the same network, the complexity of troubleshooting and resolving application performance problems can rapidly snowball and threaten customer satisfaction.

The Calix-Xangati-ClearAccess solution radically improves the troubleshooting workflow for CSOs, giving them the ability to locate, identify, and fix a service problem in record time, as described below:

When a customer calls in with an issue, CMS enables the CSO to accurately locate the subscriber premises and gather information about the type of broadband access equipment deployed there. With the combined Calix-Xangati-ClearAccess solution, support teams can typically address a majority of issues remotely; however, if the situation does require an on-site visit, CMS offers an integrated Google Maps solution for rapid and precise field-technician dispatch.

CSOs use the location information to direct the Xangati RPI system to the appropriate broadband connection to discover the source of the problem. With RPI, support personnel now have live, comprehensive visibility into subscriber-generated broadband traffic and can even proactively detect malware on the network such as a virus or spambot before subscribers even notice the problem developing. Xangati RPI enables CSOs to quickly discover the facts behind application performance and availability issues — even when the source of the problem lies on the subscriber’s internal home network.

Armed with RPI information on the source of the performance problem, CSOs use ClearAccess technology integrated into CMS to promptly and directly troubleshoot service problems. With the customer’s permission, the CSO can remotely resolve the issue without rolling a truck to the customer’s site. TR-069 is the DSL Forum’s management protocol, which is rapidly becoming the standard method for CPE remote management. By using ClearAccess TR-069 technology, the service provider is able to go beyond the demarcation on the side of the subscriber’s house and into the CPE that sits within the home, enabling complete service management of the subscriber’s home network.

The result is a truly integrated solution that provides network performance monitoring from the hand-off to the core all the way to the in-home network, and optimizes both customer experience as well as network and customer service operations. Top-line revenue benefits from happier customers, and the bottom line reflects clear opex savings from reduced churn, faster mean-time-to-resolution, and fewer truck rolls.

### ***Solution Integrated through the Calix Compatible Program***

The Calix Compatible Solutions Assurance Program is an interoperability and compatibility certification program that helps ensure the viability of multi-vendor solution sets for service providers. Through this

program, Calix acts as a partner to its customers, creating a full range of pretested service and application elements for building and maintaining service-ready infrastructures. The Calix-Xangati-ClearAccess solution is part of a new software-focused component for the Calix Compatible program, aimed at simplifying the way service providers provision and support high-value services using sustainable, cost-effective operational models.

***For More Information***

**Calix Compatible:** [http://www.calix.com/portal/calix\\_compatible/index.jsp](http://www.calix.com/portal/calix_compatible/index.jsp)

***About Calix***

Calix is the largest telecom equipment supplier focused solely on access solutions for broadband service delivery. Service providers deploy Calix access systems to enable a rich set of information, communication, and entertainment services and to expand their revenue base beyond connectivity. Calix access innovation helps service providers transform their networks from circuit to packet, narrowband to broadband, and copper to fiber. Calix has deployed millions of ports and tens of thousands of systems into hundreds of service provider networks throughout North America. For more information, visit the Calix website at [www.calix.com](http://www.calix.com).

***About Xangati***

Xangati's rapid problem identification technology enables support organizations to be the first to respond to application and network performance problems and ensure high productivity across enterprise and service provider networks. The privately held company is headquartered in Cupertino, California. For more information, visit the company website at [www.xangati.com](http://www.xangati.com).

***About Clear Access***

ClearAccess provides the TR-069-based ClearVision management system, which includes Automatic Subscriber Activation, Device Management and Advanced Service Packages. With ClearVision, the entire LAN becomes manageable.

ClearAccess' standards-based approach to TR-069 gateway management enables service providers to reduce support costs, truck rolls and churn while increasing revenues through the delivery of new incremental data services. ClearAccess supports CPEs from multiple vendors with its solution.

For more information, visit the ClearAccess website at [www.clearaccess.com](http://www.clearaccess.com).

This press release may contain forward-looking statements that are based upon management's current expectations and are inherently uncertain. Forward-looking statements are based upon information available to us as of the date of this release and we assume no obligation to revise or update any such forward-looking statement to reflect any event or circumstance after the date of this release. Actual results and the timing of events could differ materially from current expectations.

Any information in this press release regarding future product plans is based on current expectations, but is not a commitment, promise or legal obligation to deliver any new product (hardware or software),

feature, or functionality. The development and release of any new product, feature, or functionality remains at Calix's sole discretion, and no statements in this press release should be relied upon in making purchase decisions.

*Key Words*

Calix, Xangati, ClearAccess, broadband access, IPTV, real-time services, customer support organizations, customer care, Rapid Problem Identification, RPI, Virtual Task Manager, Calix Management System, CMS

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