

A large blue-tinted photograph of a man and a woman wearing glasses, looking at a screen together. The man is leaning over the woman, and both appear to be engaged in a collaborative task.

Calix Support Services

Your access, premises and Calix Cloud investment provides the cornerstone of your network, and your subscribers rely on it daily to stay connected. Network and service availability and performance are top of mind for both you and your subscribers, and Calix Support Services provides you with resources, expertise and tools to help you achieve those goals.

PROVEN FOCUS ON YOUR SUCCESS

Calix Support is focused on the success of our customers and improving their ability to provide a superior subscriber experience. Calix Support customer satisfaction rating of 94% is testament to the speed and resolution capabilities of our experienced team of engineers and the meticulous approach they take to making sure your problem is addressed and resolved fast.

FOCUSED ON GETTING YOU PROACTIVE

Calix Support is revolutionizing traditional break/fix support with the proactive alert feature in Calix Support. BSPs are notified through contextual, customer specific notifications about issues that could impact network and service uptime. The alerts provide guidance on potential impacting issues comprising software upgrades, services, and business operations. They are curated and delivered to customers based on their operating environment and contain information that can help prevent service outages and enhance subscriber experience. Essential Support customers receive Critical alerts in the Proactive Alert tab on their MyCases page. Premier Support customers receive both Critical and Major alerts on issues specific for their environment. They will also receive a call from the Premier TAC team on Critical alerts notifying and explaining to them what the issue is about. All alerts are actionable and can be used to open up a TAC case automatically.

VIBRANT ONLINE COMMUNITY ACCELERATES TIME-TO-KNOWLEDGE

As part of the Calix Community, all customers have access to a wide array of self-help resources, knowledge base articles, on-line documentation, Community sourced insights and suggestions, and technical “how-to” videos. You can register and attend formal events such as Circles of Success, release updates, and technical webinars. The amount and value of the resources available are amazing, and these are included at no additional charge for Calix customers.

SUPPORT RESOURCES FOR ALL



This collection of technical self-help videos developed by TAC support engineers shows you step-by-step how to perform common operational tasks like provisioning, configuration and troubleshooting on your Calix



CALIX COMMUNITY

What if you could discover and share best practices with over 8,000 of your peers? The Calix Community gives you global access to knowledge and insights and a platform to ask questions to help accelerate your success with Calix solutions.

CALIX SUPPORT PROGRAMS

Calix Support programs provide coverage for Calix Cloud, access, and premises solutions. Additional Calix Support programs are required for partner-based managed services including Bark, Arlo Secure, and Servify Care.

CALIX SUPPORT FEATURES

Calix Support tiers are designed to provide business and operational flexibility in keeping your network at peak performance and are designed to align with the needs of your operations and engineering teams. We want you to get the most out of your investment by providing you a Calix Support level that's right for you.

Calix Support options are purchased in addition to software maintenance for EXOS and AXOS platforms and different levels are available to best align with your business objectives. Calix Support agreements are for three-year terms and are adjusted if your applicable subscriber tier changes.

Support levels range from basic hardware, software and Calix Cloud support with help only when you need it, to a more expansive, partnership approach that includes opportunities for direct access to Support Engineering Specialists that understand your environment and are experts with the solutions on which you rely.

Premier, Essential, and Standard Support levels include the following:

- 24x7 web case submission
- MyCases support portal
- Calix Community Access
- Hardware, software and Cloud support for your AXOS, EXA, traditional, Calix Cloud, and EXOS platforms

WHICH CALIX SUPPORT LEVEL IS RIGHT FOR MY ORGANIZATION?

Calix Support for Managed Services

BSPs are their subscribers' trusted partner when it comes to delivering a



“Premier Support is almost like having a technician on call in your pocket. We have varying skill levels on our team. So, they know that with a phone call that somebody is going to be in touch with him within 30 minutes to help him through whatever trouble they're having.”

- Neil Bolt, Central Office
Manager Citizens Telephone
Cooperative



“As far as customer support and getting a knowledgeable person right away to help us through an issue, none of the other support vendors compare to Calix.”

- Jim Kronebusch - Vice
President of Technology and
Engineering at Hiawatha
Broadband Communications



differentiated and awesome managed service experience. Calix Support for Managed Service makes maintaining partner Managed Services seamless and exceptional. It is specifically designed to help BSPs more efficiently support Managed Services like Bark, Arlo Secure, and Servify. Calix Support for Managed Services includes the following features:

Continuous coverage - Continuous coverage of your Managed Services entitlement within Calix Cloud along with Deployment Cloud and Support Cloud issues. Calix Support is there to field problems you encounter with Calix Cloud and help you managed subscriber accounts effectively.

Cloud integration and monitoring - Calix Support covers Cloud integration monitoring between Calix and the managed services partner cloud to ensure continuous interoperability and that your team has the support experience they've come to expect from Calix for partner managed services.

Issue resolution and coordination - Calix Support is working for you behind the scenes making sure any open issues with partner managed services are resolved. Calix has your back and meets regularly with the partner managed services team to makes sure escalated and open issues are resolved.

There is a separate support charge for each partner managed service entitlement, and it is in addition to your Essential or Premier Support.

Premier Support

Premier Support is for innovative broadband service providers who value faster, live access to top level support and want to streamline their operations, fill in staffing gaps, and move towards a more partnering and proactive approach to managing their network.

The Premier Support level redefines the traditional vendor support program and accelerates time to knowledge and time to resolution through fast, direct access to Customer Support Engineering Specialists that know your network and understand your problem. With Premier Support, the Calix Support Engineering Specialists act as an extension of your operations team.

Premier Support further empowers your team with opportunities to engage Support Engineering Specialists to help improve troubleshooting and analysis skills so your team can better identify issues impacting your subscribers. Additional knowledge transfer opportunities and discounts to



“Calix Premier Support is indispensable for my operations. As we expand our Layer 3 architecture and premises platforms, Calix Premier Support is providing that necessary degree of response to help us be successful.”

- Ethan Webinger – Chief Technology Officer at AcenTek



With Calix Support managing the whole upgrade process, it saves our team time, reduces risk and saves us money.”

- Charlie Cano - ETEX General Manager/ CEO



		ESSENTIAL	PREMIER
SUPPORT ACCESS			
Software, Hardware and Cloud Incident Support			
Case Submission	Web or phone-based voice mail 24x7 access Follow up by Calix Support Engineer	Web or phone-based voice mail 24x7 access Follow up by Calix Support Engineering Specialist	
Case Assignment Prioritization and Handling	Case automatically routed to first available Calix Support Engineer	Cases automatically routed to highest qualified Calix Support Engineering Specialist	
Case Response	Email notification your case has been assigned	Direct live response from Calix Support Engineering Specialist working your case	
Case Response Objectives	Assignment notification	Assignment notification and direct response by Calix Support Engineering Specialist	
	Critical	30 Minutes	Any Service Affecting Issue <30 Minutes
	Major	60 Minutes	Information Request <2 Business hours
	Minor	360 Minutes	
Info Request	12 Business hours		
Office Hours		Biweekly 60 minutes live open Q&A video conference hosted by Calix Support Engineering Specialist	
Software Updates		Experience Innovation Platform software updates / GigaSpire software update (4 times per year)	
Proactive Alerts	Self onboarding Critical alerts curated and contextual	TAC assisted onboarding Critical and Major alerts curated and contextual Direct, live notifications from Premier TAC on Critical alerts	
LEARNING COMMUNITY			
Education Services Course Discounts		25% off public eLearning and Remote Instructor Led Courses	
Circles of Success Tech Talks			
Technical Webinar Recordings On-demand Access			
Calix Community and Online Resources			
Calix Community Premier Chat Room Moderated by Calix Network Engineering Specialist			



training are available as well.

Key features of Premier include:

Fast, live response to all Service Affecting issues

Premier Support takes the partnership between your operations and Calix to the next level by providing live access and fast sub-thirty-minute response for all service affecting issues.

Proactive Alerts special handling

Premier Support customers receive onboarding assistance to set up their Proactive Alerts notifications. Premier customers receive both Critical and Major alerts on issues that are specific to their operating environment. Customer specific alerts are not only delivered to your inbox via email, but you are also notified in the Proactive Alerts tab on your MyCases page and you get a call from the Premier TAC team notifying and explaining to you the issue. All alerts are actionable and can be used to open up a TAC case automatically and the same fast response times apply for Premier customers.

Experience Innovation Platform Software Management

Premier Support Engineering Specialists will manage the updating of your deployment of GigaSpire systems up to four times a year. This means peace of mind for you and better experience for your subscribers. We apply a comprehensive, multi-step approach to ensure your subscribers are kept current with the latest security fixes, new capabilities, and performance enhancements. Calix Support manages it all, and helps your operations, save time, reduce risk, and take advantage of latest manageability features.

Office Hours

A Calix Support Engineering Specialist will host a sixty-minute biweekly event for customers to answer configuration, software-related, implementation and troubleshooting questions related to Calix products and support activities.

Education Services Course Discounts

Premier customers will receive a 25% discount on available eLearning and public virtual Instructor Led Courses in the Calix Solutions Academy.

Calix Community Premier Group

Access to an exclusive Calix Community group for Premier customers, hosted on the Calix Community and moderated by Calix Support Engineering Specialists to discuss Calix products and services issues, overall network health, and troubleshooting best practices.

Live Learning Resource Orientation

Customer orientation and on-boarding on the Calix University learning portal, including identification of specific learning paths and setting up reporting access for tracking learner progress.

Essential Support

Essential Support is for BSPs who are looking for guidance only when needed, but still value a great subscriber experience and fast response to critical issues impacting their network. The Essential Support level provides BSPs



the assurance that their critical, major or minor incident has been assigned to a Calix Support Engineer in a timely manner and is being handled.

Essential Support customers get fast access to Calix Support expertise for critical problems giving you peace of mind your issue is being handled. Your case is routed upon receipt to an available Calix Support Engineer who will notify you as your problem is being handled. Subscriber uptime is important, and our customers tell us Calix Support case assignment response times and Support Engineer expertise are superior to what they experience with other vendors. In addition to fast and knowledgeable technical experts, Essential customers have access to an extensive array of free resources including TAC TV, Circles of Success, on-line documentation, and the Calix Community.

Standard

Standard Support is designed for self-sufficient service providers looking to complement their operations with an efficient on-line experience and help with critical hardware, software and Calix Cloud issues. Standard Support customers can request assistance from the TAC 7x24. Calix Support will respond during Customer's local site time business hours between 7:00AM and 5:00PM by the next business day. A Calix Support Engineer will aid with diagnosing and resolving issues with Calix software, Cloud and hardware. As with all Support levels, Standard Support customers have access to a wide array on-line technical resources in the Calix Community, TAC TV and Circles of Success at no charge.

For more information on the Calix Support offerings, go to the [Calix Support webpage](#) or contact your [Calix Account representative](#).