



Solution Brief

Extended Warranty and Advance Exchange

OVERVIEW

The Calix Extended Warranty and Advance Exchange programs can make a big difference in your day-to-day network operations. These programs help you:

- Simplify network operations
- Provide maximum flexibility in deployment and maintenance
- Provide service assurance with urgent access to spare parts
- Maintain predictable operating expenses

Calix continually looks for new ways to be a great partner to our customers.

In these times of rapid technological change, tough competition, and growing subscriber demands, our goal is to provide flexibility to enable our customers to meet the demands of their business.

CALIX EXTENDED WARRANTY

The Calix Extended Warranty program provides assurance, investment protection, and predictable replacement costs for up to 10 years. You can purchase Extended Warranty coverage at the time of the original equipment purchase or any time afterward, up to a maximum of 10 years. We recommend buying Extended Warranty at the time of equipment purchase so you get uninterrupted coverage. This gives you the longest possible period of coverage at the lowest possible cost. For service providers with uncertain deployment assumptions, Calix also provides the option to purchase Extended Warranty contracts any time after the original equipment purchase date in one-year increments – providing a combination of flexibility and cost predictability.

Note: Calix also offers out-of-warranty product repairs upon request.

Extended Warranty Benefits

- Continuous and uninterrupted hardware protection for the B, C, and E-series – a full 10 years when added to the 5-year standard warranty, and for P-Series up to 5 years when added to the 1-year standard warranty. You can match your warranty coverage with the expected equipment deployment life.
- No hassle, streamlined Return Exchange Program (product replacement, product shipping, handling, etc.) using the online Calix Service Station – for reduced administrative overhead and improved process efficiency.
- Online tracking that allows you complete visibility to your RMA status.
- A discount for purchasing coverage at the time of equipment purchase – ensuring a combination of the most predictable and lowest warranty coverage costs.

ADVANCE EXCHANGE

Calix Advance Exchange provides extra flexibility in managing your spares and RMAs:

- With the annual contract option, you benefit from predictable support costs and faster product replacement, with reduced administrative overhead.
- With the per-incident option, you can respond quickly to an urgent product replacement need, eliminating normal delays in returning products to Calix under our standard Return Exchange Program.

GET MORE INFORMATION

For more information on the Extended Warranty and Advance Exchange options, contact our Extended Warranty specialist:

extendedwarranty@calix.com

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OVERVIEW OF CALIX EXCHANGE PROGRAMS

	ADVANCED EXCHANGE	EXPEDITED EXCHANGE	NORMAL RETURN EXCHANGE
Coverage (excludes holidays)	RMA request received: Mon.-Fri 5am - 2pm PST	RMA request received: Mon.-Fri 5am - 2pm PST	RMA physically received: Mon.-Fri 5am - 2pm PST
Shipment Service Level Agreement	Ships within 3 business days via overnight delivery	Ships next business day via overnight delivery	Ships within 10 business days via ground
Replacement Shipping Fees	Paid by Calix	Paid by Calix	Paid by Calix
Return Shipping Fees	Paid by Calix	Paid by Calix	Paid by Customer

Advance Exchange Benefits

- Greatly reduce the time it takes to get replacement hardware. Your shipment window goes from the standard 10 days after receipt at Calix to 3 days from the date of your request.
- Reduce the spare equipment you need on hand to support network operations.
- Eliminate the cost of replacement and return shipment fees – because now Calix pays.
- Get automatic Advance Exchange for all RMAs when your equipment is under annual contract coverage. It's a simple, low friction process with Calix.
- Gain the flexibility of 30 days for returning a product to Calix.