



Deployment Enablement Services

Deployment Enablement Services helps your field installers, construction teams, and contractors accelerate and streamline network deployments, reduce downtime, and enable on-going consistent and high-quality deployments through best practice guidelines, automated information sharing, and Calix quality assessment expertise.

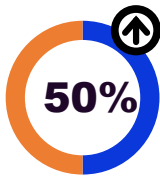
DRIVE HIGH QUALITY DEPLOYMENTS

Do you want your build out projects deployed more consistently and with better quality? Team skill levels, unclear objectives, and execution issues are the biggest reasons why network and premises implementation projects take too long and cost too much. Calix Deployment Enablement Services address these issues by helping you implement premises installation and network build out projects correctly, consistently, and more rapidly every time with the quality your subscribers deserve.

Calix Deployment Enablement Services leverage expertise, information sharing tools and installation and construction best practices gained from performing thousands of successful deployment projects both large and small. The services consist of the following components:

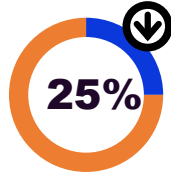
- Calix Project Playbooks
- The Calix MobilePRO App
- Calix Quality Assessment Services

Deployment Enablement Services are recommended for broadband service provider (BSP) field personnel and contractors on new network buildouts, premises installations, and network expansions where consistent standards, automated data collection, and immediate assessment of deployment quality is needed.



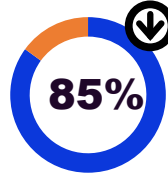
Improvement in deployment productivity

Increase the number of deployments your team can complete



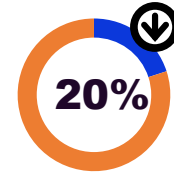
Reduction in installation errors

Decreased installation errors means higher quality and happier subscribers



Reduction in repeat installation visits

Improve OPEX with less repeat installation visits



Lower inventory loss

Electronic inventory validation means reduces inventory loss

CALIX PROJECT PLAYBOOKS

Do your central office, subscriber premises, or remote terminal deployments look different based on who you had do the design or installation? Varying implementation practices can make expanding and overbuilding existing sites challenging, as well as make life difficult for your field technicians as they try to maintain and troubleshoot network infrastructure with differing deployment standards.

Calix Project Playbooks can solve that problem by equipping your engineers, field personnel, installers and contractors with best practices and uniform guidelines that drive consistent, repeatable and high-quality execution of inside plant, outside plant, and premises implementation projects. Playbooks cover field implementation best practices with step-by-step instructions on:

- Installation activities involving the network interface device, grounding, cabling
- Residential and business GigaFamily systems, set top box and mesh unit placement and turn-up
- Tools, systems and devices required, escalation lists, local practices, premises access lists and pre-installation check lists.

- Material staging, site preparation, and testing guidelines
- Equipment installation, power, bonding, grounding, and cabinet placement activities for outside plant projects

CALIX MOBILEPRO APP

Information sharing is the number one factor that can make or break the success of a project. The Calix MobilePRO app provides fast and accurate documentation and validation of your premises installations and access equipment and plant buildouts by capturing real-time deployment data, testing results, inventory bar codes, photos, GPS and equipment information through an easy-to-use mobile application.

The MobilePRO app enables immediate on-line information sharing of premises installations and site quality results between field installers, contractors, supervisors, project managers and quality engineers all through their smart phone, tablet, or PC. Missing or erroneous installation data, downtime and rework is significantly reduced or eliminated through remote validation and verification prior to dispatching an installation re-trip or beginning subsequent project phases.

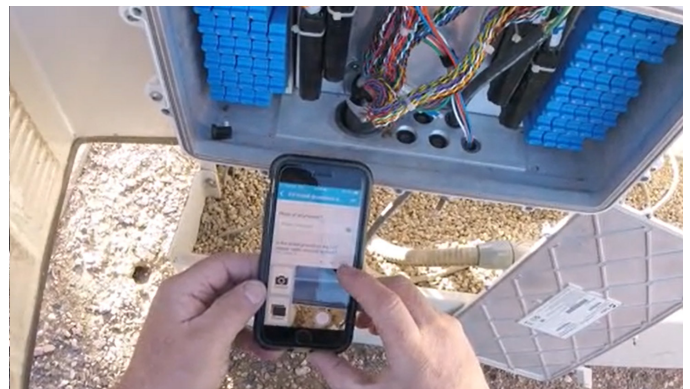
MobilePRO can be customized to support your specific projects, and the base package includes app development and remote training to get your technicians up to speed on using the app. Top use cases for the MobilePRO app include:

- Premises installations
- Site surveys
- Site acceptance, conformance testing, and system benchmarking
- Equipment installation, site quality assessment and validation



Premises Installation Projects

Standardize quality and reduce costs on your premises installation



Access Deployments

Improve productivity, accelerate deployments, and ensure quality


Calix Deployment Enablement Services Helps Standardize SCTelcom Premises Installation Procedures

It took less than two months for SCTelcom to see their installation quality increase because of the improved communications and visibility into what the installation team was doing. Long term, they expect to see improvement in First Call Resolution, trouble ticket resolution times, and the number of truck rolls.

“The more we know about what’s inside that home or business, the better we are. I think I’ve seen it many times that the service provider with the insider data wins. And this just gives us even more visibility into that. We have the data usage, we have Wi-Fi scores and now we have actual documentation of where things exist, why things exist, and we can have more intelligent conversations going forward.”

- Carla Shearer, chief executive officer and general manager for SCTelcom





The customizable workflows guide the technician on the job steps and the information they need to collect to complete the task at hand.

The interactive app provides explicit instructions based on the platform, system type, and installation activity. This information is automatically processed and displayed in a comprehensive PDF report and csv file for near real-time review and quality analysis. The application can also be set up to automatically collect, store and share deployed equipment bar code information with project context to an inventory management platform. This streamlines logistics and greatly reduces manual input errors.

CALIX QUALITY ASSESSMENT SERVICES

Lack of management oversight results in a 50% chance that a network deployment project will end up needing rework. Calix Quality Assessment Services puts the odds in your favor by providing you with expertise to immediately identify quality issues and inform your installation teams of the appropriate corrective actions to help keep your projects on track.

Using the output from the MobilePRO app, a Calix Quality Assessment engineer will remotely check and analyze information from the automated reports. They'll review the work to make sure it conforms to the necessary playbook standards, and if they identify problems with the project, they'll send a notice to the on-site technician with feedback on how to correct the issue. They'll also perform follow-up reviews to make sure the quality defect identified has been fixed. With this approach, project wait time is reduced, downtime fees are avoided, and follow up visits are reduced by 70% since quality issues are solved up front and in a timely manner.

The Quality Assessment findings are stored and shared via periodic performance reports. Calix Quality Assessment Services can be purchased on a per site basis and includes up to one follow-up review in the event quality issues are detected. Customers wanting the best results should consider purchasing the Calix Project Playbooks, MobilePRO app and Calix Quality Assessment Services together.

IMPROVE QUALITY AND REDUCE COSTS

Using the MobilePRO App has helped reduce equipment and material loss on projects in some cases by up to 20%. Also, the site quality reviews generated by the MobilePRO app can be accessed immediately by a quality assurance engineer remotely to look for issues and respond with corrective action without having to visit the site. This enables your field technicians and contractors to more rapidly resolve project quality issues before they cost you extensive downtime and re-marshaling fees. For premises installation applications, supervisors can significantly increase the number of quality reviews they can perform and eliminate the unnecessary drive time to the subscriber premises.

"It's Changing Our Business!," Deployment Enablement Services Accelerate 3 Rivers FTTH Build Out

3 Rivers realized increased productivity and deployment efficiencies from Calix Deployment Enablement Services. It's a disruptive and game-changing approach helping the cooperative innovate their operations, improve communications across organizations, and accelerate their aggressive fiber-to-the-home build-out schedule. "The Calix MobilePRO platform gives us a check list to make sure everything is there, and keep us all working uniformly as a team. It's going to change business for us on all product lines."

- Ray Williamson, project coordinator with 3 Rivers Communications



FLEXIBLE OPTIONS TO HELP YOU START FAST

The base package includes the Project Playbook development, MobilePRO app customization for a single platform, associated activity (for example premises installation, remote terminal site construction and installation, or central office/data center installation) and remote or on-site training. Customers have the option to include additional platforms and systems (for example, E7-2 AXOS, E9-2 AXOS, Revenue EDGE Systems and Suites or 3rd party premises devices) and the associated activities as well as other options including:

- Remote or on-site discovery session to incorporate client or local standards
- On-site field training session

The MobilePRO Express Premises Installation Package

It's easy to start enjoying the benefits of the Deployment Enablement Services for your premises installations. As an alternative to the comprehensive set of Project Playbooks, MobilePRO app customization, and Quality Assessment services, customers wanting to start benefiting immediately and at a lower cost from the MobilePRO app for their premises installations can select the MobilePRO app Express Premises Installation Package.

This package consists of the MobilePRO app for renewable 3-month periods with pre-configured premises installation workflows for up to 10 users. Basic MobilePRO app customization is included along with the following options:

- ONT, GigaSpire system, residential gateway, and set top box
- MobilePRO app and reports customized with customer logo
- Reports sent up to five email addresses
- Report name and email notification subject line customized for rapid search
- Remote training - includes a two-hour remote training session on the MobilePRO app and associated reports
- Monthly reviews with Calix Professional Services on MobilePRO app usage and quality analysis

You always have the option of adding the Project Playbooks, additional MobilePRO app customization or remote Quality Assessment at any time to support more complex workflows or different activities like troubleshooting.

START ENJOYING THE BENEFITS TODAY

Contact your [Calix Account Executive](#) today or go to the [Calix website](#) to find out how Deployment Enablement Services and the MobilePRO app can help you reduce costs and improve quality on your premises installations and improve productivity on your network buildouts.

Firefly Fiber Broadband™ Reduces Installation Truck Rolls With Calix Deployment Enablement Services

Firefly Fiber Broadband™ and Calix Professional Services teamed up to streamline GigaSpire BLAST u6 installations with the help of the MobilePRO app. Firefly was able to achieve an 80 percent reduction in repeat truck rolls on new installations with the MobilePRO app.

"It's helping us improve our quality. With the time savings and the size of our footprint and the windshield time saved, and gas savings, we knew it would pay for itself fairly quickly. And we really believe the ROI on that is only a few months."

Dennis Reece, general manager for Firefly Fiber Broadband

