



## Calix Honors Customers Who Have Transformed Into Experience Providers, Delivering Lasting Community Impact With 90+ NPS and Market-Leading Efficiency

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*Calix honors early adopter customers who have embraced the Calix Broadband Platform to enhance the lives of everyone in their communities while simplifying their businesses—earning Net Promoter Scores in the 80s and 90s for deploying safe and secure experiences for all*

SAN JOSE, Calif.--(BUSINESS WIRE)--Oct. 16, 2024-- Today, at [Calix ConneXions](#), [Calix, Inc.](#) (NYSE: CALX) honored innovative customers leading industry disruption with the [2024 Customer Innovations Awards](#). These awards recognize broadband service providers (BSPs) leveraging the [Calix Broadband Platform](#) and [Calix SmartLife](#)™ managed services to prioritize exceptional subscriber experiences, resulting in outstanding business outcomes. Supported by the award-winning [Calix Success](#) team, these BSPs have made extraordinary strides in customer service, operational excellence, advanced network engineering, and standout marketing success. They have also led impactful local sustainability efforts and delivered essential services that enrich their communities.

These award winners exemplified outstanding broadband leadership over the past year by creating unique subscriber experiences and enhancing both their communities and the environment. Noteworthy accomplishments include SCTelcom and Tipmont REMC achieving impressive Net Promoter Scores<sup>SM</sup> (NPS<sup>®</sup>) in the 80s and 90s, Smithville Communications providing families with comprehensive security solutions to protect their networks and properties, and Lumos significantly reducing greenhouse gas emissions.

The 2024 Calix Customer Innovations Award winners:

- **Blackfoot is honored for outstanding customer service and support, improving operational efficiency, and cutting truck rolls to below 15 percent.** [Blackfoot Communications](#) is transforming broadband customer service through strategic assessments that cut unnecessary equipment replacements 23 percent. By leveraging the Calix Platform, they boosted operational efficiency 12 percent in just 30 days and reduced their truck roll rate to under 15 percent. Their focus on service excellence is transforming subscriber experiences.
- **Lumos is recognized for sustainability efforts, aiming to convert its entire network to 100 percent fiber by 2026.** [Lumos](#) is driving a strong sustainability agenda with the Calix Platform, setting new standards for eco-friendly broadband deployment as they work to convert their entire network to 100 percent fiber by 2026, providing a more energy-efficient and long-lasting technology than copper. This development remains critical in their commitment to reduce greenhouse gas emissions while securing \$1.1 billion in sustainability-linked infrastructure financing.
- **SCTelcom is celebrated for a commitment to community, achieving an 89 NPS by meeting diverse broadband needs.** [SCTelcom](#) provides exceptional experiences for residential, business, and municipal subscribers with SmartLife managed services. They are making a significant impact in their rural communities with [Calix SmartTown](#)®, improving connectivity by as much as 75 percent in towns like Attica, Kansas. Thanks to the efficiencies of the Calix Platform, they've also maintained top-tier customer support while expanding services—even reducing trouble tickets by 29 percent. Their unwavering commitment to community improvement has helped them achieve an NPS of 89.
- **Smithville wins marketing award for rapid rollout of comprehensive security packages that block 22,000 monthly digital threats.** [Smithville Communications](#) leverages [Calix SmartHome](#)™ managed services to grow its residential market with comprehensive offerings, including network security and property protection. Their security-driven broadband services provide peace of mind with connected cameras that monitor home properties and network protection that blocks an average of 22,000 monthly cybersecurity threats.
- **Tipmont REMC is recognized for excellence in operations, delivering a streamlined**

**subscriber experience worthy of a 92 NPS.** [Tipmont REMC](#) equips their operations team with the cloud-enabled Calix Platform, building a member-focused operations infrastructure that enables proactive support and swift response to service disruptions. As a result, they have reduced the time to identify disruptions from hours to minutes—increasing subscriber satisfaction and propelling them to an outstanding NPS of 92.

- **VNET Fiber is honored for innovation in network engineering, achieving 100 percent GigaSpire adoption.** [VNET Fiber](#) demonstrates engineering excellence with seamless implementation and management. Achieving 100 percent adoption of [Calix GigaSpire®](#) Wi-Fi systems and SmartLife managed services, they've dramatically enhanced the subscriber experience. At the same time, they're paving the way for their first SmartTown deployment, showcasing their ability to scale and innovate.
- **Mike Piper, Network Operations Technician at Winnebago Cooperative Telecom Association, is celebrated as a Community Champion.** Mike Piper from [Winnebago Cooperative Telecom Association](#) is a true leader in the Calix Community, engaging with more than 1,000 posts and comments to deliver insights and expertise to his peers. His contributions have helped countless colleagues and customers expand and enhance their organizations. His dedication and exemplary involvement make Mike a well-deserved Community Champion.

Through the Calix Success program, all customers can access unparalleled support in areas like network design and optimization ([Success Delivery](#)), tailored guidance for launching new services and reducing time to revenue ([Success Guidance](#)), 24/7 assistance for network and service availability ([Success Support](#)), and premier training and certification ([Success Education](#)).

"The 2024 Calix Innovations Awards honor customers who are driving remarkable change to benefit their communities," said Matt Collins, chief commercial operations officer at Calix. "Now more than ever, our leading customers demonstrate innovative vision and courage, paving a new path in this rapidly evolving industry. With unmatched visibility and insights from the Calix Broadband Platform, these leaders understand their subscribers and the needs of their communities to an extent only recently made possible. They exemplify top leadership across all of the business functions required to deliver exceptional experiences. That is why they can drive growth by creating extraordinary value for their subscribers, members, and investors. Their remarkable achievements showcase the true potential of the Calix Platform and managed services. It is a privilege to recognize those who continue to push boundaries and leave a lasting impact on their communities."

Discover how winners of the [Calix Customer Innovation Awards](#) are transforming their businesses and growing unprecedented value for their communities.

#### About Calix

[Calix, Inc.](#) (NYSE: CALX)—Calix is a platform, cloud, and managed services company. Broadband service providers leverage Calix's broadband platform, cloud, and managed services to simplify their operations, subscriber engagement, and services; innovate for their consumer, business, and municipal subscribers; and grow their value for members, investors, and the communities they serve.

Our end-to-end platform and managed services democratize the use of data—enabling our customers of any size to operate efficiently, acquire subscribers, and deliver exceptional experiences. Calix is dedicated to driving continuous improvement in partnership with our growing ecosystem to support the transformation of our customers and their communities.

This press release contains 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, except as required by law. Actual results and the timing of events could differ materially from current expectations based on risks and uncertainties affecting Calix's business. The reader is cautioned not to rely on the forward-looking statements contained in this press release. Additional information on potential factors that could affect Calix's results and other risks and uncertainties are detailed in its quarterly reports on Form 10-Q and Annual Report on Form 10-K filed with the SEC and available at [www.sec.gov](http://www.sec.gov).

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#### Press Inquiries:

Alison Crisci  
919-353-4323  
[alison.crisci@calix.com](mailto:alison.crisci@calix.com)

#### Investor Inquiries:

Nancy Fazioli  
[investorrelations@calix.com](mailto:investorrelations@calix.com)

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