



Calix Extends CommandIQ Mobile App Experience To 160 Third-Party Gateways Compatible With Industry Standards-Based Calix Broadband Platform

November 20, 2024

To support customers worldwide who are evolving into experience providers, Calix leverages global industry standards to accelerate self-installation of GigaSpire Wi-Fi systems and enable subscriber-led network management while boosting support and operations visibility in Calix Cloud

LONDON & SAN JOSE, Calif.--(BUSINESS WIRE)--Nov. 20, 2024-- Today, [Calix, Inc.](#) (NYSE: CALX) launched third-party residential gateway compatibility for [CommandIQ®](#) on the [Calix Broadband Platform](#) to accelerate its global customers' transformation into experience providers. Because Calix built an open platform that complies with the TR-069 Broadband Forum (BBF) global [industry standard](#), broadband service providers (BSPs) of any size can streamline innovation, simplify deployment, and quickly deliver next-generation experiences to their subscribers. Now, BSPs can seamlessly implement CommandIQ for subscriber management and establish a foundation to offer more managed services in the future. Additionally, management of 160 third-party gateways in [Calix Cloud®](#) gives support teams unparalleled flexibility and control over their network, while new geo-mapping features provide operations teams with greater visibility into the subscriber network.

Broadband continues to proliferate, with growth rates increasing in the [United States](#), [Canada](#), the [United Kingdom](#), [Switzerland](#), and [South Africa](#) to meet subscriber demands. In these competitive markets, BSPs must move beyond offerings based only on speed and price to provide experiences that improve their subscribers' lives. True [broadband experience providers](#) expand their offerings to meet all subscriber needs within their communities. Calix helps customers accelerate this transformation with innovative solutions that enable BSPs to more effectively manage their network and deliver operational consistency, even to those with extensive third-party gateway deployments. This empowers BSPs at any stage of their transformation journey to embrace experience-driven value propositions, moving beyond commoditized internet speed and price margins to deliver exceptional subscriber experiences that result in differentiated and lasting growth.

Leveraging the new cloud management capabilities on the Calix Platform, BSPs can further enhance subscriber experience and support by:

- **Giving more network control to subscribers with third-party gateways via CommandIQ.** Launching third-party gateway compatibility for the CommandIQ mobile app gives subscribers greater control over their home networks, leading to a better experience and better relationship with their provider. Troubleshooting, like remote reboots and password sharing, is now possible for all subscribers through the personalized mobile app. By enhancing subscribers' comfort and familiarity with Command IQ, future Calix GigaSpire installations can be seamlessly managed by subscribers themselves at their convenience.
- **Resolving issues even faster with 160 third-party gateways supported in Calix Service Cloud.** Increased cloud support for third-party gateways in [Calix Service Cloud](#) on the Calix Platform provides BSPs with even greater visibility into the subscriber experience while leveraging a single unified back-office systems integration. Customer service representatives (CSRs) can more easily troubleshoot, decreasing the average time to resolution and strengthening subscriber trust as BSPs prepare to launch new managed services. As more TR-069-certified third-party gateways are connected, the Calix Platform's adherence to industry standards ensures seamless platform-enabled migration for future systems and managed services to deliver consistent subscriber experiences.
- **Enabling city-wide Wi-Fi planning and enhanced visibility across third-party gateways, GigaSpires, and GigaPros in Calix Operations Cloud.** With [Calix Operations Cloud](#), BSPs can see a complete map of gateways and the optical network terminals (ONTs) the gateways are connected to. The map also includes the ONT status, connectivity, health, and outage information that may affect managed services. Further enhancing BSPs' understanding of their networks, improved visibility and filtering options for managed services enable better subscriber support and streamlined troubleshooting for a wide array of community use cases. Additionally, this feature identifies coverage gaps in [Calix SmartTown®](#), aiding community and

business development initiatives during the planning phase.

With the award-winning [Calix Success](#) team, BSPs can transform from basic internet service providers to comprehensive experience providers, no matter where they are in their journey. At every stage, Calix Success supports network planning, deployment, installation, and eventual network and subscriber management to accelerate BSP growth.

“Our commitment to improving broadband experiences for the communities we serve is rooted in innovation,” said Gina Shuler, vice president of marketing at [Home Telecom](#). “These enhancements stem not only from exceptional managed services, such as SmartHome and SmartTown, but also from the unmatched support our team provides to subscribers. Adding third-party gateway compatibility for CommandIQ will streamline marketing and support, giving our subscribers more time to fully enjoy the extraordinary experiences we are delivering.”

“The Calix Platform continues to expand the ability of a broadband experience provider to differentiate from what you can buy on [Amazon.com](#),” said Michael Weening, president and chief executive officer at Calix. “As broadband speed is commoditized, the winning strategy is to simplify and innovate to drive growth. The ability to manage 160 third-party routers in Calix Service Cloud on our platform enables simplicity and operational efficiency. At the same time, extending the CommandIQ experience to third-party Wi-Fi boxes will improve the experience of the end subscriber until they evolve to full SmartHome, SmartTown, SmartBiz, or SmartMDU experiences. This is another step that enables our experience provider customers’ brands to win in the communities they serve.”

Visit [ConneXions @OnDemand](#) to watch “Simplify Support Operations to Optimize Efficiency by Leveraging the Power of the Broadband Platform” and discover the Calix commitment to [industry standards](#).

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](#).

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