



Customer Success Acceleration



Calix Success Aligned to **Customer Priorities**

Building New, Expanding & Maintaining Networks



Optimizing Your Business & Subscriber Experience

Launching New Services & Driving Adoption



Calix Success Aligned to Customer Priorities



Driving Subscriber Growth and Value



Growing Subscriber Value

% GS HH w SmartLife Solutions



SmartLife solutions are activated in over **46%** of subscriber households



AI Accelerating Customer and Calix Success

1

Activating Organizations

Skills Change Governance

98%
Employee AI adoption

419
Employee created agents

AI Academy :
258 course completions

2

Deploy the First Agents

Quick Wins Guided Adoption

+75%
reduction in employee prep time for client engagement

203%
increase in client engagement volume with same headcount

3

End-to End AI Workflows

Automation + Handoffs +

Reimagined end-to-end workflows

Reduced time from GA to customer value

Elimination in manual handoffs across functions

4

Unify Data + Deliver Value

Trusted Signals ROI Value Realization

42%
increase in revenue per head in Supply Chain Team

40%
reduction in Technical Operations Team via streamlined data flows