



Broadband Performance Testing Service

Your goal is to improve broadband performance for your subscribers, but the challenge is establishing a testing framework that provides actionable insight into Quality of Service measures. Regulatory bodies such as the FCC have mandated that service providers using certain funding sources put all the necessary equipment, systems and procedures in place to enable performance testing and start reporting their results on a regular basis. The Broadband Performance Testing Service is a Calix Professional Services offering that can help you deploy and operate your Calix CAF Performance Testing Solution.



AVOID THE COMPLIANCE GAP

A compliance gap occurs when a service provider's speed and latency test results do not meet the necessary levels for their CAF-related broadband services. The downside of not complying can impact your CAF monthly support by up to 25%! Calix can help you implement your broadband testing framework and help analyze your ongoing test results to help you stay compliant.

The Broadband Performance Testing Service is well suited to help you now and into the future address the concerns you have with staying compliant with broadband testing requirements such as:

- "Is my testing framework set up correctly?"
- "Am I testing the right number of end points, at the right time, and right speed?"
- "What new requirements has the FCC imposed that impact my testing framework?"
- "How can I proactively identify performance issues before they impact test results?"
- "What information do I need to report?"

CALIX BROADBAND PERFORMANCE TESTING SERVICE OVERVIEW

Calix Broadband Performance Testing Service enables service providers with the implementation know-how to set up your FCC testing framework and establish your ongoing proactive testing processes. We start with a workshop where a Calix Professional Services Expert

- Instructs your team on broadband test setup
- Works with you to set up the proper testing endpoints and
- Steps you through configuring the Calix Support Cloud to establish and automate periodic testing and reporting

The ongoing engagement consists of monthly meetings to

- Update your team on the latest testing best practices
- Proactively test subscriber endpoints and provide analysis and guidance to help identify broadband performance problems impacting your subscribers' experience
- Analyze if your test objectives are being impacted and work with your team to determine ways to resolve performance issues.





PROACTIVE REPORTING AND GUIDANCE

Calix Professional Services provides more than just test results reports, we also provide analysis to help you get proactive. Our monthly reviews and guidance includes actionable reporting and analysis that includes:

- At-a-glance downstream and upstream speed and latency test result details by state and by speed tier
- Downstream and upstream speed test and latency test failures
- Drill down on time, date, speed, latency and end points experiencing problems
- Analysis and guidance on ways to resolve testing failures and routing issues



END-TO-END ANALYSIS HELPS SPOT PROBLEMS ALONG THE WAY

We take your team through a deep dive into the test results and look at the test end points and alternative routes to help you fine tune latency and speed performance. We first look for locations that are causing problems or have misconfigured end points. Since your test results depend on the route your traffic takes to get to the Internet, we also look at optimizing the selection of the test servers used. Calix Professional Services will provide you the insights to help you set up your testing that reflects the experience your subscribers are expecting.

QUARTERLY INTERACTIVE WEBINARS

Exclusive to Broadband Performance Testing Service customers are quarterly live interactive Q&A sessions featuring industry experts covering the latest regulatory news affecting testing requirements and best practice implementations. Attendees are able to send in questions ahead of time or ask them live about the issues impacting their broadband testing and reporting.

START NOW!

Start deploying your CAF broadband performance testing framework and testing processes today. You can see a demo highlighting the extensive analytics provided by the service or find out more by [contacting a Calix Account Executive](#) or by going to the [Calix web site](#).

Calix Services Partners With Cirrinity to Improve Broadband QoS for FCC Reporting

When Cirrinity was notified that they needed to perform speed testing on their broadband network, they reached out to Calix for help. “We quickly realized this was a little more difficult than we thought. We started to realize we had test server issues. We’re continually working with the Calix team during this process,” said Scott Nyman, general manager and CEO of Cirrinity. The company saw substantial month-over-month improvements in its test results, and with the help of Calix Services, Cirrinity was able to achieve a 19 percent improvement in its 4/1 Mbps tests and an 8 percent improvement in its 25/3 Mbps tests.

