

Monday - March 11th, 2019

Pre-Conference Training

2:00 - 5:00 Building 8-Meeting Room	Review of RFC2544, Review of Y.1564, Review active testing methods, Overview of proposed "birth certificate" methodology, Open discussion of troubleshooting and/or turn-up testing – Frank Munson & Ray Williamson
5:30 - 8:00	Evening Social/Registration - Best Western Plus Havre Inn & Suites

Tuesday - March 12th, 2019

7:30 - 8:30

Registration

8:30 - 9:45

Opening Session - GM Roundtable

10:00 - 11:00

Session 1

Blue - Building 8-Meeting Room	Roundtable - ROW Practices - Public vs Private, Tribal ROW, etc
Red - Building 8-Zumba Room	Marketing/Sales - Marketing Cloud Updates - Gabe Peterson, Calix
Green - Warehouse-Bull Room	Copper Qualifications with ONX580 - Jeff Woodman, Viavi
Yellow - Warehouse-Lower Level	FTTx OSP Trends and Troubleshooting - Rory Troff, Multilink
Gray - Main Office-Hospitality	Warehouse Discussion - How are you handling inventory on your trucks, CO's, main warehouse etc

11:15 - 12:15

Session 2

Blue - Building 8-Meeting Room	Roundtable - Technician Scheduling (who is, who isn't, what works, what doesn't)
Red - Building 8-Zumba Room	Capturing Customer Video's and Testimonial's - Tom Metcalfe, Triangle Communications
Green - Warehouse-Bull Room	WiFi Advisor with ONX-580 - Jeff Woodman, Viavi
Yellow - Warehouse-Lower Level	Meeting battery requirements, solar options etc - Paige Wacker, ESPI
Gray - Main Office-Hospitality	AP Workflow - Kristi Lobdell, NISC

12:15 - 1:30

Lunch Provided by Zyxel - Vendor Area

1:30 - 2:30

Session 3

Blue - Building 8-Meeting Room	Roundtable - Copper Internet Installs - How are you pre-qualifying homes? Dedicated jacks, Determining speeds in Advance, Bonding, etc
Red - Building 8-Zumba Room	Marketing/Sales - Roundtable - How are you communicating your promo's both internally and externally? What has been useful with Techs and CSR's? Gabe Petersen, Calix Moderating
Green - Warehouse-Bull Room	Where do I begin? – Improving your security posture - Michael Rerick, High Point Networks
Yellow - Warehouse-Lower Level	Small Cells... The Turnkey Process. What are they, how are they used, what is the advantage, how long does it take to deploy, examples. Come learn the fundamentals of deploying small cell technology. - Matt Warder, KLJ
Gray - Main Office-Hospitality	Deposit Management - Kristi Lobdell, NISC

2:45 - 3:45

Session 4

Blue - Building 8-Meeting Room	Roundtable - FTTH Cutovers - Are you doing pre-installs, How are you scheduling and coordinating cuts, Do customers mind you going out twice? Contracts or self? Any tips or tricks?
Red - Building 8-Zumba Room	Marketing/Sales - Roundtable Continued - How are you tracking campaign success? What metrics are you using? What tools are you using? - Gabe Petersen, Calix Moderating
Green - Warehouse-Bull Room	SDWAN - Ryan Lynch, Insight
Gray - Main Office-Hospitality	Cycle Counting in Material Inventory - Kristi Lobdell, NISC

4:00 - 5:00

Session 5

Blue - Building 8-Meeting Room	Roundtable - What is the biggest barrier keeping all of your customers from streaming everything? What can we do to speed up this transition? What are you doing for streaming troubles with low WiFi signal? Are you connecting the devices for the member and helping them create accounts?
Red - Building 8-Zumba Room	Marketing/Sales Discussion - Lifeline, Struggles, Reverification
Green - Warehouse-Bull Room	Wi-Fi 6 (11AX), Security in the Gateway, Remote Management - Patrick Moreno, Zyxel
Yellow - Warehouse-Lower Level	SHAKEN and STIR call verification - Jamie Gibson, Ribbon

5:30 - 8:00

Evening Social - Best Western Plus Havre Inn & Suites

Wednesday - March 13, 2019

8:30 - 9:30

Session 6

Blue - Building 8-Meeting Room	Roundtable - Transport Network Redundancy (rings). What are we doing and how much focus has been on this and how much should there be? For year, focus on getting Fiber to our CO's and then Cabinets. Fiber to the Node. Then some time on getting redundancy for protection.
Red - Building 8-Zumba Room	Marketing/Sales - Smart Home - Scott Stinson, Calix
Green - Warehouse-Bull Room	Basics of GPON - Brian Burnett, Calix
Yellow - Warehouse-Lower Level	The Golden Age of Copper. How to get more revenue from your existing plant? - Patrick Moreno, Zyxel
Gray - Main Office-Hospitality	Marketing/Sales - Nisc What's New in 2.43, 2.44 - Joetta Bichler, NISC

9:45 - 10:45

Session 7

Blue - Building 8-Meeting Room	Roundtable - Subscriber network designs. Are they working or do we need to rethink what we have been doing? Breakdown bigger network smaller or continue to grow as throughput continues to grow?
Red - Building 8-Zumba Room	Marketing/Sales Roundtable - Sponsorship requests - How do you handle requests, payments, tracking, advertising, standards, applications etc
Green - Warehouse-Bull Room	Troubleshooting GPON - Brian Burnett, Calix
Gray - Main Office-Hospitality	Marketing/Sales - Nisc Tips & Trick in SIS - Joetta Bichler, NISC

10:45 - 11:45

Session 8

Blue - Building 8-Meeting Room	Roundtable - Ethernet Demarcation (outside, inside or connected devices) - Today and tomorrow.
Red - Building 8-Zumba Room	Marketing Discussion - Technology is commoditizing everything ... and ultimately, brand is going to be the only thing that's left. What steps are you taking to build a great brand?
Green - Warehouse-Bull Room	4G LTE - Advanced and CBRS. Wireless Backhaul for Rural Subscribers - Patrick Moreno, Zyxel
Gray - Main Office-Hospitality	Marketing/Sales - NISC Work Management using Work Queue, Work Flow in SO's - Joetta Bichler, NISC

12:00 - 1:00

Lunch Provided by Border States - Vendor Area

1:00 - 1:30

Closing Session - Prizes

Post Conference Training

1:30 - 5 Building 8-Meeting Room	Post Conference Training - Network Security, Ryan Lynch - Datalink, Ben Mayo - Vision Net
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Thursday - March 14th, 2019

8:30 - 11:00 Building 8-Meeting Room	Post Conference Training - Calix Summit - Lunch Provided
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