

Monday - March 3rd, 2025

5:30 - 8:00 Evening Social/Registration - Best Western Plus Havre Inn & Suites

Tuesday - March 4th, 2025

7:30 - 8:30

Registration

8:30 - 9:45

Opening Session - GM Roundtable

10:00 - 11:00

Session 1

Blue - Building 8-Meeting Room	First Call Resolution - How are you working between technicians and tech support? What tools are you using to improve FCR? What proactive changes have you made?
Red - Building 8-Zumba Room	PRPL and Beyond: Innovating the Future of Connectivity - Andrew Cuellar, Zyxel
Green - Warehouse-Bull Room	Everything Calix - NISC - Network Health & Calix Subscriber Services API - Nick Wax, NISC
Yellow - Warehouse-Lower Level	Underground Plant Locating Best Practices and Identifying Available Resources - Becky Valen, Copperhead Wire & Bryce Morse, Rally Rep

11:15 - 12:15

Session 2

Blue - Building 8-Meeting Room	AI - What tools is your company using? Do you have any policies around its use? What efficiencies are you seeing from it?
Red - Building 8-Zumba Room	Throughput testing on FTTH application - PON, AE etc - Carl Goldschmidt, VeEx
Green - Warehouse-Bull Room	Work Management Solutions - Premise visits notifications, AppSuite Notifications - Jason Mason, NISC
Yellow - Warehouse-Lower Level	

12:15 - 1:30

Lunch Provided by Zyxel/CSSA - Vendor Area

1:30 - 2:30

Session 3

Blue - Building 8-Meeting Room	KPI's, Training needs and development, Succession planning for transferring of knowledge?
Red - Building 8-Zumba Room	Legislative Update - Bridger Mahlum, BroadbandMT
Green - Warehouse-Bull Room	Navigating socials in 2025. Where do we need to be? Where do you not want to be? What tools do you use to manage it?
Yellow - Warehouse-Lower Level	Efficient outside plant closures for trunk, feeder, distribution, drop, and entrance applications that are compatible with many different OSP fiber optic cables - James Shell, Core & Kevin Panteleakos, PLP

2:45 - 3:45

Session 4

Blue - Building 8-Meeting Room	Regulatory - Broadband labels, PMM Testing, HUBB, BDC, etc - Roundtable
Red - Building 8-Zumba Room	Conduit Utilization Best Practices - Derek Penrod, Dura-Line, Travis Pyne, Rally Rep
Green - Warehouse-Bull Room	Asset Management and Ticket Management Demo - iVUE Connect replacements for Facility Management/Ticket Management (FA/TM) - Ashley Ruzicka, NISC
Yellow - Warehouse-Lower Level	Validating SLA's on P2P and Routed Ethernet Circuits - RFC2544, Y.1564 & RFC6349 - Carl Goldschmidt, VeEx

4:00 - 5:00

Session 5

Blue - Building 8-Meeting Room	Public ROW, Forest Service, BLM etc - Tips and Tricks, what are you seeing, how are the additional requirements affecting you and how are you handling them, timelines and how they impact required builds.
Red - Building 8-Zumba Room	Revolutionizing Education and Campus Safety with Private LTE/5G Networks - Dan Ortega, Alliance Corporation
Green - Warehouse-Bull Room	QOE & Troubleshooting Workflow with Calix Tools - Izzy Gomez & Natalie Roberts, Calix
Yellow - Warehouse-Lower Level	Practical OTDR Testing - From theory to application - Carl Goldschmidt, VeEx

5:30 - 8:00

Evening Social - Theme by Mid-Rivers Communications - Best Western Plus Havre Inn & Suites

Wednesday - March 5th, 2025

8:30 - 9:30

Session 6

Blue - Building 8-Meeting Room	Construction - How are you tracking jobs? What metrics are you tracking? Contractors hired for new taps? New builds vs growth areas?
Red - Building 8-Zumba Room	Strengthening the Backbone: Why Cybersecurity is Critical for US Infrastructure - Noah Salasky, CHR Solutions
Green - Warehouse-Bull Room	Field Service App - Izzy Gomez & Natalie Roberts, Calix
Yellow - Warehouse-Lower Level	

9:45 - 10:45

Session 7

Blue - Building 8-Meeting Room	Indoor vs Outdoor ONT's. What have you learned? Best Practices, Tips and Tricks
Red - Building 8-Zumba Room	Your path to efficient fiber connectivity from township to rural deployments - Craig Culwell, Commscope
Green - Warehouse-Bull Room	Member Self Serve - What are you doing now? Where do you want to get to? What tools do you use?
Yellow - Warehouse-Lower Level	

10:45 - 11:45

Session 8

Blue - Building 8-Meeting Room	Cybersecurity – Protecting customer data, defending your networks, how far do you go to provide security services and/or training to the end users (employees and customers/members), what tools are you using for end users if applicable?
Red - Building 8-Zumba Room	Infrastructure Monitoring - Abdala Kheireddine, Adtran
Green - Warehouse-Bull Room	Online Reviews - How are you handling positive and negative ones? How are you handling negative comments on Facebook? Tips and Tricks
Yellow - Warehouse-Lower Level	PON Testing - Building, Deploying, Maintaining and Troubleshooting - Carl Goldschmidt, VeEx

12:00 - 1:00

Lunch Provided by Border States & Torgerson's - Vendor Area

1:00 - 2:00

Closing Session -

Post Conference Training

2:00 - 5:00 Building 8-Meeting Room Calix Service Cloud, Troubleshooting Tools, Best Practices, Calix Community & University Review

Thursday - March 6th, 2025

8:30-11:30 Building 8-Meeting Room Post-conference Training - Calix Road Show