



CONNEXIONS 2022

INNOVATION AND CUSTOMER SUCCESS CONFERENCE

OCTOBER 15-18, 2022

AGENDA

SATURDAY, OCTOBER 15

Golf Tournament

The Spa at Wynn Las Vegas

SUNDAY, OCTOBER 16

Community and Training Sessions

- Electric Utilities
- Telco Cooperatives
- Cable Operators
- Municipalities / Tribal & Indigenous Communities
- Wireless Internet Service Providers (WISPs)
- International

Subscriber Experience Boot Camps

Women in Telecommunications Summit

Partner Executive Summit (Calix partners only)

Welcome Reception

Sponsor Reception

MONDAY, OCTOBER 17

Opening General Session

Innovation Showcase and Expo

Circles of Success

Persona Experiences

- General Management
- Marketing
- Customer Support
- Broadband Operations
- Network Engineering

Reception and Dinner

Evening Entertainment

TUESDAY, OCTOBER 18

Closing General Session

Innovation Showcase and Expo

Circles of Success

Persona Experiences

- General Management
- Marketing
- Customer Support
- Broadband Operations
- Network Engineering

SATURDAY, OCTOBER 15

7:00 AM – 2:00 PM PT

Golf Shotgun Tournament, Angel Park Golf Club

Join fellow attendees for a Shotgun Tournament at Angel Park Las Vegas on Saturday prior to the opening of ConneXions 2022. Dress Code: Proper golf attire is required while playing golf at Angel Park Golf Club. Men: Collared shirts with sleeves, mid length shorts and pants. Women: Collared shirt, sleeveless blouse of conservative design, mid-length shorts and pants. Clothing that is not appropriate includes: denim shorts, denim jeans, T-shirts, swimming attire, gym shorts, halter tops, tank tops, cut-offs, and other dress that is deemed inappropriate. Non-metal spikes must be worn while on the course. You may purchase soft spikes for \$10.00 and they can be installed onsite. For your convenience, ice water coolers are provided to guests and are located on your golf carts. Sign up now!

- 7:00 AM Buses depart from the Wynn Tour Bus Entrance
- 7:15 AM—8:30 AM Breakfast at Angel Park Clubhouse
- 8:30 AM Shotgun start
- 2:00 PM Buses return to the Wynn Tour Bus Entrance

9:00 AM – 3:00 PM PT

The Spa at Wynn Las Vegas

Relax, rejuvenate, and unwind with a spa treatment at The Spa, recipient of the Forbes Travel Guide Five-Star Award. Located in the Wynn Tower, The Spa evokes the serenity of nightfall to relax the mind and body.

The Spa staff kindly asks each guest to check in at least 30 minutes prior to the start of their service. Each guest receiving a spa treatment will have all-day complimentary access to the spa facilities. Additionally, note that the staff will do their best to accommodate specific gender requests; however, these are not guaranteed and are based on availability. Should you need to make any changes or cancellations, please email kelley.herlihy@maritz.com before September 15 or you will be responsible for cost of the selected treatment.

SUNDAY, OCTOBER 16

SUNDAY COMMUNITY AND TRAINING SESSIONS

Our complete Sunday experience is back and better than ever before, with more training and educational opportunities to ensure your entire company can take advantage. Join us to dive deep into topics including:

- Business Model Transformation
- Funding and Public/Private Partnership Opportunities
- Fiber and the Technologies That Run Over It
- Subscriber Experience Bootcamps
- Training from the Calix University Team

8:30 AM – 5:00 PM PT

Community Sessions

New to ConneXions on Sunday is the opportunity to join peers in your specific segment of the market and learn how they are being successful. You will learn best practices specific to your business type and explore new opportunities to grow your business. Below are the recommended tracks of sessions to follow for your segment—or you can join other segment sessions to learn how they are growing their business.

Please note: Precise times of each session below will be included in the event app.

Business Track

Cooperative 2.0:
Transform Your
Business Model, Excite
Your Community

Leveraging
Broadband to Attract
and Grow a
Thriving Community

Explore Your
Government Funding
Options to
Hyper-Accelerate Your
Growth

Public/Private
Partnerships 101

Workshop: Aligning
Your Organization
for Success—A Team
Based Interactive
Approach (Requires
Pre-Registration)

Cable / MSO

Leapfrog Your
Competition With
a Software-Driven
XGS-PON Platform

Winning Beyond
Fiber: How To Deliver
a Superior Customer
Experience

Step Up, Stand Out,
and Win in Your
Market (Fiber 101)

Simplifying and
Transforming Your
Network to the
Most Operationally
Efficient It Can Be

Ask the Experts
Focused on Your
Specific Needs With
Calix Product Owners
and Subject Matter
Experts

SUNDAY, OCTOBER 16

WISP

Give Your Subscribers the Ultimate In-Home Broadband Experience	Step Up, Stand Out, and Win in Your Market (Fiber 101)	Explore Your Government Funding Options to Hyper-Accelerate Your Growth	Workshop: Aligning Your Organization for Success—A Team Based Interactive Approach (Requires Pre-Registration)
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Electric Utility

Bringing Electricity and Fiber Together To Future-Proof Your Community	Become the Standard for Internet Safety in Your Community	Step Up, Stand Out, and Win in Your Market (Fiber 101)	Partner Ecosystems for Building a Broadband Business	Workshop: Aligning Your Organization for Success—A Team Based Interactive Approach (Requires Pre-Registration)
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Municipalities / Tribal / Indigenous Communities

Become the Standard for Internet Safety in Your Community	Public/Private Partnerships 101	Step Up, Stand Out, and Win in Your Market (Fiber 101)	Partner Ecosystems for Building a Broadband Business	Workshop: Aligning Your Organization for Success—A Team Based Interactive Approach (Requires Pre-Registration)
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International Service Providers

A Network Model for the Future	Crush Consumer Direct Competition with an End-to-End Strategy	The Power of Connected Data	Purposeful-Built Partner Ecosystem To Deliver End-to-End Integrated Automation	Ask the Experts Focused on Your Specific Needs With Calix Product Owners and Subject Matter Experts
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8:30 AM – 12:20 PM PT

Subscriber Experience Boot Camp

Become a more effective brand ambassador and lead the way with best practices, soft skills, Support Cloud insights, and trouble analysis tools. This boot camp designed for customer support and field technician teams will elevate your confidence, improve troubleshooting skills, and increase your managed services proficiency.

Topics covered in this boot camp include:

- Revenue EDGE Enablement Workshop Fundamentals
- Foundations Boot Camp for CommandIQ® and Revenue EDGE Suites
- Customer Support and Field Technician Not-So-Soft Skills
- Troubleshooting Essential and Advanced Best Practices for Tier 1 and 2 Customer Support

Schedule continues »

SUNDAY, OCTOBER 16

9:00 AM – 3:45 PM PT

Sunday Training

Our training team is back again with updated essential training courses on Calix Cloud, Intelligent Access EDGE, and Revenue EDGE. These curated instructor-led courses focus on the key topics needed to help you transform your network and services, and help you grow personally with interactive prep sessions for mastering the certification exams.

The courses you will have the opportunity to take include:

- Revenue EDGE Overview
- Support Cloud Basics
- Operations Cloud Basics
- Demystifying AXOS
- Layer 3 in the Access Network
- XGS-PON Basics
- AXOS Systems Overview and Initial Turn-Up Procedures
- AXOS Triple-Play Services Provisioning Overview
- AXOS Maintenance, Monitoring, and Troubleshooting Tools

11:00 AM – 2:30 PM PT

Partner Executive Summit

Exclusive to our valued partner community, the Partner Executive Summit offers leaders from our partner organizations the insights and vision to better plan for the future. The Calix leadership team will share exciting new developments—providing opportunities across the partner ecosystem to expand their expertise and grow together with Calix.

3:00 PM – 5:00 PM PT

Women in Telecommunications Summit

Building on the success of our Summit last year, we are excited to again host a Women in Telecom Summit at ConneXions. Our program will include a keynote speaker who will address how women can and should authentically bring themselves to work. The keynote will be followed by a panel discussion and an afternoon reception.

MONDAY, OCTOBER 17

OPENING GENERAL SESSION

8:00 AM – 9:30 AM PT

You have a once-in-a-generation opportunity to transform your business and grow incredible value for your communities for decades to come. The managed services are available to create subscriber experiences that are second to none. The support is available to build teams that begin each day with a “customer first” mentality. New solutions are ready to connect your towns from the front porch to main street and to provide essential services so your local businesses can thrive.

You can stand for far more than just “the lowest cost internet available.” You are the ones who can infuse the digital vitality into your communities that attract knowledge workers and outside investments. We know it is possible, because we have hundreds of customers who are succeeding in their markets and crushing even the biggest competitors. These are often some of the smallest businesses. Yet they’re simplifying their business, exciting their subscribers, and ultimately growing value for themselves and their communities.

INNOVATION SHOWCASE AND EXPO

10:00 AM – 11:00 AM PT

12:00 PM – 1:00 PM PT

2:30 PM – 5:00 PM PT

See and engage with innovations and solutions on display that will help you drive transformation within your business and give subscribers the experience they expect.

MONDAY, OCTOBER 17

GENERAL MANAGEMENT PERSONA EXPERIENCE

Knock down barriers, redefine the customer experience, and get comfortable with marketing as you embrace change and foster community engagement across your organization. As the leader of your organization, you are looked upon for the insight, vision, and confidence to create both the cultural and financial stability to succeed. Join your peers in an interactive setting to network, discuss hot topics, learn from others' best practice sharing, and engage in lively Q&A.

Opening Session: 11:00 AM – 12:00 PM PT

Being the Giant in Your Organization and Your Community

Make this the year you use data to lead your organization and deepen your impact on the communities you serve as you move into the next phase of growth. Build and create brand loyalty through differentiated experiences as you set up your entire organization for success.

This session will feature the following highlights:

- Opening: Michael Weening, President and COO, Calix
- Keynote: George Blankenship, Thought Leader & Renowned Customer Experience Speaker

Afternoon Session: 1:00 PM – 3:00 PM PT

Leading Beyond the Home, Bringing Value to Your Whole Community

Join your peers to discuss approaches to leadership through times of change and the introduction of business-transforming services. Hear how others are re-visiting growth opportunities, looking beyond their subscribers' and members' homes. Note: A CEO- and GM-focused Innovation Showcase Tour and cocktail reception for GMs and CEOs will follow this session from 3:00 to 5:00 PM.

This session will feature the following highlights:

- Re-imagining your role in your community
- Exploring new markets

MONDAY, OCTOBER 17

MARKETING PERSONA EXPERIENCE

Do you want to elevate the role of marketing in your organization? Be the champion for subscriber experience and transform your approach to marketing while building value for your organization and your community.

Opening Session: 11:00 AM – 12:00 PM PT

Be the Champion of Subscriber Experience Transformation

How do you ensure your delivered experience is tailored to the individual needs of the subscriber? As the champion for the subscribers, you must understand their needs and what matters to them to ensure a great experience. Achieving this is art and science—great storytelling combined with a smart go-to-market plan.

This session will feature the following highlights:

- Opening Keynote: Matt Collins, EVP Commercial Operations and Chief Marketing Officer of Calix
- Keynote presentation led by storyteller Don Miller

Afternoon Session: 1:00 PM – 2:30 PM PT

Superior Subscriber Experience Is the Best Kind of Marketing

From planning for new subscriber acquisition to launching new services with your existing subscribers, marketers are the champions of the subscriber experience. Join this session to discover the best practices for planning and executing a superior subscriber experience.

This session will feature the following highlights:

- Setting audacious marketing goals and achieving them
- Engaging the subscriber with new services
- Panel of peers who share their best practices on acquisition, new launches, and loyalty

MONDAY, OCTOBER 17

CUSTOMER SUPPORT PERSONA EXPERIENCE

Service providers are going head-to-head in a competitive matchup where an offering differentiated not only with fabulous value-added services but a superior subscriber experience is going to win. Customer support and field installation teams are your front-line brand ambassadors with your subscribers. Join us and hear industry experts and customer thought leaders talk about game-changing ways to get proactive and make that exceptional subscriber experience come to life.

Opening Session: 11:00 AM – 12:00 PM PT

Become an Experience Provider

Customer support is core to delivering the ultimate subscriber experience, but how can you create a subscriber-focused culture that takes your organization from service provider to that of an experience provider? Your role in the organization as a brand ambassador can differentiate your company in the marketplace, and, in this session, you'll hear examples from your peers and industry experts on how to create an amazing subscriber experience.

This session will feature the following highlights:

- Blueprint for delivering the ultimate subscriber experience—Martha Galley, EVP Customer Engagement and Services
- Competitive advantage of exceptional subscriber experience—service provider panel and Shep Hyken

Afternoon Session: 1:00 PM – 2:30 PM PT

Evolve Your Support Center From Reactive to Proactive

Evolving customer support from reactive to proactive involves taking bold steps that innovate your people, processes, and tools. Hear how BSPs are leveraging data, end-to-end visibility, new engagement channels, and subscriber self-service to better anticipate subscriber issues.

This session will feature the following highlights:

- Achieve breakout customer support results through data-driven process improvements
- Troubleshooting best practices and insights from Calix Success and Technical Assistance Center experts
- Innovative BSPs share their approaches to subscriber self-service tools including CommandIQ®

MONDAY, OCTOBER 17

NETWORK ENGINEERING PERSONA EXPERIENCE

Do you spend your day trying to keep up with new technologies, new solutions, and new services—all while trying to get ahead of subscriber demand? Join our line-up of speakers who will explore how they are navigating this world of rapid change and building the most operationally efficient network possible.

Opening Session: 11:00 AM – 12:00 PM PT

Future of the Broadband Network Is Here Today

While our crystal balls may not be clear, we can make sure we build a network that will deliver the services we can imagine and be flexible enough to rapidly add new differentiated services that enable us to rise above the competition. Join our lineup of speakers to learn how you can be prepared for what's next—even when we don't know what it may be.

This session will feature the following highlights:

- Preparing now for what's next—by Michael McQueen, bestselling author and leader of disruption
- Standing still is not an option—navigating disruption with Michel Langlois
- Innovation is the key to success—service provider panel

Afternoon Session One: 1:00 PM – 2:30 PM PT

Expanding Your Reach With New Markets and Services

Expanding to new markets isn't just about adding new residential subscribers in a new footprint; it's about adding new subscriber types in your existing footprint. Adding new services is no longer about whether you'll deploy IPTV or not; it's about increasing the value of your company to your subscribers with services they haven't imagined yet. Join this session to learn about new offerings your company can add to capture the imagination of your subscribers.

This session will feature the following highlights:

- Best practices for expanding new services to your subscribers
- Building your smart town starts with community Wi-Fi
- Meeting the needs of the small business in your community
- Expanding the ultimate subscriber experience to the living unit

MONDAY, OCTOBER 17

Afternoon Session Two: 1:00 PM – 2:30 PM PT

Disrupting the End-to-End Network

Did you realize that the network architecture that is typically used today was developed long before the internet of today? With the security, bandwidth demands, and scale required to ensure today's services are delivered to subscribers when they want them at the quality they demand, is there a better way? Join this session with Calix experts to dive deeper into network architectures and how you can build a new network or evolve your existing one to be the most operationally efficient network possible.

This session will feature the following highlights:

- Securing your end-to-end network
- Navigating the transition to IPv6
- What's next for access network architectures

MONDAY, OCTOBER 17

BROADBAND OPERATIONS PERSONA EXPERIENCE

Are your day-to-day activities filled with discussions about capacity planning, provisioning, and management of your network? Broadband operations teams face unique challenges resulting from growing complexity in the access network to the proliferation of new applications and devices used by subscribers. Join our line-up of speakers who will explore ways to drastically simplify your broadband operations by leveraging insights and automation.

Opening Session: 11:00 AM – 12:00 PM PT

Your Broadband Network Operations Just became Simpler

In today's rapidly changing market, there is a dynamic demand for new services—and broadband operations teams are balancing the need to become lean and agile while improving the subscriber experience. Learn how you can sift through all the noise to accelerate network trouble resolution, reduce truck rolls, and lower support costs while keeping subscribers happy with new high-quality services.

This session will feature the following highlights:

- Disrupting the norm, ensuring your end-to-end network enables success
- Service provider panel exploring their innovations in operational simplicity
- Preparing now for what's next—by Michael McQueen, bestselling author and leader of disruption

Afternoon Session: 1:00 PM – 2:30 PM PT

Operations Evolution: From Reactive to Predictive

Learn strategies and best practices designed to help broadband operations personnel address changes to bandwidth usage, network health, and subscriber demand levels more quickly by leveraging the power of real-time network visibility, predictive insights, and automation.

This session will feature the following highlights:

- Using network insights to simplify troubleshooting
- Aligning and sharing data between broadband operations and customer support
- Best practices for FCC performance testing

MONDAY, OCTOBER 17

CIRCLES OF SUCCESS

1:00 PM – 5:00 PM PT

Live, interactive, small-group discussions with other Calix customers to talk about solution adoption, best practices, and user tips. We host the session; you and other participants drive the conversation. The sessions listed below are offered during multiple time slots on Monday and Tuesday.

- Best Practices: Deploying New Equipment in Your Network
- Best Practices: Network Architecture and Design
- Best Practices: How to Reduce Unnecessary Truck Rolls
- Best Practices: KPIs You Should Be Reporting on with Calix Support Cloud
- Best Practices: Healthy GigaSpire Turn-Up and Ramp
- Best Practices: Call Center Gold Mines FOR and FROM the Industry
- Best Practices: Winning Strategies to Drive CommandIQ Adoption
- Best Practices: Digital Marketing that Drives Engagement, Upsells and Retention
- Peer Discussion: Avoiding Silos—The WHY and HOW of Aligning Teams Around Revenue Edge
- NEW! Defining and Validating Service-Level Agreements for Your Subscribers
- NEW! Understanding the Impact of Poor-Quality Assurance on Network and Premises Installations
- NEW! Best Practices: Grounding and Field Install Tips to Save You from Costly Mistakes
- NEW! Peer Discussion: Broadband Service Pricing Tiers and Strategy—How Many Is Too Many?
- NEW! Peer Discussion: How to Win Against Large Competitors
- Premier Exclusive! Benchmarking: Penetration and Acquisition
- Premier Exclusive! Benchmarking: App and Suites Adoption
- Premier Exclusive! Benchmarking: Churn and Retention
- Premier Exclusive! Benchmarking: Customer Lifetime Value
- Premier Exclusive! Benchmarking: NPS and CSAT Strategies

TUESDAY, OCTOBER 18

CLOSING GENERAL SESSION

8:30 AM – 9:45 AM PT

To sell is human. Everyone in your organization is a seller, regardless of your role. Your people ARE your brand. Calix is no different. Over the past 10 years we have fundamentally transformed our organization so every function—marketing, support, finance, operations—has a customer-first mentality. Every day we strive to help customers like you transform their own teams, and we will continue to align our expertise and industry visionaries like Daniel Pink to help you on this journey to set your brand apart from all others.

INNOVATION SHOWCASE AND EXPO

10:00 AM – 11:00 AM PT

12:00 PM – 1:00 PM PT

See and engage with innovations and solutions on display that will help you drive transformation within your business and give subscribers the experience they expect.

TUESDAY, OCTOBER 18

GENERAL MANAGEMENT PERSONA EXPERIENCE

Knock down barriers, redefine the customer experience, and get comfortable with marketing as you embrace change and foster community engagement across your organization. As the leader of your organization, you are looked upon for the insight, vision, and confidence to create both the cultural and financial stability to succeed. Join your peers in an interactive setting to network, discuss hot topics, learn from others' best practice sharing, and engage in lively Q&A.

Opening Session: 11:00 AM – 12:00 PM PT

It's Time To Put Marketing at the Top of Your "To Do" List Today

GMs around the globe are elevating the importance of marketing at their leadership table. To be the giant in your market, great storytelling and building an amazing brand need to be a company-wide focus.

This session will feature the following highlights:

- Opening Keynote: Matt Collins, EVP Commercial Operations and Chief Marketing Officer of Calix
- Your role in marketing as the leader of your organization
- Delivering new differentiated experiences

Afternoon Session: 12:00 PM – 3:00 PM PT

GM and CEO Luncheon

Join us for an exclusive lunch followed by a "hot topics" roundtable for GMs and CEOs only.

TUESDAY, OCTOBER 18

MARKETING PERSONA EXPERIENCE

Do you want to elevate the role of marketing in your organization? Be the champion for subscriber experience and transform your approach to marketing while building value for your organization and your community.

Morning Session: 11:00 AM – 12:00 PM PT

Leading the Organization To Deliver a Superior Subscriber Experience

As the champion for subscriber experience, marketers must ensure every interaction with a subscriber is an opportunity to reinforce the value of the service and the brand. Join this session to discover the best practices for aligning and enabling a cohesive subscriber experience.

This session will feature the following highlights:

- Aligning the organization for a cohesive subscriber experience
- Customer case study: New service launch

Afternoon Session: 1:00 PM – 2:30 PM PT

From Company to Community, Marketers Are the Champions of Transformation

Bridging the digital divide requires the alignment of community needs to services delivered by the broadband organization—and marketers sit at the center of this transformation. Thriving communities are connected to a larger digital economy, and bridging this digital divide requires the alignment of services, organization, and community need.

This session will feature the following highlights:

- Customer case study for community growth
- Creating competitive messages
- Aligning the organization for new product launches

TUESDAY, OCTOBER 18

CUSTOMER SUPPORT PERSONA EXPERIENCE

Service providers are going head-to-head in a competitive matchup where an offering differentiated not only with fabulous value-added services but a superior subscriber experience is going to win. Customer support and field installation teams are your front-line brand ambassadors with your subscribers. Join us and hear industry experts and customer thought leaders talk about game-changing ways to get proactive and make that exceptional subscriber experience come to life.

Morning Session: 11:00 AM – 12:00 PM PT

Take Your Subscriber Experience to the Next Level

Groundbreaking results occur when BSPs are aligned across organizations. Having common goals across your front-line brand ambassadors—coupled with a strong foundation built through comprehensive enablement, visibility into the subscriber experience, and innovative processes—can create a fearless team.

This session will feature the following highlights:

- BSPs discuss their top ways that support organizations are boosting subscriber experience
- BSP leaders share examples of building a high-powered functionally-aligned team

Afternoon Session: 1:00 PM – 2:30 PM PT

The Future of Customer Support Starts Today

How can your organization evolve to become a one-stop shop for subscriber support and self-service? Calix product line leadership will lay out their vision, and BSP experts will share the ways they're evolving their teams and demonstrate how NPS (Net Promoter Score) and CSAT (Customer Satisfaction) can identify actionable ways to improve the subscriber experience.

This session will feature the following highlights:

- Calix product line leaders discuss roadmap and vision on SmartTown™ Wi-Fi, Small Business, and EDGE Suites to help energize your customer support teams
- BSP leaders share inspiring stories on how they are evolving their support organization
- Actionable ways CSAT and NPS programs can improve subscriber experience

TUESDAY, OCTOBER 18

NETWORK ENGINEERING PERSONA EXPERIENCE

Do you spend your day trying to keep up with new technologies, new solutions, and new services—all while trying to get ahead of subscriber demand? Join our line-up of speakers who will explore how they are navigating this world of rapid change and building the most operationally efficient network possible.

Morning Session: 11:00 AM – 12:00 PM PT

Building the Most Operationally Efficient Network Possible

As the network engineer, you are tasked with the challenge of building and upgrading your network to ensure it is easy to operate and upgrade—all while meeting the needs of subscribers today and well into the future. The entire organization looks to you to make the right architectural and technology choices to make their jobs easier. Join this session to learn best practices for achieving this goal from experts and your peers.

This session will feature the following highlights:

- The value of the platform and why cloud-managed networking enables scale and innovation
- Navigating the path to simplified operations
- Security begins at the network, but doesn't end there

Afternoon Session: 1:00 PM – 2:30 PM PT

Not All Deployments Are Created Equal

Are your subscribers spread across urban, rural, and very rural locations within your network? Are your goals of simplifying your network and bridging the digital divide complicating the way you want to roll out your network? Join our speakers in this session and explore how you can not only easily reach all your subscribers but also deliver to them the ultimate in subscriber experience.

This session will feature the following highlights:

- What's next for access network systems and PON?
- What's next for premises systems and Wi-Fi?

TUESDAY, OCTOBER 18

BROADBAND OPERATIONS PERSONA EXPERIENCE

Are your day-to-day activities filled with discussions about capacity planning, provisioning, and management of your network? Broadband operations teams face unique challenges resulting from growing complexity in the access network to the proliferation of new applications and devices used by subscribers. Join our line-up of speakers who will explore ways to drastically simplify your broadband operations by leveraging insights and automation.

Morning Session: 11:00 AM – 12:00 PM PT

Expanding Your Reach With the Next Generation of Services

Adding new services is no longer about whether you'll deploy IPTV or not; it's about increasing the value of your company to your subscribers with services they haven't imagined yet and how you can ensure these services are simple to operate. Join this session to learn about the new offerings your company can add to capture the imagination of your subscribers, and how you can operationalize them.

This session will feature the following highlights:

- Leading innovators in broadband operations
- Operationalizing community Wi-Fi
- Operationalizing small business services

Afternoon Session: 1:00 PM – 2:30 PM PT

Turn Operational Complexity Into Operational Simplicity

As the operations team, you are tasked with the daunting challenge of ensuring the network—and the services that run over it—are always available and at the quality levels your subscribers demand. Join this session to learn how you can simplify your operations with automation, predictive analytics, end-to-end network visibility, and much more while seamlessly managing and delivering the ultimate subscriber experience.

This session will feature the following highlights:

- What's next for operations cloud?
- Navigating the path to simplified operations

TUESDAY, OCTOBER 18

CIRCLES OF SUCCESS

1:00 PM – 2:00 PM PT

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