



CONNEXIONS 2022

INNOVATION AND CUSTOMER SUCCESS CONFERENCE
VIRTUAL LEARNING EXPERIENCE

NOVEMBER 1-3, 2022

AGENDA

Are you ready to **BE THE GIANT** and make an impact in your business and community for decades to come?

Check out the sessions designed for your role.

ALL TIMES ARE EST.

TUESDAY, NOVEMBER 1

MARKETER EXPERIENCE

Opening Session: 10:00 AM – 11:30 AM

Do you want to elevate the role of marketing in your organization? How do you ensure your delivered experience is tailored to the individual needs of the subscriber? Join us for pre-recorded highlights of ConneXions 2022 where an all-star lineup of speakers will explore their best practices and stories of success for improving the subscriber experience with innovative services, personalized communication and more.

This session will feature a keynote presentation from Matt Collins, EVP Commercial Operations and Chief Marketing Officer of Calix, Donald Miller, CEO of StoryBrand and a wide range of Calix customers.

Ask the Experts: 11:30 AM – 12:15 PM

Engage in a question-and-answer session with Calix marketing experts; dive deeper into how you can monetize the big ConneXions announcements coming out of Las Vegas; we will cover Marketing Cloud Plus, Business Insights on NPS, and SmartTown™.

Break: 12:15 PM – 12:30 PM

Circles of Success: 12:30 PM – 1:15 PM

Interactive, small-group discussions with other Calix customers to talk about solution adoption, best practices, and user tips. We host the session on live Zoom; you and other marketers drive the conversation.

On Demand Partner Sessions: 1:15 PM – 1:45 PM

By collaborating with innovators and pioneers who share a common vision for the connected world, Calix brings together a community of superior and best-of-breed solutions. Check out how you can leverage our partners to grow your business, shorten your time-to-market and delight your customers.

Broadband Marketing Academy: 1:45 PM – 2:30 PM

Choose from a selection of curated learning paths in our online learning platform that will help you hone your skills as a GIANT of broadband marketing.

Break: 2:30 PM – 2:45 PM

Birds of a Feather: 2:45 PM – 3:15 PM

Join Calix marketing and your peers in an informal session to discuss today's experience, your key takeaways, and unanswered questions. Bring your suggestions on how we can help your success in 2023.

Entertainment: 3:15 PM – 4:00 PM

We've added twice the laughs this year as we've added two comedians Gerry Dee and Tom Papa. Join us as the two talented performers take the stage exclusively for you.
(recorded)

WEDNESDAY, NOVEMBER 2

(Offers two concurrent experiences—Broadband Operator and Network Engineer)

BROADBAND OPERATOR EXPERIENCE

Opening Session: 10:00 AM – 11:30 AM

Are your day-to-day activities filled with discussions about capacity planning, provisioning, and management of your network? Are you challenged to 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?

Join us for pre-recorded highlights of ConneXions 2022 where an all-star lineup of speakers will explore ways to drastically simplify your broadband operations by leveraging insights and automation.

The session will feature a keynote presentation from Shane Eleniak, Executive Vice President, Products at Calix, and a wide range of Calix customers.

Ask the Experts: 11:30 AM – 12:15 PM

Engage in a question-and-answer session with Calix broadband operations and network engineering experts; dive deeper into future-proof network architectures and how you can build a new network or evolve your existing one to be the smartest, most operationally efficient network possible. Select from three topics: SmartTown™, Network Architecture, Future-Proofing Your Network.

Break: 12:15 PM – 12:30 PM

Circles of Success: 12:30 PM – 1:15 PM

Interactive, small-group discussions with other Calix customers to talk about solution adoption, best practices, and user tips. We host the session on live Zoom; you and other network engineering broadband operations participants drive the conversation.

Essential Training: 12:30 PM – 1:15 PM; 1:45 PM – 2:30 PM

Our training team joins us with curated training courses on Intelligent Access EDGE. The courses focus on layer 3 in the access network, and the migration from EXA to AXOS (Access eXtensible Operating System) helps you to be flexible enough to rapidly add new differentiated services that enable you to rise above the competition.

On Demand Partner Sessions: 1:15 PM – 1:45 PM

By collaborating with innovators and pioneers who share a common vision for the connected world, Calix brings together a community of superior and best-of-breed solutions. Check out how you can leverage our partners to grow your business, shorten your time-to-market and delight your customers.

Break: 2:30 PM – 2:45 PM

Birds of a Feather: 2:45 PM – 3:15 PM

Join Calix marketing and your peers in an informal session to discuss today's experience, your key takeaways, and unanswered questions. Bring your suggestions on how we can help your success in 2023.

Entertainment: 3:15 PM – 4:00 PM

We've added twice the laughs this year as we've added two comedians Gerry Dee and Tom Papa. Join us as the two talented performers take the stage exclusively for you. (recorded)

WEDNESDAY, NOVEMBER 2

(Offers two concurrent experiences—Broadband Operator and Network Engineer)

NETWORK ENGINEER EXPERIENCE

Opening Session: 10:00 AM – 11:30 AM

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? 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 us for pre-recorded highlights of ConneXions 2022 where an all-star lineup of speakers will explore how to navigate this world of rapid change and build the most operationally efficient network possible.

This session will feature a keynote presentation from Michel Langlois, Chief Technical Officer at Calix, and a wide range of Calix customers.

Ask the Experts: 11:30 AM – 12:15 PM

Engage in a question-and-answer session with Calix broadband operations and network engineering experts; dive deeper into future-proof network architectures and how you can build a new network or evolve your existing one to be the smartest, most operationally efficient network possible. Select from three topics: SmartTown™, Network Architecture, Future-Proofing Your Network.

Break: 12:15 PM – 12:30 PM

Circles of Success: 12:30 PM – 1:15 PM

Interactive, small-group discussions with other Calix customers to talk about solution adoption, best practices, and user tips. We host the session on live Zoom; you and other network engineering broadband operations participants drive the conversation.

Essential Training: 12:30 PM – 1:15 PM; 1:45 PM – 2:30 PM

Our training team joins us with curated training courses on Intelligent Access EDGE. The courses focus on layer 3 in the access network, and how the migration from EXA to AXOS (Access eXtensible Operating System) helps you to be flexible enough to rapidly add new differentiated services that enable you to rise above the competition.

On Demand Partner Sessions: 1:15 PM – 1:45 PM

By collaborating with innovators and pioneers who share a common vision for the connected world, Calix brings together a community of superior and best-of-breed solutions. Check out how you can leverage our partners to grow your business, shorten your time-to-market and delight your customers.

Break: 2:30 PM – 2:45 PM

Birds of a Feather: 2:45 PM – 3:15 PM

Join Calix marketing and your peers in an informal session to discuss today's experience, your key takeaways, and unanswered questions. Bring your suggestions on how we can help your success in 2023.

Entertainment: 3:15 PM – 4:00 PM

We've added twice the laughs this year as we've added two comedians Gerry Dee and Tom Papa. Join us as the two talented performers take the stage exclusively for you.
(recorded)

THURSDAY, NOVEMBER 3

CUSTOMER SUPPORT EXPERIENCE

Opening Session: 10:00 AM – 11:30 AM

Is your Customer Support team equipped to deliver a game changing subscriber experience? How can you innovate your processes and tools to take a more proactive approach in addressing subscriber issues on managed services? Join us for pre-recorded highlights of ConneXions 2022 where industry experts and thought leaders talk about ways to deliver a differentiated and exceptional support experience that will delight and amaze your subscribers.

The session will feature a keynote presentation from Martha Galley, EVP Customer Engagement and Services, tips from Shep Hyken, customer experience expert and bestselling author, and extensive insights from a wide range of Calix customers.

Ask the Experts: 11:30 AM – 12:15 PM

Engage in a question-and-answer session with Calix customer support experts; dive deeper into the big ConneXions announcements about SmartTown™ support, and how to troubleshoot using Calix Cloud, and accelerate support and field installation team readiness with Smart Start for Managed Services.

Break: 12:15 PM – 12:30 PM

Circles of Success: 12:30 PM – 1:15 PM

Interactive, small-group discussions with other Calix customers to talk about solution adoption, best practices, and user tips. We host the session on live Zoom; you and other customer support and field installation participants drive the conversation.

Essential Training: 12:30 PM – 1:15 PM; 1:45 PM – 2:30 PM

Our training team joins us with curated training courses on Revenue EDGE and Support and Operations Cloud. The courses focus on the “Why” of Managed Wi-Fi via the Cloud, and FUNdamentals of Support and Operations Cloud.

On Demand Partner Sessions: 1:15 PM – 1:45 PM

By collaborating with innovators and pioneers who share a common vision for the connected world, Calix brings together a community of superior and best-of-breed solutions. Check out how you can leverage our partners to grow your business, shorten your time-to-market and delight your customers.

Break: 2:30 PM – 2:45 PM

Birds of a Feather: 2:45 PM – 3:15 PM

Join Calix marketing and your peers in an informal session to discuss today's experience, your key takeaways, and unanswered questions. Bring your suggestions on how we can help your success in 2023.

Entertainment: 3:15 PM – 4:00 PM

We've added twice the laughs this year as we've added two comedians Gerry Dee and Tom Papa. Join us as the two talented performers take the stage exclusively for you. (recorded)