



Telecommunications Association of Michigan
2017 ComPulse
September 12 – 14, 2017
Agenda

Tuesday, September 12

4:00 p.m. – 5:00 p.m.

Registration, Garden Terrace

5:00 p.m. - 6:00 p.m.

Chairman's Welcome Reception, East Front Porch (Alt. Terrace Rm.)

Wednesday, September 13

7:00 a.m. – 4:30 p.m.

Registration, Garden Terrace

7:30 a.m. – 8:30 a.m.

Breakfast, Main Dining Room

9:00 a.m. - 9:45 a.m.

Keynote Presentation, Terrace Room

IGNITING BOLD LEADERSHIP: Leading the Charge through Change, Challenge and Chaos, Libby Gill, Libby Gill & Co.

9:45 a.m. – 10:00 a.m.

Annual Meeting, Terrace Room

10:15 a.m. – 10:55 a.m. and

11:05 a.m. – 11:45 a.m.

Breakouts (repeated)

Breakout 1 – Importance of Internal Controls within your Company, Zachary Skrzyniarz, Maner Costerisan, Brighton Pavilion

Breakout 2 – Take Control: Managing Process and Workflow, Jonathan Crawford, Mapcom Systems, Headquarters of the Capitol Club

Breakout 3 – Everything You Always Wanted to Know About Robocall Blocking But Were Afraid to Ask, Joe Weeden, Metaswitch, Straits of Mackinac

10:00 a.m. – Noon

Exhibition Set-up, Theater

Noon – 1:00 p.m.

Lunch, Theater

Noon - 2:30 p.m.

Exhibits, Theater

3:00 p.m. – 3:40 p.m. and

3:50 p.m. – 4:30 p.m.

Breakouts (repeated)

Breakout 1 – *Leverage Your Subscriber Data and Analytics to Hit the Broadband Experience Bullseye*, Tracy Hankins, Calix, Brighton Room

Breakout 2 – *Carrot or Stick: Using Incentive Plans to Drive Performance*, Leo Staurulakis, JSI, Headquarters of the Capitol Club

Breakout 3 – *Best Practices for VoIP Security*, Mike Gates, REDCOM, Straits of Mackinac

6:00 p.m. – 9:00 p.m.

TELEPAC Mind Bending Banquet, Grand Pavilion

Thursday, September 14

7:00 a.m. - 11:30 a.m.

Registration, Garden Terrace

7:30 a.m. – 8:30 a.m.

Breakfast, Main Dining Room

7:30 a.m. – 8:30 a.m.

Board of Directors Meeting, Cottage Restaurant (breakfast included)

9:00 a.m. - 11:30 a.m.

Second general session, Terrace Room

Federal Issues Update, Brian Ford, NTCA

Broadband Training for Veterans, Karen Morgan, The Write Idea

CPNI Rules Then and Now, Michael Holmes, TAM

9:00 a.m.

Luggage Sweep, Shepler's Ferry, Mackinac City

11:30 a.m.

Adjournment