Craig Walton  
*Lead Product Manager*  
*AT&T*

Hilda Legg  
*Rural Economic Development Consultant, Legg Strategies*  
*Former Administrator, USDA Rural Utilities Services*

Kevin Donnelly  
*Vice President for Government Affairs*  
*National Multifamily Housing Council*

Doug Kinkoph  
*Associate Administrator*  
*Office of Internet Connectivity and Growth, NTIA*

Elizabeth Parks  
*President*  
*Parks Associates*

Felicite Moorman  
*Technologies, Entrepreneur, Speaker & Attorney*  
*STRATIS IoT*

Chad Rupe  
*Market President, Citizens Bank and Trust*  
*Former Administrator, USDA Rural Utilities Services*

**FIBER: TRANSFORMING THE POST-PANDEMIC ECONOMY**

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1Internet speed claims represent maximum network service capability speeds and are based on wired connection to gateway. Actual customer speeds are not guaranteed and may vary based on several factors. For more information, go to www.att.com/speed101.
2Comparison of Internet 1000 wired upload connection speed to Xfinity, Spectrum & Cox 1 GIG and 1.2 GIG service with uploads of 35Mbps. For more information, go to www.att.com/speed101.
3Based on wired connection to gateway.
4Subject to eligibility. Optimal performance requires Wi-Fi 6 enabled devices. Whole-home Wi-Fi connectivity may require AT&T Smart Wi-Fi Extender(s) sold separately.
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Welcome Letter

**Masks? ✓ Vaccines? ✓ Extraordinary Agenda? ✓ We’re Ready for Action**

**Broadband Communities** is delighted to see you! We work hard to prove what we say. The Summit is the leading event for community leaders, multifamily property owners and network builders and deployers dedicated to the successful delivery of high-speed broadband technologies and services.

From the first day of the Summit to the last, our goal is all about sending you home with information you can put to immediate use to create a more connected future and to thrive in the post-pandemic economy. And, indeed, our agenda is packed with lots of exciting new information driving change, innovation and evolution in our industry.

But an even higher priority is our commitment to your health and safety. Community is more than just a name for us; it’s an integral part of who we are. Like many of you, each of us on the BBC staff has family members who are immunosuppressed or unable or too young to get vaccinated. Please join us in our concern for all attendees’ well-being by observing our **Mask Mandate**.

So, are you ready for the action? Our program chairs and moderators have been hard at work to create an extraordinary program of cutting-edge presentations reflecting our theme of Envisioning Our Digital Destiny… and we’ve also been working to shake things up.

To give you an idea of what to expect, we’ll start with a morning of individual keynotes speaking to essential topics that have come to the forefront in the past year, including education, the changing work space and work force, precision agriculture and bridging the digital divide. We’ve also asked the individual speakers to be available for in-depth attendee Q&As.

Throughout the Summit you’ll find new takes on familiar “evergreens.” Here’s a few of our faves: **Look Who’s Getting It Right** is full of success stories of communities looking to tout the benefits they’ve reaped from getting connected. They’re of all shapes and sizes, from rural Kentucky to megalopolis Dallas. **Great Communities** features two very different developments that are showcases for the highly connected life. Beckert’s Park multifamily luxury apartment building in the heart of Washington, D.C., boasts managed Wi-Fi as a key amenity, while Desert Color in St. George, Utah, is a master-planned, resort-like community with wide-open spaces and instant-on fiber-based gigabit broadband. **MDU Legal Leaders** is where the top lawyers representing both MDU owners and providers engage in spirited debate on both sides of key industry issues. And be sure to join us for our annual **Cornerstone Awards Luncheon**, where we’ll honor outstanding members of the broadband community and get inspired by our keynote speaker.

Looking for something new? The Evolving Digital Lifestyle for Seniors – How Can Providers Keep Up? provides a deep-dive check up on what residents in this fast-growing demographic expect. Join us in taking our hats off to **The Doers: Less Talk, More Action on Closing the Digital Divide. Broadband Meets the Law** provides a half-day update on the latest critical legal and regulatory issues broadband planners and deployers need to know about.

**Hot, hot, hot:** We’ve got the big-buzz topics covered including: **Open Access Comes of Age. Best of the P3s**, on the MDU front: **New Innovations in IoT You Need to Know About, 5G Broadband for MDUs, Security of Our Networks and Work From Home Impacts**, then there’s **Bills, Bills, Bills … and Getting Them Passed**, check out our two marketing panels, **How to Acquire Customers in a Competitive Environment** plus **Broadband’s Marketing Superstars Show You How** they grow their subscriber base; **Mapping: What You Can Do While We Wait for the FCC**, and how about a look at perhaps the most pressing issue of all? **Building a Fiber Workforce**.

And yes, indeed, as the date to approve the bipartisan infrastructure bill arrives, we’ll be **showing you the money** in sessions on where to get it, how to get it, who’s got it to give – and you’ll get the answers from experts including two former RUS commissioners, a current RUS deputy administrator, the associate administrator of the NTIA who leads the newly established Office of Internet Connectivity and Growth, and numerous others. Our money matters programming begins with our half-day pre-conference **Digital Infrastructure Investment** program and it doesn’t stop until the Summit ends. Check out **New and Bigger Broadband Funding Opportunities Electric Utilities Need to Know About**, for the basics, try **Financing: ABCs of Government Funding**, followed by **Finance Wizards and Their Money for That** and finally, **Financial Modeling for MDUs and Community Networks**.

For all the above and more, you and I have the fantastic Broadband Communities team to thank as well as our dedicated Summit leaders and our MDU Chairs and Advisory Panel of Property Owners who have created this timely and dynamic program. Finally, we hope you’ll join us for our after-hours get-togethers. We pride ourselves on being a great networking venue, and the fun begins with Monday night’s welcome reception, and moves on to our Caribbean Nights Party around the hotel’s fabulous Texas-shaped pool on Tuesday and on to the Exhibit Hall reception on Wednesday. So welcome to Summit 2021! Let’s meet, engage, do as we prepare to transform the post-pandemic economy.

Barbara DeGarmo
CEO
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**BROADBAND COMMUNITIES SUMMIT 2021**
**AGENDA AT A GLANCE**

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<th>EVENT</th>
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<tr>
<td><strong>MONDAY, SEPTEMBER 27</strong></td>
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<tr>
<td>7:00 am – 5:00 pm</td>
<td><strong>Contractor Move-In</strong> (Level 4/Texas Salon D-E)</td>
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<tr>
<td>5:00 pm – 7:00 pm</td>
<td><strong>Exhibitor Move-In</strong> (Level 4/Texas Salon D-E)</td>
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<tr>
<td>10:00 am – 5:00 pm</td>
<td><strong>Registration Open</strong> (Level 4 / Texas Foyer)</td>
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<tr>
<td>12:00 pm – 5:00 pm</td>
<td><strong>DIGITAL INFRASTRUCTURE INVESTMENT 2021</strong> (Level 4 / Texas Salon A)</td>
</tr>
<tr>
<td>12:00 pm – 12:10 pm</td>
<td><strong>Introduction</strong></td>
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<tr>
<td>12:10 pm – 12:35 pm</td>
<td><strong>Industry Keynote</strong></td>
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<tr>
<td>12:35 pm – 1:30 pm</td>
<td><strong>Infrastructure Investment Funds</strong></td>
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<tr>
<td>1:30 pm – 2:15 pm</td>
<td><strong>Last Mile Digital Infrastructure</strong></td>
</tr>
<tr>
<td>2:15 pm – 2:30 pm</td>
<td><strong>Interactive Session</strong></td>
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<tr>
<td>2:30 pm – 2:40 pm</td>
<td><strong>Break</strong></td>
</tr>
<tr>
<td>2:40 pm – 3:00 pm</td>
<td><strong>Policy Keynote Address</strong></td>
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<tr>
<td>3:00 pm – 3:15 pm</td>
<td><strong>A Vision for Digital Infrastructure Investment</strong></td>
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<tr>
<td>3:15 pm – 4:15 pm</td>
<td><strong>Public-Private Partnerships</strong></td>
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<tr>
<td>4:15 pm – 5:00 pm</td>
<td><strong>The Future of Shared Infrastructure</strong></td>
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<tr>
<td>5:00 pm – 5:30 pm</td>
<td><strong>Conference Conclusion</strong></td>
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<tr>
<td>1:00 pm – 3:00 pm</td>
<td><strong>WORKSHOP #1</strong> (Level 4/Texas Salon C)</td>
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<tr>
<td>3:00 pm – 5:00 pm</td>
<td><strong>WORKSHOP #2</strong> (Level 4/Texas Salon C)</td>
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<tr>
<td>5:30 pm – 7:00 pm</td>
<td><strong>Welcome Reception</strong> (Level 4 / Texas Foyer)</td>
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<tr>
<td><strong>TUESDAY, SEPTEMBER 28</strong></td>
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<tr>
<td>7:00 am – 6:00 pm</td>
<td><strong>Registration Open</strong> – (Level 4 / Texas Foyer)</td>
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<tr>
<td>7:00 am – 1:00 pm</td>
<td><strong>Exhibitor Move-In</strong> – (Level 4/Texas Salon D-E)</td>
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<tr>
<td>8:00 am – 9:00 am</td>
<td><strong>Continental Breakfast</strong> (Level 4 / Texas Foyer)</td>
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<td><strong>Sponsored by The Broadband Group</strong></td>
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**FINANCING BROADBAND INFRASTRUCTURE PROGRAM** (Level 4 / Texas Salon A)

**MULTIFAMILY TRACK** (Level 4 / Texas Salon B-C)

**TRACK 3** (Level 4 / Texas Salon F)

**TRACK 2** (Level 4 / Texas Salon A)

**WORKSHOPS** (Level 4 / Texas Salon C)

**EXHIBIT HOURS**

**FOOD/SOCIAL FUNCTIONS**

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**BROADBAND COMMUNITIES SUMMIT 2021**
<table>
<thead>
<tr>
<th>Time</th>
<th>Session/Track</th>
</tr>
</thead>
</table>
| 9:00 am – 9:30 am | **Official Welcome and Introduction** – (Level 4 / Texas Salon B-C)  
Envisioning Our Digital Destiny – Technology Got Us Through the Pandemic... and We Aren’t Going Back  
Presenter: Doug Kinkoph – Associate Administrator, Office of Internet Connectivity and Growth, NTIA |
| 9:40 am – 10:00 am | **GENERAL SESSION** – (Level 4 / Texas Salon B-C)  
Living and Working in a Tech-Enabled Community  
Moderator: Jeff Reiman – President, The Broadband Group |
| 10:20 am – 10:50 am | **GENERAL SESSION** – (Level 4 / Texas Salon B-C)  
Lessons We Learned about Learning: What the Homework Gap Taught Us About the Digital Divide  
Presenter: Jack Lynch – Chief Operating Officer, EducationSuperHighway |
| 11:00 am – 11:30 am | **GENERAL SESSION** – (Level 4 / Texas Salon B-C)  
Precision Agriculture: Innovation Explosion Keeps Food on Our Tables  
Presenter: Chad Rupe – Market President, Citizens Bank and Trust; Former Administrator, USDA Rural Utilities Service |
| 11:40 am – 12:10 pm | **GENERAL SESSION** – (Level 4 / Texas Salon B-C)  
Ensuring No Community Is Left Behind: A Blueprint for Advancing Tribal Broadband  
Presenter: Bill Bryant – President, Saddleback Communications |
| 12:15 pm – 1:00 pm | **Network Break / Grab and Go Lunch**  
(Level 4 / Texas Foyer) |
| 1:00 pm – 2:00 pm | **GENERAL SESSION / MULTIFAMILY TRACK** – (Level 4 / Texas Salon B-C)  
The Evolving Digital Lifestyle for Seniors – How Can Providers Keep Up?  
Moderator: Bryan Rader – President, Single Digits  
Panelists:  
Angel Rogers – Chief Learning Officer, National CORE  
Kelly Stranburg – Principal, LE3 Solutions  
Sara Kyle – Founder and Principal, LE3 Solutions  
Nicole Page – Vice President of Sales, Senior Living Division, Touchtown Inc. |
| 2:15 pm – 3:15 pm | **MULTIFAMILY TRACK**  
(Lesvel 4 / Texas Salon B-C)  
National Multifamily Housing Council Connectivity Telecom Town Hall  
Biden’s Broadband Plans and Impact on Multifamily  
The Growing Need for Bulk and Managed WiFi to Meet Residents’ Expectations: Providers’ Perspective  
Look Ahead to OPTECH  
Need for Speed and Innovation: What’s the Answer?  
Security of our Networks and Work from Home Impacts  
Customer Service and Heightening the Business Partnership with Owners  
The Role of Independents and WISPs in Serving the MDU Market |
| 2:15 pm – 3:30 pm | **TRACK 2**  
(Lesvel 4 / Texas Salon A)  
So You’ve Decided You Need to Build a Fiber Network. Now What?  
New and Bigger Broadband Funding Opportunities Electric Utilities Need to Know About  
Quick Bio Break |
| 3:30 pm – 5:00 pm | **TRACK 3**  
(Lesvel 4 / Texas Salon F)  
Look Who’s Getting it Right  
You Don’t Need to Do It All Yourself |
| 4:30 pm – 5:00 pm | **What Residents Want**  
Survey Says! Feedback from Industry Leaders and Residents on Connectivity in MDUs  
What Residents Want |
## AGENDA AT A GLANCE

### WEDNESDAY, SEPTEMBER 29

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<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>7:00 am – 7:45 am</td>
<td>Continental Breakfast</td>
<td>(Level 4 / Texas Foyer)</td>
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<tr>
<td>7:45 am – 9:15 am</td>
<td>MULTIFAMILY TRACK</td>
<td>(Level 3 / Montrose Room)</td>
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<tr>
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<td>Owner / Legal Roundtable</td>
<td>Closed forum for owners and owner lawyers only.</td>
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<tr>
<td>9:00 am – 9:30 am</td>
<td>GENERAL SESSION</td>
<td>(Level 4 / Texas Salon B-C)</td>
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<td>Keynote: Smart Home &amp; Healthy Home Trends: Are We Mainstream Yet?</td>
<td>Presenter: Elizabeth Parks – President, Parks Associates</td>
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<tr>
<td>9:40 am – 10:30 am</td>
<td>New Innovations in IoT You Need to Know About</td>
<td>(Level 4 / Texas Salon B-C)</td>
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<tr>
<td>10:40 am – 12:00 pm</td>
<td>MDU Legal Leaders</td>
<td>(Level 4 / Texas Salon A)</td>
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<tr>
<td>11:40 am – 12:40 pm</td>
<td>Exhibit Hall Open / Refreshment Break</td>
<td>(Level 4 / Texas Salon D-E)</td>
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<tr>
<td>12:45 pm – 2:05 pm</td>
<td>Cornerstone Awards Luncheon and Keynote Address</td>
<td>(Level 4 / Texas Salon G-H)</td>
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<td>Sponsored by Verizon</td>
<td>Greetings: Katelyn Buckley – Director of MDU Sales, Verizon Enhanced Communities</td>
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<tr>
<td>2:20 pm – 3:10 pm</td>
<td>IoT Realities: An IoT-deployment Check-Off List for Future Proofing Your Projects</td>
<td>(Level 4 / Texas Salon B-C)</td>
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<tr>
<td>3:20 pm – 4:10 pm</td>
<td>5G Broadband for MDUs</td>
<td>(Level 4 / Texas Salon A)</td>
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<tr>
<td>4:20 pm – 5:10 pm</td>
<td>Consultants Play A Key Role In MDU Today: Learn How Providers Can Work Best With Consultants</td>
<td>(Level 4 / Texas Salon F)</td>
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<tr>
<td>5:00 pm – 7:30 pm</td>
<td>Exhibit Hall Cocktail Reception</td>
<td>(Level 4 / Texas Salon D-E)</td>
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<td>Sponsored by COS and Sinewave</td>
<td>Sponsors: COS, Sinewave</td>
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<tr>
<td>5:15 pm – 7:25 pm</td>
<td>Exhibit Hall Marketplace Presentations: Don't miss 10-minute presentations from leading companies exhibiting at the event.</td>
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THURSDAY, SEPTEMBER 30

7:00 am – 2:00 pm  
Registration Open  
(Level 4 / Texas Foyer)

7:30 am – 9:00 am  
Continental Breakfast  
(Level 4 / Texas Foyer)

8:30 am – 9:15 am  
GENERAL SESSION / MULTIFAMILY TRACK  
(Level 4 / Texas Salon B-C)  
Great Communities  
Beckert’s Park  
Moderator:  
Sean Buckley, Editor-in-Chief, Broadband Communities Magazine  
Panelists:  
Aaron Lee – Sr. Director of Managed Services, WhiteSky Communications  
Melissa Morales – Vice President, Operations, WhiteSky Communications

Desert Color  
Moderator:  
Valerie Sargent, Multifamily News Correspondent, Broadband Communities Magazine  
Panelists:  
Ryan Coates – Marketing Manager, Desert Color  
Jeff Johnson – Director of Consumer Sales, Lumen

9:30 am – 10:20 am  
Supporting Infrastructure  
(Level 4 / Texas Salon B-C)

9:30 am – 10:30 am  
Building a Fiber Workforce  
(Level 4 / Texas Salon A)

10:30 am – 11:20 am  
Owner Roundtable  
(Closed forum for owners, owners attorneys and their consultants only)  
(Level 3 / Montrose Room)

10:40 am – 12:20 pm  
Mapping: What You Can Do While We Wait for the FCC  
(Level 4 / Texas Salon B-C)

11:30 am – 12:20 pm  
Solving Tomorrow’s Tech Problems Today  
(Level 4 / Texas Salon F)

12:20 pm – 2:00 pm  
Exhibit Hall Luncheon and “Must be Present to Win” Drawings  
(Level 4 / Texas Salon D-E)  
Big Cash Drawing During Thursday’s Exhibit Hall Lunch: To qualify, players must visit each participating drawing sponsor to obtain their signature or stamp. Once all boxes are filled, please turn in to the registration desk where your entry will be verified. This drawing is only for attendees. Vendors cannot participate. Only one submission per person. Must be present to win.

1:30 pm – 2:00 pm  
GENERAL SESSION / MULTIFAMILY TRACK  
(The TV Isn’t Just for Watching TV Anymore)  
(Level 4 / Texas Salon D-E)

1:30 pm – 2:00 pm  
The TV Isn’t Just for Watching TV Anymore  
Presenter:  
Carl Vassia – Vice President of Product Management, CommScope

2:00 pm – 5:00 pm  
Exhibitor Move-Out  
(Level 4 / Texas Salon D-E)

2:15 pm – 3:15 pm  
WORKSHOP  
Financial Modeling for Community Networks  
(Level 4 / Texas Salon B-C)

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AGENDA

MONDAY, SEPTEMBER 27

7:00am – 5:00pm
Contractor Move-In
Location: Level 4/Texas Salon D-E

5:00pm – 7:00pm
Exhibitor Move-In
Location: Level 4/Texas Salon D-E

10:00am – 5:00pm
Registration Open
Location: Level 4/Texas Foyer

12:00pm – 5:00pm
DIGITAL INFRASTRUCTURE INVESTMENT 2021
Location: Level 4/Texas Salon A
Introduction (12:00 pm)
Industry Keynote (12:10 pm)
Infrastructure Investment Funds (12:35 pm)
Last Mile Digital Infrastructure (1:30 pm)
Interactive Session (2:15 pm)
Policy Keynote Address (2:40 pm)
Public-Private Partnerships (3:15 pm)
The Future of Shared Infrastructure (4:15 pm)
Conference Conclusion (5:00 pm)
Moderator:
Drew Clark – Of Counsel, The CommLaw Group; Editor and Publisher – BroadbandBreakfast.com

1:00pm – 3:00pm
WORKSHOP #1
Managed Services- A guide to Managed WiFi and Smart Apartments
Location: Level 4/Texas Salon C
Panelists:
Lee Miller – Vice President of Sales, Stratis IoT, a RealPage Company
Ethan Gnepp – Director, Sales, Stratis IoT, a RealPage Company

3:00pm – 5:00pm
WORKSHOP #2
Learn the “Mechanics” Behind the Innovative Community Accelerator that Can Provide the Right Boost to Help Launch Your Broadband Project
Location: Level 4/Texas Salon C
Moderator:
Brian Mefford – Vice President, Broadband, VETRO FiberMap

5:30pm – 7:00pm
Welcome Reception
Location: Level 4/Texas Foyer

TUESDAY, SEPTEMBER 28

7:00am – 6:00pm
Registration Open
Location: Level 4/Texas Foyer

7:00am – 1:00pm
Exhibitor Move-In
Location: Level 4/Texas Salon D-E

8:00am – 9:00am
Continental Breakfast
Location: Level 4/Texas Foyer
Sponsored by The Broadband Group

9:00am – 9:30am
OFFICIAL WELCOME AND INTRODUCTION
Envisioning Our Digital Destiny – Technology Got Us Through the Pandemic... and We Aren’t Going Back
Location: Level 4/Texas Salon B-C
Presenter:
Doug Kinkoph – Associate Administrator, Office of Internet Connectivity and Growth, NTIA

9:40am – 10:10am
GENERAL SESSION
Living and Working in a Tech-Enabled Community
Location: Level 4/Texas Salon B-C
Moderator:
Jeff Reiman – President, The Broadband Group
10:20am – 10:50am

**GENERAL SESSION**

**Lessons We Learned about Learning: What the Homework Gap Taught Us about the Digital Divide**

**Location:** Level 4/Texas Salon B-C

**Presenter:**

Jack Lynch – Chief Operating Officer, EducationSuperHighway

11:00am – 11:30am

**GENERAL SESSION**

**Precision Agriculture: Innovation Explosion Keeps Food on Our Tables**

**Location:** Level 4/Texas Salon B-C

**Presenter:**

Chad Rupe – Market President, Citizens Bank and Trust; Former Administrator, USDA Rural Utilities Service

11:40am – 12:10pm

**GENERAL SESSION**

**Ensuring No Community Is Left Behind: A Blueprint for Advancing Tribal Broadband**

**Location:** Level 4/Texas Salon B-C

**Presenter:**

Bill Bryant – President, Saddleback Communications

12:15pm – 1:00pm

**Network Break / Grab and Go Lunch**

**Location:** Level 4/Texas Foyer

1:00pm – 2:00pm

**GENERAL SESSION / MULTIFAMILY TRACK**

**The Multifamily Program Is Presented in Partnership with the NMHC**

**The Evolving Digital Lifestyle for Seniors – How Can Providers Keep Up?**

**Location:** Level 4/Texas Salon B-C

**Moderator:**

Bryan Rader – President, Single Digits

**Panelists:**

Angel Rogers – Director of Learning & Development, National CORE
Kelly Stranburg – Principal, LE3 Solutions
Sara Kyle – Founder and Principal, LE3 Solutions
Nicole Page – Vice President of Sales, Touchtown Inc.

2:15 pm – 3:15 pm

**TRACK 2**

**So You’ve Decided You Need to Build a Fiber Network. Now What?**

**Location:** Level 4/Texas Salon A

**Moderator:**

Kevin Morgan – Chief Marketing Officer, Clearfield

**Panelists:**

Jeremy Billings – General Manager – Regional Engineering, Midco
Rajesh Chundury – Vice President Customer Solutions – Broadband, Radisys
Isak Finér – Chief Marketing Officer, COS Systems

2:15pm – 3:30pm

**TRACK 3**

**New and Bigger Broadband Funding Opportunities Electric Utilities Need to Know About**

**Location:** Level 4/Texas Salon F

**Moderator:**

Brett Kilbourne – General Counsel and Senior Vice President of Policy, UTC

**Panelists:**

Mike Cowley – Relationship Manager, Electric Distribution Group, CoBank
Kenneth Kuchno – Deputy Assistant Administrator for Policy and Outreach, USDA Rural Utilities Services (RUS)
Doug Kinkoph – Associate Administrator, Office of Internet Connectivity and Growth, NTIA

2:15 pm – 3:45 pm

**MULTIFAMILY TRACK**

**The Multifamily Program Is Presented in Partnership with the NMHC**

**National Multifamily Housing Council Connectivity Town Hall**

**Location:** Level 4/Texas Salon B-C

**Introduction:**

Kevin Donnelly – Vice President, Government Affairs, National Multifamily Housing Council

**Biden’s Broadband Plans and Impact on Multifamily**

**Moderator:**

Kevin Donnelly – Vice President, Government Affairs, National Multifamily Housing Council

**Panelist:**

Matt Ames – Attorney, Hubacher, Ames & Taylor
The Growing Need for Bulk and Managed WiFi to Meet Residents’ Expectations: Providers’ Perspective

Moderator:
Linda Willey – Vice President – Business Services, Camden Property Trust

Panelists:
Katelyn Buckley – Director of MDU Sales, Verizon Enhanced Communities
Craig R. Walton – Lead Product Manager, AT&T

Look Ahead to OPTECH

Presenter:
Rick Haughey – Vice President, Industry Technology Initiatives, National Multifamily Housing Council

Need for Speed and Innovation: What’s the Answer?

Panelist:
Dan O’Connell – VP Consumer Sales, Quantum Fiber, A Lumen Technology Brand

Security of our Networks and Work from Home Impacts

Moderator:
Julianne Goodfellow – Vice President, Government Affairs, National Multifamily Housing Council

Panelists:
Dan Terheggen – CEO, Consolidated Smart Systems
Robert Lamb – Sr. Director, Global Fiber Broadband Market, Plume

Customer Service and Heightening the Business Partnership with Owners

The Role of Independents and WISPs in Serving the MDU Market

Moderator:
Valerie Sargent – Executive Consultant, Broadband Communities Multifamily News Correspondent

Panelists:
Patrick Bailey – Senior Vice President, ICS Advanced Technologies
Bill Dodd – CEO, Gigamonster
Don Johnson – President, Partner, Inspire WiFi

3:30pm – 5:00pm
TRACK 2

Look Who’s Getting it Right

Location: Level 4/Texas Salon A

Moderator:
Deb Socia – President and CEO, The Enterprise Center

Panelists:
Sean Gonsalves – Senior Reporter, Editor and Researcher, Institute for Local Self-Reliance
Matt Sayre – Managing Director, Onward Eugene
Keith Gabbard – CEO, Peoples Rural Telephone Cooperative
Liz Cedillo-Pereira – Chief of Equity and Inclusion, City of Dallas, TX

3:45pm – 5:00pm
TRACK 3

You Don’t Need to Do It All Yourself

Location: Level 4/Texas Salon F

Moderator:
Heather Gold – CEO, HBG Strategies

Panelists:
June Tierney – Commissioner of Public Service, State of Vermont (Pre-recorded announcement)
Carl Meyerhoefer- Senior Vice President, Business Development, Conexon
Tina Mallia – Vice President & CFO, Central Virginia Electric Cooperative
Dewayne McDonald – President and CEO, WRECC (Warren Rural Electric Cooperative)

4:00pm – 4:30pm
MULTIFAMILY TRACK

The Multifamily Program Is Presented in Partnership with the NMHC

Survey Says! Feedback from Industry Leaders and Residents on Connectivity in MDUs

Location: Level 4/Texas Salon B-C

Moderator:
Rick Haughey – Vice President, Industry Technology Initiatives, NMHC
4:30pm – 5:00pm
MULTIFAMILY TRACK
The Multifamily Program Is Presented in Partnership with the NMHC
What Residents Want
Location: Level 4/Texas Salon B-C
Presenter:
Michael Render – CEO, RVA Market Research and Consulting

5:00pm – 6:30pm
Exhibit Hall Opens – Refreshments
Location: Level 4/Texas Salon D-E

5:15pm – 6:25pm
Exhibit Hall Marketplace Presentation
Location: Level 4/Texas Salon D-E
Presenting:
- Clearfield, Inc.
- Hexatronic North America
- Calix
- BlueportiQ
- Vantage Point

6:30pm – 9:00pm
Opening Night Cocktail Reception – Join Us for this year’s Caribbean Nights Party
Location: Level 6/Parkview Terrace/Texas Pool Side
Co-Sponsored by CDG, DIRECTV, Plume Design, Inc., Radisys and Walker and Associates Inc.

WEDNESDAY, SEPTEMBER 29

7:00am – 6:00pm
Registration Open
Location: Level 4/Texas Foyer

7:45am – 9:15am
Continental Breakfast
Location: Level 4/Texas Foyer

8:00am – 8:50am
MULTIFAMILY TRACK
The Multifamily Program Is Presented in Partnership with the NMHC
Owner / Legal Roundtable
Location: Level 3/Montrose Room
(Closed forum for owners and owner lawyers only.)
Panelists:
- Ian Davis – Telecommunications Attorney: Founding Partner, Davis Craig, PLLC
- Art Hubacher – Managing Member, Hubacher Ames and Taylor, PLLC

9:00am – 9:30am
GENERAL SESSION
Keynote: Smart Home & Healthy Home Trends: Are We Mainstream Yet?
Location: Level 4/Texas Salon B-C
Presenter:
Elizabeth Parks – President, Parks Associates

9:40am – 10:30am
MULTIFAMILY TRACK
The Multifamily Program Is Presented in Partnership with the NMHC
New Innovations in IoT You Need to Know About
Location: Level 4/Texas Salon B-C
Moderator:
Andrea M. Taylor – Director of Ancillary Services, Morgan Properties
Panelists:
- Scott Andersen – Senior Vice President, Sales, Latch
- Demetrios Barnes – COO, SmartRent
- Felicite Moorman – Cofounder, Stratis IoT, a RealPage Company
AGENDA

WEDNESDAY, SEPTEMBER 29, 2021, 9:40am – 10:30am, Continued…

10:40am – 12:00pm
MULTIFAMILY TRACK

The Multifamily Program Is Presented
in Partnership with the NMHC

MDU Legal Leaders

Location: Level 4/Texas Salon B-C

Moderator:
Linda Willey – Vice President – Business Services, Camden
Property Trust

Panelists:
Ian Davis – Telecommunications Attorney: Founding
Partner, Davis Craig, PLLC
Art Hubacher – Managing Member, Hubacher Ames and
Taylor, PLLC
Michael Turbes – Assistant Vice President, Senior Legal
Counsel, AT&T
Sue Weiske – Vice President and Associate General Counsel,
Charter Communications
Dan Glivar – Partner, Holland and Hart LLP

TRACK 2

Open Access Comes of Age
Location: Level 4/Texas Salon A

Moderator:
Heather Gold – CEO, HBG Strategies

Panelists:
Kim McKinley – Chief Marketing Officer, UTOPIA
Jeff Fraleigh – President, ETI Software Solutions
Christopher Mitchell – Director, Community Broadband
Networks, Institute for Local Self-Reliance

Making the Business Case Work for Multifamily
Fiber Deployments
Location: Level 4/Texas Salon F

Moderator:
John George – Senior Director, Solutions and Professional
Services, OFS

10:40am – 11:40am

TRACK 2

Best of the P3s
Location: Level 4/Texas Salon A

Moderator:
Joanne Hovis – President, CTC Technology & Energy; CEO
Coalition for Local Internet Choice (CLIC)

Panelist:
John Burchett – Director, Public Policy and Government
Relations, Google Access and Google Fiber
Mary Ellen Player – Vice President Market Management,
Consolidated Communications

TRACK 3

Bills, Bills, Bills … and Getting Them Passed
Location: Level 4/Texas Salon F

Moderator:
Jennifer Harris – State Program Director, Connected Nation
Texas

Panelist:
Ernesto Falcon – Senior Legislative Counsel, Electronic
Frontier Foundation

11:40am – 12:40pm
Exhibit Hall Opens – Refreshment Break
Location: Level 4/Texas Salon D-E

11:50 am – 12:20 pm
Exhibit Hall Marketplace Presentation
Location: Level 4/Texas Salon D-E

Presenting:
Zyxel Communications, Inc.
Airties

12:45pm – 2:05pm
Cornerstone Awards Luncheon and
Keynote Address
Location: Level 4/Texas Salon G-H

Sponsored by Verizon

Greetings:
Katelyn Buckley – Director of MDU Sales, Verizon Enhanced
Communities
2:20pm – 3:10pm

**MULTIFAMILY TRACK**
The Multifamily Program Is Presented in Partnership with the NMHC

**IoT Realities: An IoT-deployment Check-Off List for Future Proofing Your Projects**

*Location: Level 4/Texas Salon B-C*

**Moderator:**
Kirk Taylor – Attorney, Hubacher Ames and Taylor

**Panelists:**
- Mike Smith – President, White Space Building Technology Advisors
- Dave Magrisso – CEO, iApartments
- Jonathan Rivera – Vice President, Business Development, IQuue
- Aaron Lee – Sr. Director of Managed Services, WhiteSky

**TRACK 2**

**Marketing Matters: Part 2**

*Location: Level 4/Texas Salon A*

**Panelists:**
- Bob Knight – CEO and Managing Partner, Harrison Edwards
- Kim McKinley – Chief Marketing Officer, UTOPIA Fiber

**TRACK 3**

**Financing: ABCs of Government Funding**

*Location: Level 4/Texas Salon F*

**Moderator:**
Hilda Legg – Rural Economic Development Consultant

**Panelists:**
- Steve Ross – Editor-at-Large, Broadband Communities
- Keith Gabbard – CEO, Peoples Rural Telephone Cooperative
- Kenneth Kuchno – Deputy Assistant Administrator for Policy and Outreach USDA Rural Utilities Services

3:20pm – 4:10pm

**MULTIFAMILY TRACK**
The Multifamily Program Is Presented in Partnership with the NMHC

**5G Broadband for MDUs**

*Location: Level 4/Texas Salon B-C*

**Moderator:**
Steve Sadler – Vice President, Multifamily Development, RealPage, Inc.

**Panelists:**
- Mike Weston – Executive Director, Verizon
- Sandy Jack – Director, Business Development MDU, CommScope
- Richard Sherwin – CEO, SpotOn Networks
- Mark Niehus – Vice President, Area, Connectivity Wireless

**TRACK 2**

**Marketing Matters: Part 1**

*Location: Level 4/Texas Salon A*

**Panelists:**
- Bob Knight – CEO and Managing Partner, Harrison Edwards
- Kim McKinley – Chief Marketing Officer, UTOPIA Fiber

**TRACK 3**

**Finance Wizards**

*Location: Level 4/Texas Salon F*

**Moderator:**
Hilda Legg – Rural Economic Development Consultant

**Panelists:**
- Chad Rupe – Market President, Citizens Bank and Trust; Former Administrator, USDA Rural Utilities Service
- Heather Mills – Vice President, Grants and Funding Strategies, CTC Technology & Energy
- Douglas Meredith – Director, Economics and Policy, JSI

4:20pm – 5:10pm

**MULTIFAMILY TRACK**
The Multifamily Program Is Presented in Partnership with the NMHC

**Consultants Play A Key Role In MDU Today: Learn How Providers Can Work Best With Consultants**

*Location: Level 4/Texas Salon B-C*

**Moderator:**
Bryan Rader – President, Single Digits

**Panelists:**
- Richard Price – CEO, Broadband Planning
- Leo Delgado – Founder and President, Converged Services
- Dean Wolfe – Vice President of Technology and Vendor Relations, Choice Property Resources, Inc.
- Chris Merrell – Founder/Owner, Communications Consulting Group (CCG); Chairman, Landlease.com
THURSDAY, SEPTEMBER 30

7:00am – 2:00pm
Registration Open
Location: Level 4/Texas Foyer

7:30am – 9:00am
Continental Breakfast
Location: Level 4/Texas Foyer

8:30am – 9:15am
GENERAL SESSION / MULTIFAMILY TRACK
The Multifamily Program Is Presented in Partnership with the NMHC

Great Communities
Location: Level 4/Texas Salon B-C
Beckert’s Park
Moderator:
Sean Buckley, Editor-in-Chief, Broadband Communities Magazine

Panelists:
Aaron Lee – Sr. Director of Managed Services, WhiteSky Communications
Melissa Morales – Vice President, Operations, WhiteSky Communications

Desert Color
Moderator:
Valerie Sargent, Multifamily News Correspondent, Broadband Communities Magazine

Panelists:
Ryan Coates – Marketing Manager, Desert Color
Jeff Johnson – Director of Consumer Sales, Lumen

9:30 am – 10:30 am
MULTIFAMILY TRACK
The Multifamily Program Is Presented in Partnership with the NMHC
Supporting Infrastructure
Location: Level 4/Texas Salon B-C

Moderator:
Scott Casey – CEO and President, ROVR

Panelists:
Taylor Jones – CTO, Elauwit Connections
Michael Janssen – Sr. Manager Sales Engineering, Quantum Fiber
Adam Moore – Vice President, Community Solutions Support Operations, Spectrum Community Solutions
Alfonso Martinez – Director, Construction and Engineering, AT&T

WEDNESDAY, SEPTEMBER 29, 2021, 4:20pm – 5:10pm, Continued…

TRACK 2
The Doers: Less Talk, More Action on Closing the Digital Divide
Location: Level 4/Texas Salon A
Moderator:
Drew Clark – Of Counsel, The CommLaw Group; Editor and Publisher – BroadbandBreakfast.com
Panelist:
Christa Vinson – Program Officer, Rural Broadband & Infrastructure, Local Initiatives Support Corporation (LISC)

TRACK 3
There’s Money for That
Location: Level 4/Texas Salon F
Moderator:
Roger Timmerman – Executive Director, UTOPIA
Panelist:
Tom Coverick – Managing Director, Government, Illinois, Colorado, Utah, Municipal Broadband, KeyBank

5:00pm – 7:30pm
Exhibit Hall Cocktail Reception
Location: Level 4/Texas Salon D-E
Co-Sponsored by COS and Sinewave

5:15 pm – 7:25 pm
Exhibit Hall Marketplace Presentation
Location: Level 4/Texas Salon D-E
Presenting:
Finley Engineering
SafetyNet Access
CHR Solutions
Dish Fiber
ETI Software Solutions
Millennium
Starry
Quantum Fiber
Corning

7:30pm – 9:00pm
Networking Dinners – Privately Arranged
9:30am – 10:20am
TRACK 2
**Building a Fiber Workforce**
*Location: Level 4/Texas Salon A*

**Moderator:**
Bruce Forey – Owner, BroadMax Group

**Panelists:**
Christine Havey – Senior Director of People Services, Congruex
Deb Kish – Vice President, Research and Marketing, Fiber Broadband Association

9:30 am – 12:20 pm
TRACK 3
**Broadband Meets the Law**
*Location: Level 4/Texas Salon F*

**Moderator:**
Jim Baller – Partner, Keller and Heckman LLP

10:30am – 11:20am
TRACK 2
**Mapping: What You Can Do While We Wait for the FCC**
*Location: Level 4/Texas Salon A*

**Moderator:**
Brian Mefford - Vice President, Broadband, VETRO FiberMap

**Panelist:**
Paul Sulisz – CEO, Biarri Networks

10:40 am – 12:20 pm
MULTIFAMILY TRACK

The Multifamily Program Is Presented in Partnership with the NMHC

**Owner Roundtable**
*Location: Level 3/Montrose Room*
(Closed forum for owners, owners attorneys and their consultants only)

**Leader:**
Cheryl Jordan – Sr. Director Telecommunications, Operations & Investment Services, AvalonBay Communities, Inc.

11:30am – 12:20pm
TRACK 2
**Solving Tomorrow’s Tech Problems Today**
*Location: Level 4/Texas Salon A*

**Moderator:**
Sean Buckley – Editor-in-Chief, Broadband Communities Magazine

**Panelists:**
Beni Blell – Vice President of Sales, Hexatronic USA
Douglas Blue – Business Development, Nokia
David Spiller – Director of State and Local Operations, VETRO FiberMap
Kurt Raaflaub – Global Product Marketing, ADTRAN
Patrick Moreno – Product Marketing Manager, Zyxel

12:20pm – 2:00pm
Exhibit Hall Luncheon and “Must be Present to Win” Drawings
*Location: Level 4/Texas Salon D-E*

1:30pm – 2:00pm
GENERAL SESSION / MULTIFAMILY TRACK

The Multifamily Program Is Presented in Partnership with the NMHC

**The TV Isn’t Just for Watching TV Anymore**
*Location: Level 4/Texas Salon D-E*

**Presenter:**
Carl Vassia – Vice President of Product Management, CommScope

2:00 pm – 5:00pm
Exhibitor Move-Out
*Location: Level 4/Texas Salon D-E*

2:15 pm – 3:15 pm
WORKSHOP

**Financial Modeling for MDUs and Community Networks**
*Location: Level 4/Texas Salon B-C*

**Moderator:**
Steve Ross – Editor-at-Large, Broadband Communities Magazine
SPONSORS

AT&T 
PLATINUM SPONSOR
AT&T Connected Communities is a specialized division of AT&T dedicated to creating strategic partnerships with apartment ownership and management groups, single-family builders, developers and real estate investment trusts. At AT&T, our market focus is on giving customers what they want in three key areas. As a broadband connectivity provider, our high-speed fiber and wireless broadband networks connect people and businesses across the U.S. As a software-based entertainment provider, we deliver compelling entertainment experiences through HBO Max and AT&T TV. We deliver, and continue to invent new ways to deliver, captivating entertainment that creates emotional connections and brings us all closer.

Cox Communications 
ENHANCED GOLD SPONSOR
Mobile App, Lanyard and Tote Bag Sponsor
Cox Communications is committed to creating meaningful moments of human connection through broadband applications and services. The largest private telecom company in the United States, we proudly serve 6 million homes and businesses across 18 states. We’re dedicated to empowering others to build a better future and celebrate diverse products, people, suppliers, communities and the characteristics that make each one unique. Cox Communications is the largest division of Cox Enterprises, a family-owned business founded in 1898 by Governor James M. Cox. Learn more on our website: www.cox.com.

DISH Network L.L.C. 
ENHANCED GOLD SPONSOR / EXHIBIT HALL MARKETPLACE PARTICIPANT
Booth #407
DISH Fiber provides a reliable, gig-speed connectivity experience that serves both property owner and resident needs. Residents enjoy instantly accessible, personal Wi-Fi networks property-wide with no data caps – so they can work remotely, keep up with online classes and binge at their leisure without ever skipping a beat.

For owners, every DISH Fiber property deployment includes live streaming TV powered by OnStream™. Choose 24 popular DISH channels for your residents to enjoy property-wide on their browser-enabled devices or Amazon Fire TV. Live channels include ABC, CBS, NBC, ESPN, Disney, and more!

We understand that no entertainment solution is one-size-fits-all. That’s why DISH Fiber offers your residents exclusive, discounted access to the full DISH TV experience starting at only $25* per month. No long-term commitments, credit checks, or tech appointments needed. Residents can easily initiate individual upgrades, including DVR and a variety of programming packages, then self-install their equipment. For more information, visit www.dish.com/business/products/dish-fiber/.

NOKIA 
ENHANCED GOLD SPONSOR
Booth #404
We create technology that helps the world act together.

As a trusted partner for critical networks, we are committed to innovation and technology leadership across mobile, fixed and cloud networks. We create value with intellectual property and long-term research, led by the award-winning Nokia Bell Labs.

Adhering to the highest standards of integrity and security, we help build the capabilities needed for a more productive, sustainable and inclusive world.
Quantum Fiber
ENHANCED GOLD SPONSOR
Booth #304

Born from a strong heritage, Quantum Fiber is a new Lumen Technologies brand that has taken the leap forward into next-generation, fully digital internet solutions. Transforming from CenturyLink Fiber, Quantum Fiber opens up possibilities for builders, developers and property owners ready to modernize their properties and future builds.

With expertise from Quantum Fiber Connected Communities, we create long-term partnerships through tailored solutions. Quantum Fiber uses the power of Lumen’s extensive fiber network, infrastructure and global cyber monitoring to provide exceptional service, reinforcing our promise to deliver internet for what’s now and what’s next.

Xfinity Communities
ENHANCED GOLD SPONSOR

Xfinity Communities transforms your property with a better network, better entertainment and better service, and it all starts with our Advanced Communities Network. Whether your property is a new construction or already exists, we can equip your building with a custom fiber solution that can provide gigabit speeds to keep your residents connected to all the things they love. Xfinity Communities gives your residents control of their Xfinity services. With our easy-to-use mobile apps, residents can turn any device into a TV screen, manage their home Wi-Fi networks with Xfinity xFi, update their accounts and troubleshoot from anywhere.

Your residents will enjoy a smarter, more connected experience at home and on the go. They can
• Take their entertainment to the next level with Xfinity X1 – a one-of-a-kind TV experience.
• Get the speed, coverage and control they need for the ultimate in-home Wi-Fi experience with Xfinity xFi.
• Enjoy peace of mind with Xfinity Home.

We’re committed to delivering the best experience possible for your residents with 24/7 customer support.

Clearfield, Inc.
GOLD SPONSOR / EXHIBIT HALL MARKETPLACE PARTICIPANT
Booth #303

When it comes to distribution, consolidation, management and protection of fiber, nothing comes close to Clearfield’s streamlined, practical approach. Designed for scalable deployment through the Clearview Cassette, craft-friendly operation and unsurpassed performance, Clearfield’s line of panels, frames and cabinets and its optical components and full range of fiber optic assemblies and patch cords are designed with the simplicity that delivers the lowest total cost of ownership.

Clearfield’s FieldShield fiber delivery system is a simple, fast fiber pathway through all points of a network, integrating with our ISP and OSP product lines to provide a total end-to-end solution. FieldShield pushable fiber, microduct and Clearfield last-mile drop technologies save providers time and money with labor-light designs that lower the cost of broadband deployment, reduce installation time and simplify engineering network design.

**Hexatronic North America**  
GOLD SPONSOR / EXHIBIT HALL MARKETPLACE PARTICIPANT  
Booth #308

Hexatronic offers a wide selection of passive fiber system solutions and products for FTTH, metro, access and transportation networks. Our complete end-to-end system solutions utilize blown fiber technology and include all components needed to build the entire cabling infrastructure. Our solutions deliver the lowest total cost of ownership along with the highest levels of system flexibility, scalability and speed of installation.

Our systems are also designed to meet the needs of upgrading and extending the network. The payoff is life-cycle cost control of the network. Based on the extensive experience from the companies within Hexatronic, we are able to offer one of the broadest fiber optic product portfolios. Hexatronic strives to strengthen our position as the leading player in connecting people to the global digital infrastructure, through continuous development of innovative solutions and products.

Stop by booth #308 at the Broadband Summit 2021, September 27-30, 2021 in Houston, TX.

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**Plume Design, Inc.**  
GOLD SPONSOR / CO-SPONSOR: Opening Night Reception Party  
Booth #301

Plume® is the creator of the world’s first SaaS experience platform for communications service providers (CSPs) and their subscribers, enabling the rapid delivery of new services for smart homes, small businesses and beyond at massive scale. Visit plume.com and opensync.io.

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**Calix**  
SILVER SPONSOR / EXHIBIT HALL MARKETPLACE PARTICIPANT  
Booth #401

Calix is a global leader in access innovation and North America’s leading provider of fiber access systems and software. Leverage our fiber access expertise to become the broadband service provider of choice. Visit www.calix.com for more information.

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**COS Systems Inc.**  
SILVER SPONSOR / CO-SPONSOR: Exhibit Hall Cocktail Reception  
Booth #416

COS Systems delivers cloud-hosted software to plan, build and manage broadband networks globally. COS Service Zones allow network builders to draw competing zones, or fiberhoods, across their cities and see real-time demand grow as customers sign up using branded websites. Once target take rates are reached, the networks are deployed with the backing of committed customers and secured revenue.

The COS Business Engine is a proven network management solution supporting both single-provider and open-access networks. Subscribers buy their internet services from an online marketplace, which increases take rates, ARPU and customer satisfaction because the network owner can offer 24/7 availability while reaching maximum operations efficiency, thanks to the extensive use of self-service solutions.

COS Systems considers customers’ needs and creates innovative software solutions that streamline customers’ business processes, boost sales and profitability and create satisfied customers.
**COS Service Zones**
- Run Your Own Fiberhood Campaign

- Divide your area into competing fiberhoods
- Survey the community
- Set fiberhood take-rate targets
- Sign up customers before build-out
- Build where take-rate targets are met
- Deploy incrementally based on ROI
- Real-time data from YOUR customers

**COS Business Engine**
- Manage Your Entire Network in One System

- Open Access support since 2008
- Online marketplace
- Documentation of network
- Accurate data thanks to validations
- Self service flexibility
- Cloud hosted
- Free upgrades

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www.cossystems.com
sales@cossystems.com
800-562-1730
DIRECTV
SILVER SPONSOR / CO-SPONSOR: Opening Night Reception Party
Booth #402

DIRECTV offers the #1 satellite TV service in the nation to watch entertainment, breaking and local news, weather, and more at home on the big screen. You can also sign in to your account and stream TV or watch on demand with our mobile app on all your favorite devices. Planning to travel? You can access DIRECTV via satellite in your RV, trucks, cars, boats, and even on planes. Take your favorite entertainment with you anytime, anywhere.

Frontier Community Connections
SILVER SPONSOR

Frontier Communications (NASDAQ: FYBR) combines the expertise that comes with being a communications provider for over 85 years with the best of today’s innovations to deliver critical communications tools and services across our footprint. Established in 1935, Frontier has grown to provide service in 25 states. We offer Internet, phone, television services and a broad range of complex communications services to all types of residential and business customers: single home, multi-dwelling units and small to enterprise-level businesses.

Frontier® is dedicated to serving multifamily communities and single-family developments through Frontier Community Connections. In addition to delivering Frontier FiberOptic Internet service over our all-fiber-optic network in select regions, Frontier Community Connections supports MDUs through marketing and bulk agreements. Our goal is to ensure that our partner properties and their residents understand the value of fiber-to-the-home services that offer parallel internet speeds, outstanding high-definition video streaming and crystal-clear VoIP services, as well as Frontier Secure, a full suite of digital protection for residents.

The Broadband Group
FEATURED SPONSOR – Tuesday Morning Continental Breakfast

The Broadband Group (TBG) is a leading telecommunications consulting and business advisory firm. For over 25 years, TBG has developed business plans, network specifications, engineering designs, financial models and deployment strategies for utilities, municipalities and many of the nation’s top-selling master planned communities.

TBG acts as a trusted adviser focused on city and community-wide broadband planning, empowering land developers, utilities and municipalities to execute informed decisions on implementing high-performance connectivity strategies. We challenge traditional industry metrics and ensure the value chain is maximized for cities and communities seeking to secure investments in advanced wired and wireless network infrastructure.

At TBG, connectivity extends beyond wired and wireless infrastructure. It is about meaningfully connecting individuals and businesses to the world around them through the use of broadband-enabled technologies. It is about understanding how people live, how businesses work and how communities thrive. It is about creating broadband infrastructure that meets the information needs of today, as well as the emerging new technologies of tomorrow.
See what multifamily professionals nationwide are saying about DISH Fiber.

“DISH Fiber is a great selling point for our property. Residents know they are saving money on internet costs every month and they get great service anywhere in the building; we get 1GB/s anywhere from the roof all the way to the basement! Getting set up has been very simple for our residents, they just sign up to receive a password and then they’re good to go!”

— Brandon N., Property Manager
The Tioga, Merced, CA

Come see us at Booth #407.

Learn more at dish.com/fiber
Communications Data Group, Inc. (CDG)

FEATURED SPONSOR – Registration Pens / CO-SPONSOR: Opening Night Reception

Communications Data Group (CDG) has been a leading provider of telecom billing solutions for more than 50 years. CDG’s innovative MBS and BDS-I applications provide accurate billing and operational support solutions for voice, video, data and circuit services for retail and wholesale telecommunications carriers and service providers. MBS offers scalable consumer modules for customer care, plant, trouble, service provisioning, E-care, task management and CRM prospects, as well as third-party financial, mapping and facilities management integrations. BDS-I offers industry leading billing and ordering for access, interconnection and other circuit related services, such as backhaul, Ethernet and dark fiber, and provides fully mechanized billings that can be easily processed and verified.

MasTec North America

FEATURED SPONSOR – Sports Water Bottle

MasTec, Inc. (NYSE: MTZ) is a national infrastructure construction company, serving a broad range of industries within the communication and energy sectors. MasTec is a publicly traded, Fortune 500 company, with a workforce of 20,000 employees and a footprint extending through North America and parts of Latin America.

MasTec is uniquely positioned to offer true and unmatched end to end services to our customers. We provide engineering, design, construction and maintenance services for wireline and wireless communications, including broadband, fiber optic cable installation, cell tower construction and emergency maintenance services across the country. We combine cutting-edge technology, innovative solutions, skilled professionals and an unfailing commitment to safely ensure the highest levels of reliability and quality to our customers.

The telecommunications industry is one of the most dynamic industries in the global marketplace today. Consumer demand, technological advances and new networking applications continue to fuel a fast-paced business environment. Our geographic reach, scalability and overall financial stability enable us to meet each of our customers’ changing needs on a daily basis.

MasTec and our subsidiaries are currently certified as a minority-controlled company by the National Minority Suppliers Development Council (NMSDC), allowing MasTec to be recognized as a minority contractor throughout the United States and across a range of industries that we serve.

Radisys

FEATURED CO-SPONSOR – Opening Night Reception Party

Radisys is a global leader in open telecom solutions, enabling service providers to become digital experience providers through open and disaggregated platforms and solutions. Our end-to-end portfolio spans from digital endpoints, to open disaggregated access and core solutions, to immersive digital applications and engagement platforms. Our expert services organization delivers full lifecycle support to help service providers build and operate highly scalable, high-performance networks.

Radisys Connect Open Broadband is a comprehensive broadband access portfolio that empowers service providers to transform their networks by enabling the delivery of ultra-fast high-speed internet and triple-play services for residential and business customers while growing top-line revenues. The portfolio is based on open-source components (ONF) that have been hardened, complemented with cloud-scale SDN controller and management architecture to drive rapid innovation and achieve operational efficiency.
Sinewave Inc.
FEATURED CO-SPONSOR – Exhibit Hall Cocktail Reception
Booth #420

Sinewave Inc. specializes in providing MDUs with a custom-designed, fully-managed, turnkey Internet-as-an-amenity solution, offering speeds up to 10 gigabits per second to each unit. This amenity provides a frictionless way to accommodate residents and quests with one of the most sought-after amenities: high-quality, high-speed Internet connectivity, with outstanding high-touch customer service.

Additionally, if you would rather do it yourself, or require guidance in developing and growing your own network services, our highly skilled professional services team lives to deliver all types of network solutions, ranging from the everyday to the once-in-a-generation, to organizations of all sizes and needs. The portfolio of services and equipment offered from select partners is the best in the industry, from brands that run the modern Internet. We offer a customized installation and integration service for bringing these solutions to your network.

Spectrum Community Solutions / Charter Communications
FEATURED SPONSOR – Foyer Display Boards

Charter Communications, Inc. is a leading broadband connectivity company and cable operator serving more than 31 million customers in 41 states through its Spectrum brand. Over an advanced communications network, the Stamford, CT-based company offers a full range of state-of-the-art residential and business services including Spectrum Internet®, TV, Mobile and Voice.

Spectrum Community Solutions, Charter’s brand dedicated to the multifamily industry, offers industry-leading wired and wireless broadband and video services to residents of single-family gated communities, homeowners’ associations, apartments, off-campus student housing, senior residences, RV parks and marinas throughout Spectrum’s service area. Spectrum Community Solutions has a specialized customer service team with four U.S. call centers and representatives available around the clock to assist residents directly, as well as a dedicated hotline for property managers.

Broadband services include Spectrum Community WiFi, which provides a managed high-speed WiFi network solution to multifamily housing facilities. This service includes speeds up to 1 gigabit for residents, and provides optimal security and performance for each user to stream movies and shows, download apps and music, and shop and search online from their mobile devices, anywhere on the property.

Spectrum Community Solutions offers an assortment of TV solutions and channel packages to meet the varying needs of multifamily communities. The Worldbox digital receiver, capable of delivering 200+ channels, along with Charter's flagship Spectrum Guide on-screen experience, and other TV solutions are available now and can allow a property to avoid in-room resident equipment, connect to analog TVs, or insert on-premise content. When broadband services are bundled with a video package, residents also have the ability to stream content from the Spectrum TV App, which is available on mobile devices, SpectrumTV.com, and most digital media players, such as Roku, Apple TV, Samsung TV, Xbox, and Chromecast.

More information about Charter and Spectrum Community Solutions can be found at SpectrumCommunitySolutions.com.
Verizon Enhanced Communities  
CORNERSTONE AWARDS KEYNOTE SPONSOR

Verizon Enhanced Communities is the Verizon business unit dedicated to serving single- and multifamily residential, mixed-use and commercial multi-tenant properties with Verizon Fios TV, internet and phone services as well as cutting-edge applications that add value to communities, including amenity management, home monitoring and control and energy management applications. Verizon provides the nation's most-advanced all fiber optic network to deliver the benefits of converged communications, information and entertainment to your residents. Contact us to learn how to enhance the value of your community: www.verizon.com/communities.

Walker and Associates, Inc.  
FEATURED CO-SPONSOR: Opening Night Reception Party  
Booth #302

Walker is the telecommunications industry's premier network products distributor. Established in 1970, Walker provides reliable sourcing, stocking and order management services to well over 1,500 telecommunications service providers and resellers. Walker is an aggressive industry leader in both wireline and wireless applications, supporting carriers and high capacity users of voice, data and video with products from over 350 manufacturers. Their products support essential carrier service delivery technologies including IP/ Ethernet, FTTX, PON, xDSL, BLT, WiMax, VoIP, SONET, ATM and traditional DLC.

Walker's quality services - systems integration, custom network deployment kits, inventory management, asset recovery, installation and engineering support - help reduce costs associated with staging, installing and maintaining equipment at carrier and user locations. They help carriers solve their economic challenges and increase their ability to meet growing subscriber expectations. They provide top quality supply programs to independent telephone companies, power utilities, wireless service providers, competitive service providers, VARs and a variety of government entities. Walker’s strong industry presence is derived from proven supply and network infrastructure support for leading national carriers.

For more information, visit http://walkerfirst.com/.
Life in the fast lane
Broadband for the future now
Jonathan S. Adelstein  
President and CEO  
Wireless Industry Association

Jonathan S. Adelstein has headed the Wireless Industry Association since 2012, representing the businesses that build, develop, own, and operate the nation’s wireless infrastructure. He is a former commissioner of the Federal Communications Commission and administrator of the U.S. Department of Agriculture’s Rural Utilities Service. He previously served 15 years as a member of the staff of the U.S. Senate, culminating as a senior legislative adviser to Majority Leader Tom Daschle.

Matt Ames  
Attorney  
Hubacher, Ames & Taylor

Matt Ames specializes in cable and telecommunications law, representing private property owners and local governments in regulatory matters and contract negotiations involving access to rights-of-way and private buildings. He assists developers, owners and managers of residential and commercial multi-unit properties; REITs; condominium developers; single-family developers; condominium associations and homeowners associations in negotiating and drafting service contracts, marketing agreements and right-of-entry documents. He has represented the real estate industry in FCC proceedings and is currently counsel to several real estate trade associations in the pending OTARD and multiple tenant environment proceedings. Ames earned his B.S. in 1980 from the College of William and Mary and then served in the United States Army. He earned his law degree, cum laude, from Georgetown University Law Center in 1987 and is admitted to practice in Virginia and the District of Columbia.

Scott Andersen  
Senior Vice President, Sales  
Latch

Scott Anderson joined Latch in 2016 to bring the product to market and has since overseen the exciting growth of the commercial organization. Prior to Latch, Anderson advised the world’s leading companies and governments on business strategy, growth and economic policy as a management consultant at the Boston Consulting Group.

Patrick Bailey  
Owner/Senior Vice President  
ICS Advanced Technologies

Patrick Bailey is co-founder and senior vice president of ICS Advanced Technologies. He oversees the sales and marketing departments and specializes in finding superior technology solutions for his clients. Bailey believes in building lasting, mutually beneficial relationships with customers and vendor partners.

Bailey has been in the internet and technology business since 2000 and co-founded ICS Advanced Technologies in 2002. He is an industry expert in amenity technologies that are particularly relevant to the student and multi-family housing markets, including Internet services, television, security, access control, audio/video, low-voltage planning and more. He has presented at national conferences on topics including technology trends and forward-thinking engineering. He is active in the MDU community and serves on the board of directors for the GIAA (Greater Iowa Apartment Association).

He has a passion for technology and helping customers provide a positive resident experience that leads to increased resident retention, long-term success and profit. A self-acknowledged tech-geek and gamer, he loves to talk tech! Just give him a call or email to find out more about one-stop technology solutions!
Jim Baller
Partner
Keller & Heckman, LLP
Partner
Keller and Heckman LLP
Jim Baller represents clients in a broad range of communications matters nationally and in more than 40 states, including more than a hundred community broadband initiatives and partnerships of many kinds at the local, state, and regional levels. He founded and was president of the U.S. Broadband Coalition, a consortium of more than 160 organizations of all kinds that helped build a national consensus on the need for a comprehensive national broadband strategy and recommended the framework reflected in the FCC’s first National Broadband Plan. He is also president of the Coalition for Local Internet Choice, which works to preserve and protect the right of local communities to make the crucial broadband decisions that will affect their lives for decades to come. He has won multiple awards for his work, including NATOA’s Community Broadband Visionary of the Year for “almost single-handedly putting the need for a national broadband strategy to the forefront of public consciousness” and the FTTH Council Americas Chairman’s Award “for his relentless promotion and pursuit of community broadband and of faster networks for everyone.” He is a graduate of Dartmouth College and Cornell Law School.

Demetrios Barnes
Chief Operating Officer and Co-Founder
SmartRent
Demetrios Barnes is the co-founder and chief operating officer of SmartRent, where he leads the client engagement, supply chain and field operations teams. With over a decade of experience in property management operations, he is passionate about helping owners and operators understand the innovations that technology can produce, while forging strong interpersonal relationships and participating in thought leadership discussions.

Prior to co-founding SmartRent, he was vice president of technology for Colony Starwood Homes and had served as director of property management and technology with Beazer Pre-Owned Rental Homes as well as a regional manager for several multifamily companies. Barnes holds a bachelor of science in business administration from Arizona State University.

Jeremy Billings
General Manager, Regional Engineering
Midco
Jeremy Billings, who started in the cable industry as a field tech 16 years ago, has been working in engineering for the past 14 years. He currently manages all outside plant engineering staff in North Dakota, South Dakota, Minnesota, and Kansas for Midco.
SPEAKERS

Beni Blell
Vice President of Sales
Hexatronic USA

Beni Blell, RCDD, is the vice president of sales for Hexatronic USA. He has over 25 years’ experience in the Information communications technology (ICT) industry, mainly focusing on optical fibre technology. His diverse career has included roles in product development, product management and business development. Prior to joining Hexatronic, Blell spent 16 years with Berk-Tek, a Nexans Company, where he had most recently led business development activities for Nexans’ data center solutions. Blell can be reached at beni.blell@hexatronic.com

Douglas Blue
Business Development — North America
Nokia

Doug Blue, who is responsible for business development for Nokia’s Network Infrastructure Division, has over 20 years of leadership experience in sales, marketing and business development in the telecommunications industry almost exclusively focused on fiber-to-the-home.

At Nokia, Blue is responsible for defining and executing on the broadband go-to-market solution strategy for regional service providers and fiber innovators. Prior to joining Nokia, he held the position of director of field marketing at Calix, where he was responsible for all go-to-market activities associated with the cable market segment. Blue has also served as vice president of sales and marketing at Atlantic Engineering Group, where he acted as the “trusted advisor” assisting municipalities and electrical cooperatives with the development of gigabit FTTH business plans and driving design and construction efforts. He also held positions as director of new market development for CommScope and vice president of sales for Alloptic.

Blue, originally from Pittsburgh, possesses a bachelor’s degree from Allegheny College. He currently lives in Atlanta, where he is attempting to raise two children: Ava, 15, and Drake, 11.

Bill Bryant
President and General Manager
Saddleback Communications

Bill Bryant, a 30-year telecommunications industry veteran, has served as president and general manager of Saddleback Communications Inc., a fully owned enterprise of the Salt River Pima Maricopa Indian Community (SRPMIC), since 2005.

The company, which receives Universal Service Funding (USF) as an eligible telecommunications company (ETC) provides world-class services including broadband and traditional voice and data communications services as well as unified communications as a service (UCaaS), contact center as a service (CCaaS), a Zoom-based conferencing and collaboration service, point-to-point gigabit Ethernet service and session initiation protocol (SIP) trunks. The company leverages its ruggedized, self-healing fiber-to-the-home (FTTH) network to all community members and currently supports up to 500Mbps with plans to move to 1Gbps.

In 2010, Bryant and his team also launched Reinvent Telecom, which empowers white-label partners to transform their businesses into next-generation cloud-based communications service providers. Reinvent enables its reseller partners to deliver reliable, high-quality UCaaS, CCaaS, Conferencing and Collaboration, and SIP trunking services and currently has reseller partners in 45 states.

Bryant also is a past president and current vice president of the National Tribal Telecommunications Association, a forum for tribally owned telcos to share knowledge and opportunities, lobby Congress and the White House, consult with the Federal Communications Commission (FCC), discuss effects of regulation and address issues affecting tribal telcos and customers on tribal lands. He has also been reappointed to serve a fourth year as a member of the FCC’s Native Nations Communications Task Force, which has issued two significant reports in the past three years and continues to assist the commission in fulfilling its commitment to improve access to broadband services and broadband infrastructure on tribal lands.
Introducing Quantum Fiber

Our world has changed. Getting online is a must for work, play, and everything in between.

Having high-quality, fiber broadband is more important than ever, and we’re building the technology solutions to keep people and communities connected.

Meet the Quantum Fiber team at booth #304 during the Broadband Communities 2021 Summit and learn all about our game-changing solutions for next-gen properties and communities.

We can’t wait to connect.
Visit us online at Q.com/connectedcommunities
SPEAKERS

Katelyn Buckley
Director of MDU Sales
Verizon Enhanced Communities

Katelyn Buckley joined Verizon in 2012 and currently serves as sales director for Verizon Enhanced Communities. In that capacity, she is responsible for bringing the best of Verizon to multifamily residential developers and operators in order to provide solutions that fit the unique requirements of their communities. Previously, Buckley led vendor management for Verizon’s strategic sales organization in the northeast markets, with a focus on digital transformation.

Buckley holds a bachelor of arts degree in culture and media studies from Eugene Lang College. She currently resides in Brooklyn, NY.

Sean Buckley
Editor-in-Chief
Broadband Communities

Sean Buckley came to Broadband Communities after nine years as senior editor at FierceTelecom, a daily online newsletter. He also oversaw FierceInstaller, a weekly publication chronicling trends in network installation.

Previously, he spent eight years at Horizon House publications, serving as senior editor and later as editor-in-chief of Telecommunications Magazine and Telecom Engine. He also had a one-year stint at Current Analysis tracking public sector IT trends. Buckley got his start in the telecom industry in 1998, when he joined Information Gatekeepers, tracking enterprise and optical networking trends. He holds a B.A. in English from the University of Massachusetts, Boston.

John Burchett
Director, Public Policy and Government Relations
Google Access and Google Fiber

John Burchett is the head of communications, government and community relations for Google Access and Google Fiber and is based in Google’s Washington, D.C., office. Before moving to Access/Fiber in 2016, Burchett led the public policy for Google in the U.S., Latin America and Canada. Prior to joining Google in 2007, he was chief of staff to Governor Jennifer Granholm of Michigan and acted as the state’s chief operating officer. He has also served Governor Granholm as deputy director of her transition team in 2002 and as director of Michigan’s Washington, D.C., office.

Burchett, a Michigan native, was a White House Fellow in 1997 – 98, a special assistant to the secretary of the Department of Housing and Urban Development, an assistant management officer for the DC Control Board, and a management consultant, specializing in state and local government, business planning and business process reengineering.

Before moving to Washington in 1997, Burchett was an assistant Wayne County corporation counsel, focusing on real estate and economic development projects for the county. He was heavily involved in the negotiations and development of the two new stadiums in downtown Detroit. Before joining Wayne County in 1994, he was a real estate lawyer for Little Caesars Enterprises, and for Honigman Miller Schwartz and Cohn. He also served as a law clerk to the Hon. Cornelia Kennedy on the United States Court of Appeals for the Sixth Circuit.

Burchett received his J.D. from Harvard Law School and his B.A. from the University of Notre Dame.
Ryan Carr  
Partner  
M/C Partners  

Ryan Carr leads origination, deal diligence and portfolio company support for investments for broadband infrastructure and technology services segments at private equity firm M/C Partners. He also serves on the boards of BAI Connect, Everywhere Wireless and Denovo and previously was on the board of Thrive Networks, as recapitalized by Court Square. Prior to joining M/C Partners, he worked at MVP Capital, a telecommunications, media and technology focused boutique investment bank, where he completed a number of financing and M&A transactions in wireless communications and infrastructure, fiber infrastructure and media sectors, and as a certified public accountant in the energy and telecommunications sectors of KPMG.

Scott Casey  
Chief Executive Officer and President  
ROVR  

As CEO of ROVR, Scott Casey is responsible for strategic oversight, innovation and planning along with inspiring the team to achieve the company’s long and short-term goals. Casey fosters a positive and productive company culture with industry professionals who all share the same passion for creating an exceptional experience for clients and consumers. He feels ROVR Score, his cool new technology will disrupt how communities lease their apartments.

Casey has over 20 years of experience in enhancing revenue in student housing development, acquisition and management along with being a SaaS and real estate tech/proptech pioneer. He has a diverse background from development, stabilized value-add projects, asset management and strategic planning on initiative ideas and execution with C-suite and senior level executives.

Liz Cedillo-Pereira, J.D.  
Chief of Equity & Inclusion  
City of Dallas  

An attorney and local government official, Liz Cedillo-Pereira serves as the chief of equity and inclusion for the city of Dallas. She has executive leadership oversight of the office of environmental quality and sustainability; the office of equity and inclusion, including the resilience, equity, human rights, fair housing and immigrant affairs divisions; the office of ethics and compliance; and 311 customer service.

Cedillo-Pereira was the founding director of the city of Dallas’ office of welcoming communities and immigrant affairs (WCIA), established in March 2017. In that capacity, she led the community-driven process to develop a comprehensive strategic welcoming plan for the city of Dallas that was unanimously adopted by the city council in 2018 and led to the city being certified welcoming community for the community-driven and wholistic approach to immigrant inclusion and incorporation.

Prior to joining the city’s executive management team, Cedillo-Pereira served as a presidential appointee in the Obama/Biden administration as the senior adviser to Director Sarah R. Saldaña at the U.S. Department of Homeland Security, Immigration & Customs Enforcement, where she focused on advancing humane implementation of immigration policies. Additionally, she oversaw the development of the office of community engagement to foster trust and improve relations in communities across the U.S.

A proud Dallasite, Cedillo-Pereira has 20 years of experience at the federal, state and local level in law, policy development, social justice and community and civic engagement. She is married to Oscar Pereira, an aeronautical engineer, and they are blessed with Amanda, Gabriela and Oscar Samuel.
Rajesh Chundury  
**Vice President, Customer Solutions – Broadband Access**  
**Radisys**

Rajesh (Raj) Chundury is a telecom industry professional with 25 years of experience spanning wireline, wireless, IP transport, software defined networking, network function virtualization, and open-source technologies including ONF, ONAP, LFN, and O-RAN. He is the CTO/VP customer solutions at the Broadband Access Business Unit of Radisys (enabling open telecom). Before his current role, Chundury spent 23 years at Ericsson, starting with R&D to customer-facing roles collaborating with wireless and wireline customers like AT&T, T-Mobile USA, and Sprint to design and deploy 3G, 4G, and 5G networks. He graduated with an M.S. in computer science from the University of Texas at Arlington.

Drew Clark  
**Of Counsel, The CommLaw Group**  
**Editor and Publisher, BroadbandBreakfast.com**

Drew Clark, the editor and publisher of Breakfast Media LLC, is a widely respected U.S.-based telecommunications attorney. Broadband Breakfast is a leading source of U.S. news and connectedness around broadband technology and internet policy. As an attorney, Clark has closely tracked the trends in and mechanics of digital infrastructure investment. He has helped fiber-based and wireless providers navigate coverage, identify markets and broker infrastructure and operate in the public right of way as well as navigate spectrum licenses at the Federal Communications Commission.

Clark led a $350 million combined federal and state infrastructure investment effort in Illinois that included fiber buildout, broadband mapping, economic development and digital literacy training. He is also president of the Rural Telecommunications Congress, which supports statewide broadband planning, investing in next-generation infrastructure and teaching individuals and organizations that using broadband effectively is easy.

Ryan Coates  
**Marketing Manager**  
**Desert Color**

Ryan Coates leads the marketing effort for Desert Color — a 3,400-acre master-planned community in St. George, UT. He brings a passion for growing and developing businesses including leading a startup private school, developing and marketing a new home efficiency company, and leading logistics and purchasing teams for large public and private corporations.

Coates has an MBA from the W.P. Carey School of Business at Arizona State University and a B.S. in business administration from Western International University.

He is an avid fan of Arizona sports teams and enjoys keeping up with his health and fitness routines. Coates, his wife and two children reside in St. George.

Mike Cowley  
**Relationship Manager, Electric Distribution Group**  
**CoBank**

Mike Cowley is a relationship manager in the electric distribution group at CoBank, based out of Texas. He covers the state of Arkansas as well as parts of Oklahoma and Texas. He has had the opportunity to work with several electric cooperative broadband projects over the last five years. Cowley’s background is in agriculture, and prior to CoBank, he spent nearly 20 years in agricultural lending. He holds a B.S. from Texas A&M University and an MBA from Michigan State University. Cowley and his wife live in rural south Texas.
A reliable network means everything to your residents. So how do you keep your network reliable and your residents happy? You partner with us.

As your business partner, the trusted advisors at Cox Communities will work with you to provide network solutions that will deliver on your ultimate business goals.

We'll create the kind of network your residents want—secure and future ready. You'll enjoy both peace of mind and value with best-in-class product solutions—all backed by a dedicated support team at your service.

Pre-installed Cox services will have your residents online, minutes after moving in—allowing residents to jump right into work, school or to get their game on.

Through our partnership and market research, we will develop technology solutions to drive NOI, elevating your community above the rest.

At Cox Communities, we have one job—to work for you by working with you.

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Future-Ready Technology  Drive Value  Occupancy  Resident Satisfaction

So, let's talk.

Scan the QR code to connect with one of our Trusted Advisors or go to cox.com/communities to learn more.

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SPEAKERS

Ian Davis  
Telecommunications Attorney, Founding Partner  
Davis Craig, PLLC  
Ian Davis counsels and represents residential and commercial developers in various telecommunications and technology related matters, including agreements for telephone, video, internet and wireless services. He has participated in thousands of telecom and technology transactions in 48 states and four countries on behalf of more than 40 of the 100 largest apartment owners, managers and developers.

Cheryl DeBerry  
Natural Resources Business Specialist  
Garrett County Economic Development  
Cheryl DeBerry serves as the broadband & energy manager and is part of the rural broadband expansion team for Garrett County in the Appalachian mountains of far western Maryland. In her capacity, she writes, manages and reports on multiple state and federal broadband expansion grants. She coordinates county government interactions with private internet service provider partners to try to expand their service areas to remote businesses and residences in the rural county. She previously spent over 18 years in economic development, focusing on natural resources-based industries.

Leo Delgado  
Founder and President  
Converged Services  
Leo Delgado is the founder and president of Converged Services, the nation’s largest and most experienced telecommunications and technology advisory firm. For the past 25 years, Converged Services has negotiated smart solutions for clients to enhance the value of communities by utilizing technology as an amenity. In his over 35 years in the telecommunications and technology industries, Delgado has held leadership roles with the largest cable TV systems in the U.S. and abroad. He holds a bachelor of science in accounting from the University of Florida and a master of business administration from Nova Southeastern.

Bill Dodd  
CEO  
Gigamonster Networks  
Bill Dodd serves as co-founder and CEO of GigaMonster Networks, a Barings and Blackstone company. GigaMonster is one of the nation’s leading and fastest growing fiber-based Internet providers to multi-tenant and mixed-use communities, operating in over 50 major U.S. markets. Under Dodd’s direction, GigaMonster developed and launched its industry leading Universal Access Network® designed for tenants, owners and managers of multifamily communities and commercial buildings with available Internet speeds of 10 Gbps and higher.

Dodd previously served as chairman and CEO of DIRECPATH, which he grew to become the nation’s number one Internet provider in the multifamily private cable operator industry. He also served as president and COO of Biltmore Communications, where he led the company’s strategy to launch the nation’s first IPTV offering in a multifamily community. As a pioneer in IPTV, Dodd’s efforts led the nation in multifamily IPTV deployments until he sold the company to DIRECPATH in 2007.

Dodd has served on numerous boards and associations throughout his career, including chairman and president of the Atlanta Harvard Business School Alumni Association. He led the effort to found Georgia Institute of Technology’s Alternative Energy Institute. He received his bachelor of engineering summa cum laude from The Georgia Institute of Technology and his MBA from Harvard Business School.
Kevin Donnelly  
Vice President for Government Affairs  
National Multifamily Housing Council

Kevin Donnelly is vice president for government affairs of NMHC, with responsibility for representing the interests of the multifamily industry before Congress and federal agencies. Prior to joining the council, Donnelly served as a legislative representative for the National Association of Realtors and spent more than seven years on Capitol Hill as senior staff for two members of the House of Representatives. He has a wide array of public policy experience and has served in numerous capacities on a variety of political campaigns. Donnelly completed his undergraduate studies at Rutgers University, has done post-baccalaureate work at National Defense University and completed his Masters in Public Management at Johns Hopkins University.

Ryan Dulaney  
Senior Director, Community Solutions Product & Technology  
Spectrum Community Solutions

Ryan Dulaney is the senior director of the Spectrum Community Solutions Product and Technology team. Since joining Charter Communications (Spectrum) in 2016, his focus has been on building and enhancing Spectrum Community Solutions’ Community WiFi products. He and his team are dedicated to understanding the needs of residents and property managers in order to deliver a superior connectivity and entertainment experience for Spectrum Community Solutions’ customers.

Joan Engebretson  
Executive Editor  
Telecompetitor

Joan Engebretson has served as the executive editor of Telecompetitor since 2009 and is a co-owner of Slayton Solutions. She received her BA and MBA in journalism form the University of Michigan.

Isak Finér  
Chief Marketing Officer and VP North America  
COS Systems

Isak Finer is chief marketing officer and VP North America at COS Systems. After launching the COS Business Engine platform in 2008, which today is used to operate 150 true open access networks worldwide, COS developed its unique demand aggregation platform COS Service Zones in 2013. Finer created the go-to-market strategy for the U.S. market where the platform has been used in over 100 projects. Prior to COS, Finer worked in business development and sales management at a number of global companies, as well as with sales and market analysis. He holds an MSc degree in Industrial engineering and management from Chalmers University of Technology, Sweden, and has further academic experience in economics and entrepreneurship from Uppsala University in Sweden and Stanford and Berkeley in the U.S.

David Finn  
Director of Corporate Development  
Google Fiber

David Finn is the director of corporate development at Google Fiber. Before joining Google Fiber, he held various positions in the public, private, start-up, and non-private worlds, with areas of concentration lying at the intersection of technology, law, and public policy. Throughout his 35-year career, he has focused on forging partnerships with government officials and regulators at the city, state and federal levels; private companies; non-profit organizations; and public and private investors.
SPEAKERS

Bruce Forey
Owner
BroadMax Group

Bruce Forey is recognized as a results-focused marketing and communications leader with a long career in the broadband industry. He established GVTC Communication’s first corporate communications department to promote the company’s fiber broadband expansion and other initiatives. He secured hundreds of positive earned media articles worth millions in advertising equivalency value. Surveys show his communications strategies increased employee engagement and public brand awareness. Forey led GVTC’s digital marketing transition, which resulted in a 25 percent increase in broadband sales during the first year. At Bandera Electric Cooperative, he transformed the company’s public relations department into a highly effective communications and marketing department. His marketing strategies resulted in broadband sales that greatly exceeded acquisition and revenue benchmark goals.

Prior to his marketing and communications career, Forey was a 10-year broadcast journalist serving as an anchor, reporter and producer. He is a graduate of the University of Texas at Austin with a bachelor of science degree. He also earned his accreditation in public relations (APR). He’s a member of the Public Relations Society of America and the American Marketing Association. Forey also has more than a decade of experience in nonprofit leadership roles as a board director with several organizations.

Jeff Fraleigh
President
ETI Software Solutions

Jeff Fraleigh brings over 20 years of software experience to ETI in a variety of industries, including telecommunications, state and local government, banking and insurance. He joined ETI in 2019 as senior vice president of sales and marketing and has been a leader in defining ETI’s next generation products as well as increasing global market share through partner growth strategies.

Prior to joining ETI, Fraleigh was the global head of CAST Highlight, a SaaS software division focusing on helping clients with application modernization and cloud migration. Working with a team-focused approach and attitude, Highlight revenue increased more than 150 percent three straight years.

Fraleigh holds a bachelor’s degree in finance from the University of Connecticut and lives with his wife and two children (and three dogs) in the Atlanta area.

Keith Gabbard
CEO
Peoples Rural Telephone Cooperative

Keith Gabbard, CEO of Peoples Rural Telephone Cooperative (PRTC) in McKee, KY, has nearly 45 years of experience in the telecommunications industry, having served in numerous positions within PRTC before becoming CEO in 1996. Under his direction, PRTC has grown from being a POTs-only provider, to becoming a broadband and HDTV cable provider, utilizing a recently constructed state-of-the-art FTTH network. PRTC was recently selected as a recipient of NTCA’s Smart Rural Community award.

Gabbard holds a bachelor’s degree in business administration/management from Eastern Kentucky University. He is a lifelong resident of McKee, serves on many local and national boards and is involved in many civic organizations. Gabbard works diligently to improve economic development in his community, which has a high poverty and high unemployment rate.
Innovative B/OSS Solutions
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Jeffrey Gavlinsky  
**Director, Industry Organizations**  
Calix

Jeffrey Gavlinsky, director, industry organizations for Calix, is also the owner and CEO of Mountain Connect LLC, a company facilitating broadband development conferences in Colorado and the Great Lakes region. He also serves as the board of directors marketing chair for the Federated Internet Service Provider Association (FISPA), on the marketing and technology board committees for Fiber Broadband Association, on AMAC board committee for The Rural Broadband Association (NTCA), and Fiber-to-the-Room & 5G for hospitality committees for Hospitality Technology Next Generation (HTNG).

Prior to Calix, Gavlinsky served as the director of emerging technology and innovation for Foresite Group, as the senior director of business development for eX² Technology and executive consultant to Fujitsu Network Communications as well as owning and operating multiple startup companies focused on telecommunications infrastructure strategic planning for governments, marketing/advertising, and economic development feasibility planning.

Before becoming an entrepreneur, Gavlinsky served, in a consulting role, as senior business architect for Infonet, a British Telecom Company, and had global responsibilities for systems product design and implementation. He also was chief architect for a global Siebel CRM implementation and principal director of international infrastructure merger and acquisition over a two-year period in Europe. He began his career in software development and is a business executive with multi-sector experiences with Fortune 500 as well as startup, small, and medium sized companies.

John George  
**Senior Director, Solutions and Professional Services**  
OFS

John George has served with AT&T, Lucent Technologies and OFS in systems engineering, applications engineering, marketing and manufacturing for 35 years. He has published and presented more than 30 papers on fiber optics and FTTH in trade journals and industry forums. An active member of IEEE, TIA, ISO and IEC, he facilitated the development of numerous standards, including 10 Gb/s Ethernet, Ethernet in the First Mile, OM-3 optical fiber and small form factor optical connectivity. George has been an active member of the Fiber Broadband Association from its founding and has served on its board of directors since 2008. He helps guide the association’s technical and conference program and in 2010 received its Photon Award. He has a B.S. in mechanical engineering from Georgia Tech, an MS in engineering administration and marketing from Virginia Tech, and nine patents.

Dan Glivar  
**Partner**  
Holland and Hart LLP

For more than 25 years, Dan Glivar has counseled small, mid-sized and Fortune 100 companies on their technology and telecommunications needs. At Holland & Hart LLP, he manages and provides the strategic vision for more than 100 intellectual property professionals across seven offices, which include lawyers practicing patent, trademark, copyright, IP litigation and IP transactions and patent agents, engineers, interns, docketing clerks and other paraprofessionals. He focuses on two main areas: drafting and negotiating day-to-day operations contracts required to run telecommunications companies and drafting and negotiating technology agreements to build, expand and upgrade telecommunications infrastructure. Glivar received the BTI Client Service All-Star award in 2015 and 2017 in the Telecommunications and Technology Transactions category. He has been a speaker on the Broadband Communities Summit legal panel for more than 10 years.
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Ethan Gnepp
Director, Sales
Stratis IoT, a RealPage Company

Ethan Gnepp brings 12 years of managed services sales and engineering experience to his position as director of sales for Stratis IoT at RealPage. His responsibilities include the design and sale of complex smart-building systems ranging from access control systems to managed Wi-Fi and the IoT.

Prior to joining RealPage, Gnepp was global director of sales engineering at SolarWinds MSP (Now N-Able) in Raleigh, NC, where he served for three years. His oversight included a global team of 60 sales engineers who provided their pivotal technical skill sets to small and large MSP’s around the world. While at SolarWinds, he also founded BCR, a company focused on emergency and cellular radio enhancement systems (ERRC) for multifamily.

Before SolarWinds, Gnepp was the director of technology and sales engineering for a wireless MSP focused on the MDU market in New Haven, CT. He holds a bachelor’s degree from Quinnipiac University, as well as MBA and master of information technology (MSIT) degrees.

Heather Burnett Gold
Chief Executive Officer
HBG Strategies, LLC

Heather Gold has more than 30 years of experience in the broadband industry. She served as president/CEO of the Fiber Broadband Association, a nonprofit organization that helps members plan, market, implement and manage fiber-to-the-home solutions, from 2011 to 2018. She then founded HBG Strategies to connect people and communities with solutions for deploying high capacity, future-proof broadband networks. Before joining FBA, Gold was senior vice president of external affairs for XO Communications, a $1.5 billion telecommunications company, where she regularly interacted with Congress, the FCC, the White House and state lawmakers and regulators. The Washington Business Journal honored her as one of its 2010 Women Who Mean Business. She earned her B.A. (magna cum laude) and M.A. degrees in economics from Tufts University and an MBA in finance and marketing from Washington University in St. Louis. She also completed the general management program of the Harvard Business School.

Sean Gonsalves
Senior Reporter, Editor, Researcher
Institute for Local Self-Reliance

Sean Gonsalves is an award-winning newspaper reporter and columnist and former reporter, columnist and news editor with the Cape Cod Times. He is also a former nationally syndicated columnist in 22 newspapers, including the Oakland Tribune, Kansas City Star and Seattle Post-Intelligencer. His work has also appeared in the Boston Globe, USA Today, the Washington Post and the International Herald-Tribune. Gonsalves also has extensive experience in both television and radio. He has made appearances on WGBH’s “Greater Boston” TV show with Emily Rooney and was a frequent guest on New England Cable News (NECN), commentating on a variety of Cape Cod tourist attractions.

He left print journalism in 2014 to work as a senior communication consultant for Regan Communications and Pierce-Cote, advising a variety of business, nonprofit and government agency clients on communication strategy. In October 2020, Gonsalves joined the Institute for Local Self-Reliance staff as a senior reporter, editor and researcher for ILSR’s Community Broadband Networks Initiative.
Julianne Goodfellow  
**Vice President, Government Affairs**  
**National Multifamily Housing Council**

Julianne Goodfellow represents the apartment industry on legislative and regulatory policy on Capitol Hill and with the federal government. Goodfellow’s work focuses on the intersection of policy and industry practice related to cybersecurity, data privacy, broadband connectivity, emerging technology, risk management and property operations. She also supports NMHC’s diversity & inclusion initiative, a comprehensive effort to advance diversity and inclusion within the multifamily housing industry.

Goodfellow has extensive experience serving in the public sector. Prior to working at NMHC, she served as legislative assistant and district representative to Congressman Bill Delahunt of Massachusetts with a focus on infrastructure and economic development. She also served as legislative director for a Massachusetts state representative.

Kenrick M. Gordon, P.E.  
**Director**  
**Maryland Office of Statewide Broadband**

Kenrick (Rick) Gordon, P.E. has over 30 years in engineering design and construction administration experience. His career began as a civil engineer working with municipalities on public works projects. He then moved into commercial, industrial development, ultimately managing the engineering arm of a small development company.

As the director of the governor’s office of rural broadband and now as the director of Maryland’s newly created office of statewide broadband, Gordon oversees digital inclusion efforts and the expansion of broadband capabilities statewide to bring access to households and businesses in Maryland’s rural areas. He works with agencies across county, state and the federal government and with independent provider stakeholders to establish and enact programs to provide statewide access to high-speed internet.

Gordon previously served at the U.S. Department of Agriculture as a general field representative for the Rural Utilities Service telecommunications program, assisting small, rural telephone companies and internet providers seeking federal funding for telecommunications improvements, including broadband expansion.

Jennifer Harris  
**State Program Director**  
**Connected Nation Texas**

Jennifer Harris is the state program director for Texas for Connected Nation, a national 501(c)(3) nonprofit organization whose mission is to improve lives by providing innovative solutions that expand access to and increase the adoption and use of broadband (high-speed internet) and its related technologies for all people. Harris also serves on the governor’s broadband development council and represents Texas in the National Telecommunications and Information Administration’s state broadband leaders network.

Having worked in state government since 2005, she has held a wide range of jobs in the public sector. Her professional experience includes legislative, public policy, communications and government affairs work with the Texas Legislature, and policy and communications work for the Florida Department of Education, along with a variety of roles on local and statewide political campaigns.

Harris earned her bachelor’s degree in business administration with a focus in marketing from the McCombs School of Business at The University of Texas at Austin. She earned her master’s degree in public service and administration from the Bush School of Government and Public Service at Texas A&M University.
Rick Haughey  
Vice President, Industry Technology Initiatives  
NMHC

Rick Haughey is vice president, industry technology initiatives, at the National Multifamily Housing Council (NMHC), where he expands strategic business and industry information for issues of technology, telecommunications, marketing and property operations. He plans content for the annual OPTECH conference as well as creating and overseeing the creation of other tech-related resources and events. Prior to NMHC, Haughey was director of multifamily development at the Urban Land Institute (ULI) where he authored numerous publications. He’s also served as a senior fellow at the National Housing Conference, in addition to being an urban planner and a market and feasibility analyst. Haughey holds a B.A. in urban planning from the University of Maryland and an M.S. in real estate from Johns Hopkins University.

Joanne Hovis  
President, CTC Technology & Energy  
CEO, Coalition for Local Internet Choice (CLIC)

Joanne Hovis is a nationally recognized authority on broadband markets and on the evolving role of public–private partnerships in the provision of communications services to the public. For more than 20 years, she has directed CTC’s consulting services related to strategic planning, market analysis, business modeling, grant funding and financial analysis for localities, states and tribal governments throughout the country.

Hovis leads the CTC teams that advise the states of Alabama, Connecticut, Georgia and New Mexico; the cities of Atlanta, Baltimore, Boston, New York, San Francisco and Seattle; and the statewide broadband networks in Colorado, Maryland and Pennsylvania. She also leads CTC’s advisory work regarding federal broadband funding programs.

She has testified before Congress on rural broadband, broadband public-private partnerships and the digital divide, and has provided expert presentations to the Federal Communications Commission, the U.S. Conference of Mayors, the National League of Cities, and other national organizations.

Hovis is also CEO of the Coalition for Local Internet Choice (CLIC) and a member of the boards of directors of the Benton Institute for Broadband & Society, Consumer Reports and the Fiber Broadband Association. She is a former president of the National Association of Telecommunications Officers and Advisors (NATOA).

Art Hubacher  
Managing Member  
Hubacher & Ames, PLLC

Art Hubacher assists developers, owners and managers of residential and commercial multi-unit properties, condominium developers and HOAs on a wide range of technology and telecommunications matters. On behalf of his clients, he drafts, reviews, revises and negotiates service contracts, marketing agreements, easements, licenses and right-of-entry documents with the most prominent broadband providers serving the multitenant industry. Hubacher also drafts and negotiates rooftop agreements and site licenses with wireless companies for his clients’ assets. He routinely solves problems and resolves disputes that arise between his real estate clients and service providers. He is a member of the District of Columbia and Virginia bars.

Sandy Jack  
Director, Business Development MDU  
CommScope

Sandy Jack has been a connectivity evangelist for over a decade. She is passionate about how we connect, why we connect and how we can all be more connected. Whether the conversation is about the future of Wi-Fi, how to plan to be future flexible, or why 5G?, Jack has been there with insight and advice to ensure that everyone has access to great connectivity. Because being connected is what it’s all about.
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SPEAKERS

Michael Janssen  
Sr. Manager Sales Engineering  
Quantum Fiber

As a senior manager of sales engineering for Quantum Fiber, Mike Janssen manages a nationwide team of sales engineers who evaluate and design broadband technology solutions for single family and multifamily communities. His team partners closely with the Quantum Fiber business development team and customers to evaluate building architecture and determine the best solution for an optimal customer experience. Janssen has worked in telecommunications for more than 20 years with a focus on high-speed internet technologies including FTTH, G.fast, G.hn, Wi-Fi and Ethernet services, deployment and support.

Don Johnson  
President, Partner  
Inspire Wi-Fi

Don Johnson is an industry-leading broadband solutions consultant, asset broker, and investor who has specialized in cable, internet, voice, and security services and negotiations for residential communities and commercial properties for over 35 years. He is co-founder of Paradigm Broadband Group, which recently celebrated its 25th anniversary. He is a principal at Inspire WiFi and has also owned and operated many cable systems.

Johnson was part of the original team that launched DirecTV’s national multi-dwelling unit (MDU) campaign, co-creating and implementing the first direct broadcast satellite launch into the MDU market. His business unit at DirecTV now serves over 2.5 million subscribers.

He also developed video service bundling strategies and launched marketing campaigns for two regional Bell operating companies (RBOCs) and dozens of Incumbent local exchange carriers (ILECs). In 1998, he co-founded ParaComm, a private cable operator (at the time, the nation’s largest master system operator for DirecTV), providing digital video services to over 22,000 residences in the multifamily housing market, while managing 50 private DBS providers (system operators) for DirecTV, representing 120,000 video subscribers.

Today, he leads Inspire WiFi, and has cultivated a state-of-the-art broadband service package, designed to deliver a superior customer experience at the most affordable prices in the industry. His team of Inspire WiFi Guys (the I-Guys) offer cloud-managed WiFi platforms including data-management software (Bluetooth heat mapping, social-distance measuring, contact tracing and video monitoring solutions), advanced IoT from locks to lights to smart appliances, as well as video streaming services, with voice services (VOIP) coming soon.

Johnson lives in central Florida with his wife of 33 years. They have three daughters and a son. He enjoys golfing, boating, rock concerts, and spending time with his family and friends.

Jeff Johnson  
Director of Consumer Sales  
Quantum Fiber

Jeff Johnson has been with Quantum Fiber for 18 years in its consumer and small business organizations. Over the last 10 years, he has held leadership positions in the field sales and MDU organizations. Johnson has focused on driving consumer special acquisition sales and efficiencies by partnering with product and IT to deliver cutting-edge technologies and processes to serve MDU and SFH developments. He is currently the director of MDU and SFH sales for the western half of the United States.
Taylor P. Jones
President and CTO
Elauwit Connection Inc.

Taylor Jones holds a B.S. in business administration from the Moore School of Business and graduated from the University of South Carolina Honors College. He is president and chief technology officer for Elauwit Connection Inc.

Jones really enjoys coming up with cost effective, reliable, high bandwidth solutions to solve Elauwit’s clients’ infrastructure needs. He oversees the Elauwit engineering and operations teams and works closely with all stakeholders to ensure each location has the proper infrastructure for current and future technology needs. His team’s ultimate goal is to deliver on Elauwit’s promise of the best tenant experience, on the best network, starting day one.

Previously he has served as vice president, technology solutions for Boingo Wireless Inc. (Nasdaq: WIFI); CTO of Elauwit Networks (acquired by Boingo in 2018); and was a consultant for PricewaterhouseCoopers practicing in the areas of utilities and telecommunications.

Cheryl Jordan
Senior Director, Strategic Business Services
AvalonBay Communities, Inc.

Cheryl Jordan joined AvalonBay Communities in 1997, bringing more than 15 years of sales and marketing management experience to the multifamily industry. She is responsible for developing all of AvalonBay’s telecommunications strategies and managing the successful execution of these projects, including the identification of, due diligence and contract negotiation with and selection of broadband, video and voice providers. She also leads and coordinates related projects among third-party service providers, AvalonBay’s construction department and AvalonBay’s property management. Jordan has a B.S. in business administration from the University of Missouri, St. Louis, where she graduated magna cum laude. She holds a license for real estate in California; lives in Lakeside, California; and is an avid horse enthusiast and the proud mother of a daughter, Kara.

Alex Kelley
Head of Broadband Consulting
Center on Rural Innovation

Alex Kelley leads the Center on Rural Innovation’s broadband team. The team works across the country helping communities plan new fiber networks by building feasibility models, creating business plans with capital stacks that take advantage of public, private, local, and national resources, and devising and negotiating partnership structures that align the incentives of public and private entities. Kelley holds a B.A. from Wesleyan University.

Brett Kilbourne
Senior VP Policy and General Counsel
Utilities Technology Council (UTC)

Brett Kilbourne is currently senior vice president of policy and general counsel at the Utilities Technology Council (UTC) where he provides legal guidance to utilities on telecommunications issues both pending before federal and state agencies and being considered in Congress.

UTC is the national representative on telecommunications matters for its electric, gas and water utilities and natural gas pipeline company members, which range in size from large combination electric-gas-water utilities that serve millions of customers, to smaller, rural electric cooperatives and water districts that serve only a few thousand.

Kilbourne received his J.D. degree in 1998 from Catholic University and his bachelor of arts degree in 1987 from the University of the South. He is licensed to practice law in the state of Maryland, and is a member of the American Bar Association and the Federal Communications Bar Association.
Doug Kinkoph  
Associate Administrator  
Office of Internet Connectivity and Growth

Doug Kinkoph is associate administrator of the National Telecommunications and Information Administration’s (NTIA) office of internet connectivity and growth, which includes responsibility for the office of minority broadband initiatives. Kinkoph joined the Department of Commerce in 2010 and has served in a number of roles, working on issues including spectrum management, broadband, and public safety communications.

In his current role, Kinkoph is responsible for all of NTIA’s broadband programs, including three active broadband grant programs: the Broadband Infrastructure Program, the Tribal Broadband Connectivity Program and the Connecting Minority Communities Pilot Program. Kinkoph also has responsibility for the agency’s BroadbandUSA program, which was created under his leadership in 2015. He also oversaw a $4 billion broadband grant program that funded the deployment of broadband infrastructure, public computer centers, sustainable adoption of broadband service, and statewide broadband planning.

Before joining the Department of Commerce, Kinkoph held multiple executive roles in the communications industry as well as in the public and private sectors as a telecommunications policy expert. He served as vice president of operations at Soundpath Conferencing where he was responsible for all sales, marketing, and customer service operations. His private sector experience also includes serving in senior regulatory and policy roles at XO Communications, Nextlink, and LCI.

Kinkoph earned his M.A. in administration from Central Michigan University and his B.S. in telecommunication management from Ohio University.

Deborah Kish  
VP, Research and Marketing  
Fiber Broadband Association

Deborah Kish is the VP, research and marketing for the Fiber Broadband Association. She is also part of the FBA’s workforce development program, which includes a team building OpTIC (Fiber Optic Technician Course), a new FBA certification program. Along with the team, she works with community colleges, vocational schools, high schools and veterans programs to build out a workforce and offer an apprenticeship that will fill a skills gap to help accelerate fiber deployments across North America. Prior to the FBA, she spent over 20 years as an analyst at Gartner covering broadband, telecom switching, signaling and security topics advising thousands of service provider and vendor clients about product and service strategy.
Bob Knight  
CEO and Managing Partner  
Harrison Edwards Strategic Communications, Inc.

Bob Knight is both a broadband industry professional and public official. He is a partner at Harrison Edwards PR+Marketing in Armonk, New York, and is heavily involved in the company’s key sectors including telecommunications, economic development, government and healthcare. In his role at Harrison Edwards, Knight is widely considered the nation’s leading expert in community and stakeholder engagement for broadband deployments.

In the public sector, he is serving his sixth term as a commissioner of economic & community development, Town of Ridgefield, Connecticut, and is the town’s deputy recovery coordinator. He is serving as project leader for Ridgefield’s 2021 Economic Development and Recovery Plan, and sits on the business and jobs subcommittee of the State of Connecticut Region 5 long-term recovery committee.

Knight is the national co-chair for the public officials committee of the Fiber Broadband Association in Washington, D.C., and is a 2021 chairman of the Broadband Communities Summit in Houston, TX, and a founder of the National Fiber Coalition.

Earlier in his career, Knight was a top-rated radio air personality and programmer. Notably, in 2000, he replaced Ryan Seacrest at K101 in San Francisco, then served as director of operations and programming for NextMedia Chicago, where he co-hosted “The Morning Beat with Jeff and Bobby.”

Knight lives in Ridgefield, Connecticut, with his wife and two school-aged children.

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Not seeing is believing.
Kenneth Kuchno
Deputy Assistant Administrator for Policy and Outreach
USDA Rural Utilities Services

Kenneth Kuchno is a 1980 graduate of Pennsylvania State University with a B.S. degree in electrical engineering. He began his career with the Rural Electrification Administration (now Rural Utilities Service) directly after graduation and was initially responsible for reviewing system designs associated with the construction of telecommunication facilities for rural telephone companies. In addition, he was responsible for reviewing and approving plans and specifications and contracts for this construction.

Over the past 30+ years, he has had a multitude of responsibilities at the RUS, from the general field representative covering projects in Arizona, New Mexico, Colorado, Utah, Hawaii, Guam, Federated States of Micronesia, Palau, Saipan and Marshall Islands to director of the broadband division, responsible for a loan portfolio that exceeds $1 billion. In 2009, Kuchno was charged with administering the day to day operations of the Broadband Initiatives Program as well. Approximately $3.5 billion has been awarded in this program. He was also selected to lead RUS efforts in developing an on-line application system along with automated review, underwriting and advance of funds systems. These IT efforts will span across the service’s telecom/broadband, electric, and water and environmental programs.

Kuchno was chosen to become RUS deputy assistant administrator for policy and outreach in 2014. His duties include outreach events to promote RUS’ many programs, implementing and updating regulations, staying current with industry, responding to the FCC and many other activities. He is also responsible for administering the ReConnect Program.

Sara Kyle
Founder and Principal
LE3 Solutions

Sara Kyle, Ph.D. has spent the last 13 years researching, designing, writing, and implementing resident well-being programs across the continuum of care. From leading and overseeing programming across 108 skilled nursing, assisted living and memory care communities to leading the charge for Holiday Retirement to transform their resident program in 260 communities, Kyle thrives in challenging settings. She is relentless when it comes to urging individual point solutions to integrate and share resident data in one location. While best intentions and knowledge at the corporate level craft well-suited programs, the most effective programs originate from research and collaboration with residents, staff, families, and prospects.

When staff and residents are involved in creating a program or approach, interest, adoption and sustainability are remarkably higher. Successful programming is not just about a satisfaction score, rather quality of life beyond the basics of food, shelter, and an expected level of care. If data collection is aimed to note participation of categorized activities, this is only one piece of the puzzle behind effectively measuring engagement.

Kyle is widely known and respected in the industry. She presents at national conferences, pens articles in notable publications, and serves on various advisory boards. She is fervent and highly skilled at building morale, delivering education, and bridging the gap between the executive team, community management staff and care partners when it comes to who is responsible for resident programming.
Robert Lamb  
Senior Director of Business Development  
Plume  

Lamb is a telecoms veteran having split his career working equally on the communications service provider and supplier sides of the market. He has held global senior sales and business development roles at Marconi/Ericsson, NEC and Radisys and most recently was the senior director for rural broadband at Cincinnati Bell, where he led the company’s market expansion into rural areas. An expert in the building of Fiber-to-the-Home (FTTH) services, Lamb is Plume’s global lead for industry associations – including the Fiber Broadband Association (FBA) and the FTTH Council Europe – and heads up business development in the fiber space.

Aaron Lee  
Sr. Director of Managed Services  
WhiteSky Communications  

Aaron Lee serves as senior director of managed services at WhiteSky Communications (a RealPage company), a leading provider of connectivity solutions for multifamily communities. Lee is responsible for the service delivery of managed wireless services, including installation, engineering, operations, support, and security, to student housing and multifamily properties around the country.

Prior to WhiteSky Communications, he was a principal systems engineer for CommScope supporting wireless, wired and IOT networking across the North American customer base. He has also held various engineering-focused roles over the past 10 years in sales, security, state government and higher education.

Lee holds a Bachelor of Applied Computer Science degree from Troy University.

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SPEAKERS

Hilda Legg
Rural Economic Development Consultant
Legg Strategies

Hilda Legg has dedicated her 40+-year career to rural economic development, with an emphasis on the build out of true broadband and on economic opportunities and education for the families who live in rural communities across the country. She has served under four United States presidents in efforts to enhance the economic and educational opportunities for rural residents and to strengthen agriculture-driven economies in efforts to sustain a strong and healthy rural America. Legg brings vast knowledge and a wide variety of skills from experience in public, non-profit and private industries. She currently works as a consultant for Legg Strategies in Lexington, Kentucky.

Selected accomplishments:

- Served as the U.S. Department of Agriculture Rural Development state director for Kentucky during the Donald J. Trump administration from 2017 until January 2021. She oversaw all rural development programs for the Commonwealth of Kentucky including Rural Business Development, Rural Housing, Rural Infrastructure and Community Facilities Projects. Under her leadership, Kentucky led the nation in rural development investment dollars to fight the opioid addiction crisis. She also exceeded previous investment dollars in the Distance Learning and Telemedicine Projects for the commonwealth and continued her aggressive efforts toward better broadband for rural communities.
- Served as administrator for USDA Rural Development’s Rural Utilities Service during the George W. Bush administration, where she prioritized investing portfolio assets in rural areas across the country critically in need of broadband, water and waste water projects and other infrastructure.
- Owned a small business advocating for bringing broadband to rural communities by bringing together community leaders and telecommunications providers across rural America.
- As alternate federal co-chairman for the Appalachian Regional Commission during the George H.W. Bush administration, she focused on representing and promoting economic policy in Appalachia as well as improving education and infrastructure.
- As the first executive director and CEO at The Center for Rural Development in Somerset, Kentucky, she paved the way for The Center’s recognition as a national model for rural economic development.
- Served in the U.S. Department of Education during Ronald Reagan’s administration, using what she had learned as a teacher in Adair County schools.

A native of Adair County, Kentucky, Legg is co-owner of the family farm. She currently resides in central Kentucky with her husband, Michael, and is the proud mother of a U.S. soldier.

Jack Lynch
Chief Operating Officer
EducationSuperHighway

Jack Lynch is the chief operating officer at EducationSuperHighway, a nonprofit focused on closing the digital divide in America’s most unconnected communities. Between 2012 and 2020, EducationSuperHighway helped to connect 43 million K-12 students to the minimum speed necessary for digital learning and secured commitments from governors in all 50 states to upgrade their schools for the 21st century. Lynch also serves as an adviser to Project Waves, a nonprofit ISP focused on serving unconnected residents in Baltimore. He began his career as a hardware engineer at Cisco Systems, but was driven to make a career change by a strong belief in the power of technology to create equitable opportunities for everyone. He has an electrical engineering degree from the University of Southern California’s Viterbi School of Engineering.
Realizing the need for speed and network reliability, Hexatronic provides complete end-to-end passive system solutions for FTTH, as well as micro cabling systems for smart city, wide area, and long-haul networks utilizing best-in-class blown fiber technology.

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Dave Magrisso
Chief Executive Officer
iApartments

Dave Magrisso began his work with the multifamily housing industry in 1995 when he founded Valet Waste, now Valet Living, a multifamily doorstep waste and recycling collection company now serving 1.8+ million residences nationwide. Magrisso pioneered the amenity as a service concept and continues that leadership and innovation at iApartments as the co-founder and CEO. Under his leadership, iApartments has quickly become known as “The Easiest Smart Home Retrofit in Multifamily” that covers the highest ROI’s through enterprise-level asset protection, operational efficiencies, energy management, and a property-vs-property competitive advantage. Magrisso and iApartments strives to maintain a world-class service and robust platform built to scale to millions of units, seeking to be a household name synonymous with quality and a leader in the smart home or intelligent apartments market.

Tina Mallia
Vice President & CFO
Central Virginia Electric Cooperative

Tina Mallia is the vice president and chief financial officer of Central Virginia Electric Cooperative and its subsidiary, Firefly Fiber Broadband. Her role includes oversight of accounting, finance, human resources, member services and corporate communications. Mallia is a Certified Public Accountant and earned her degree from Hofstra University in New York. Prior to joining the cooperative 10 years ago, she served as an audit manager for an accounting firm in New York and Virginia.

Alfonso Martinez
Director of Access Construction and Engineering
AT&T

Alfonso Martinez, the director of access construction and engineering for the Houston/Beaumont area, has been with AT&T for 24 years. He has held various roles within outside plant planning, outside plant engineering, and construction and has seen the network evolve from a telephony network to a fiber-based broadband network that supports residential, business, and wireless networks. Martinez holds a bachelor’s degree in electrical engineering from the University of Texas at Austin and lives in the Houston area with his wife, Cynthia.

Dewayne McDonald
President & CEO
Warren Rural Electric Cooperative Corporation

Dewayne McDonald, the president and CEO of Warren Rural Electric Cooperative Corporation in Bowling Green, KY, has over 30 years of experience in the electric industry. He began his tenure at Warren RECC as a Western Kentucky University engineering Intern in the dispatch center in the spring of 1991. He went on to serve in several capacities including dispatch supervisor, manager of operational services, and vice president of engineering and operations. In 2019, the board of directors of Warren RECC named McDonald as its seventh president and CEO. Faced with member needs for access to rural broadband, he has led his cooperative’s effort in finding an innovative solution by collaborating with a neighboring telephone cooperative, NCTC.
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Kim McKinley  
Chief Marketing Officer  
UTOPIA Fiber

Kim McKinley, UTOPIA Fiber’s chief marketing officer, joined the company in 2010. She has been a driving force in making UTOPIA Fiber the fastest growing and highest rated open access network in the country. In her role as the CMO, McKinley oversees the marketing, sales, order fulfillment and customer service departments. Before coming to UTOPIA Fiber, she worked in the hospitality marketing industry on the east coast. McKinley has a bachelor’s degree in business administration from the College of Charleston in Charleston, South Carolina.

Brian Mefford  
Vice President, Broadband  
VETRO FiberMap

Brian Mefford will lead the state broadband office+VETRO project team. He is a broadband leader and strategist with 20+ years of experience helping states, communities and ISPs build broadband networks. Medford is vice president of strategy and head of the broadband Practice at VETRO. Formerly, he founded Connected Nation and served as CEO and chairman, during which time he led that firm’s work with many of the nation’s state broadband offices while consulting with the U.S. Congress, the NTIA and FCC on broadband program development and data mapping efforts as part of the State Broadband Initiative and BTOP programs. Additionally, Medford led a national broadband capacity building effort on behalf of the Bill and Melinda Gates Foundation. He has led broadband strategy efforts in 30+ states and hundreds of local communities across the United States and has been invited to consult internationally with numerous governments developing national broadband initiatives. After Connected Nation, Medford applied his leadership as a public servant, as the head of innovation and entrepreneurship for the Commonwealth of Kentucky.

Douglas Duncan Meredith  
Director Economics and Policy  
JSI

As JSI’s director of economics and policy, Douglas Meredith evaluates industry and regulatory issues that affect independent and rural telephone companies. He assists clients with the development of policy pertaining to economics, pricing, and regulatory affairs, to ensure rural carriers have opportunities to provide services on state-of-the-art broadband networks. He also is responsible for the creation of forward-looking economic cost studies, the development of policy related to the application of federal safeguards for rural local exchange carriers, the determination of eligible telecommunications carriers pursuant to the Communications Act of 1934, and the sustainability and application of universal service policy for telecommunications carriers. Since 1997, Meredith has served as the economic adviser for the Telecommunications Regulatory Bureau of Puerto Rico, providing economic and policy advice to the commissioners on all telecommunications issues that have either a financial or economic impact.

He participates in several national groups and task forces attempting to steer federal and state policy in a direction that will provide rural carriers the same opportunities and safeguards that larger carriers receive. He is a regular speaker on federal and state policy and routinely provides expert testimony in a variety of state proceedings.

Prior to joining JSI in 1995, Meredith was an independent research economist in Washington, D.C. He graduated magna cum laude in 1987 from the University of Utah, receiving a bachelor of arts degree in economics. He received his M.A. in economics from the University of Maryland, College Park, and is a Ph.D. candidate in economics at the University of Maryland.
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Chris T. Merrell  
Founder/Owner, Communications Consulting Group (CCG)  
Chairman, Landlease.com

Chris Merrell has over 30 years of experience in the telecommunications industry. He has held executive positions at Adelphia Cable, TCI Cable, Primestar Satellite and at AT&T Broadband. During his career, Merrell has been a leading advocate for various types of reform in the telecommunications industry. He worked closely with the FCC and local governments to help pave the way for the direct to home satellite business.

Merrell founded the Communications Consulting Group in 2004. The vision was simple: Assemble the most experienced team of telecommunications professionals with insider knowledge of competition, valuations, infrastructure costs and service costs. In turn, use this knowledge and a team-oriented approach to bring service providers to the communities the company represents, which now include some of the largest private residential communities in the U.S.

CCG represents over 4,100 homeowners and condo associations as well as REIT communities in 48 states with access to over 1.3 million units under their management.

Merrell is also chairman of the board for Landlease.com, “The World’s Largest Land Virtual Market Place.”

Carl Meyerhoefer  
Senior Vice President, Business Development  
Conexon

Carl Meyerhoefer has been working in the telecommunications industry for over 25 years, helping service providers successfully deploy fiber-to-the-home networks. Leveraging a strong understanding of telecommunications technology and architectures coupled with keen understanding of customer and market needs, he has successfully helped industry-leading organizations such as Conexon, Calix and CommScope enable innovative emerging market service providers as they work to bridge the digital divide.

For the past several years, Meyerhoefer has concentrated on developing greenfield emerging markets with a focus on electric utilities. He was an early advocate and catalyst for the electric cooperative broadband movement. At Conexon, he works with new and existing clients to drive new business growth. His focus on developing smart grid solutions allows electric co-op clients to leverage the power of a high-bandwidth, low-latency fiber connection all the way to the member’s home.

Meyerhoefer’s career has included executive positions in product management, business development, marketing and sales management for a Fortune 500 company with extensive marketing and business experience helping companies create and communicate an executable vision, set strategic direction, motivate teams and deliver results.

With a background in product development engineering, he holds nine patents in the telecommunications space, most related to fiber technology. He received his B.S. in mechanical engineering from Villanova University.

Lee Miller  
Vice President of Sales  
Stratis IoT, a RealPage Company

Lee Miller is currently serving as the vice president of sales for WhiteSky and Stratis, both RealPage companies, and is responsible for oversight and strategic direction of the smart building platform at RealPage. He oversees a global team of technical sales directors and solutions representatives. Prior to joining Stratis, Miller was a part of the Control4 Europe team. Based in London, he helped shape and define the sales strategies and teams within the EMEA Market, primarily focusing on single residential and multi-family technology.
Lindsay Miller  
Partner  
Ice Miller LLP  

Lindsay Miller is a partner at Ice Miller LLP, where she is a member of the law firm’s public affairs and government law groups. With nearly 15 years of experience in broadband and telecommunications initiatives, Miller is a strong advocate for building relationships with public and private sector stakeholders. She regularly advises municipalities on how to utilize public-private partnerships for fiber and wireless expansion to build smarter cities and leverage the Internet of Things.

Heather Mills  
VP, Grant and Funding Strategies  
CTC Technology & Energy  

Heather Mills leads CTC’s grant and funding strategies team, which develops strategies and delivers tactical application and post-award support to CTC’s public sector clients. She has authored guidance on new and emerging federal broadband funding programs that is highly regarded by industry colleagues. With more than a decade of experience in project management and data analysis, she has exceptional skills in long-term strategic planning for broadband funding; execution of complex tactical funding plans; and grant administration, budgeting and financial reporting.

At CTC, Mills guides clients on strategic funding for network planning, as well as applying for and complying with the requirements of major federal broadband and communications grant programs, including NTIA grants, ARC/EDA POWER grants, USDA RUS grants (such as ReConnect and Community Connect), and New Market Tax Credits. She has particular expertise in the Federal Communications Commission’s E-Rate program, Lifeline program, and Healthcare Connect Fund.

Mills and her team supported several clients in the past year with applications to the U.S. Department of Commerce’s EDA Public Works and Economic Adjustment Assistance program for funding related to COVID relief; she guided clients in many parts of the country through the consultation process with EDA regional representatives. Under her management, the CTC team supported clients with strategy and navigation of the USDA ReConnect application process through Round 1 and Round 2, which required detailed understanding of the application, the application portal and applied strategy. She and her team are currently advising clients on new federal funding programs such as the NTIA’s COVID stimulus programs, the FCC’s Emergency Broadband Benefit and Emergency Connectivity Fund and EDA’s recently announced ARPA programs, while keeping a close eye on and providing singular analysis for clients around funding programs created by the 2021 Consolidated Appropriations Act and the American Rescue Plan Act.

Christopher Mitchell  
Director, Community Broadband Networks  
Institute for Local Self-Reliance  

Chris Mitchell is a leading national expert on community networks and internet access. He runs MuniNetworks.org, a comprehensive online clearinghouse of information about community broadband, and his research and reports are available online at ILSR.org. The White House used his research in 2015 as the building blocks for a National Economic Council report encouraging community networks. Mitchell serves as a policy director for Next Century Cities, a national collaboration of mayors and chief information officers seeking universal access to fast, affordable, reliable internet connections. He is also a senior adviser to the Coalition for Local Internet Choice (CLIC). Mitchell has a bachelor’s degree in political science from Macalester College and earned a master’s degree in public policy from the Hubert Humphrey Institute of Public Affairs at the University of Minnesota.
Adam Moore  
**VP of Customer Operations and Product**  
**Spectrum Community Solutions**

Adam Moore is VP of customer operations and product for Spectrum Community Solutions. Since joining Charter Communications (Spectrum) in 2009, his primary focus has been on delivering best in class WiFi solutions and leading digital transformation. Moore has held various leadership roles in product management, digital service, customer experience, and now community solutions, where he leads a team of over 1,200 customer service agents, customer experience analysts and product professionals who are dedicated to and specialized in bulk internet, WiFi and video products. This team is delivering a superior customer experience for Spectrum Community Solutions’ over 2 million residents and property managers.

Felicite Moorman  
**Technologist, Entrepreneur, Speaker & Attorney**  
**STRATIS**

Felicite Moorman is an attorney turned multi-exit technology entrepreneur. She’s received EY’s Entrepreneur of the Year® Award and has earned an international reputation as a go-to IoT industry expert, developing pioneering strategic partnerships and unprecedented technology strategies and initiatives for the Internet of Things.

Moorman is the cofounder of STRATIS, a RealPage Company, and SaaS Platform for large-scale Internet of Things installations. STRATIS was named a top 10 “Best Company in America” by Entrepreneur Magazine and ranked in the top 20% of Inc Magazine’s “Fastest Growing Companies” three consecutive years prior to acquisition. Moorman was simultaneous CEO of BuLogics, which designed, built and certified hardware, software and ecosystems for the Internet of Things.

Moorman is an international speaker and columnist, and has been featured as a thought leader in dozens of mass media outlets and publications including: U.S. News & World Report, Fast Company, Inc Magazine, Entrepreneur Magazine, The Chicago Tribune, Yahoo! News, Philadelphia Inquirer, The Boston Globe, the Huffington Post and others. She’s also a frequent writer, speaker and presenter on the Internet of Things and has been featured at CES, SXSW, Samsung DevCon, Eric Ries’ Lean Startup Conference, Smart Cities Innovation Summit Asia, NMHC OPTECH, NAA Apartmentalize, Greystar’s Innovation and WAM Summits, and more.

Prior to STRATIS and BuLogics, Moorman launched the emerging technologies division for GE’s Consumer and Home Electronics brand. Moorman quickly established her reputation in technology, engaging eight Fortune 500 companies in less than 18 months, entering new vertical channels and creating and beginning execution on the strategic plan to dominate the Internet of Things lighting peripherals market. Today the GE lighting line is a part offered by nearly every home automation and security platform in the United States.

Early in her career, Moorman led a team that became the most sought after marketing and management partnership in Baltimore real estate. She expanded the companies to include nationwide finance, brokerage, legal and insurance offerings. She oversaw $1.5 billion dollars of transactions in less than five years, including property acquisition management for the $500 million expansion of Rutgers University.

Moorman recognizes the importance of giving back, especially within the Philadelphia community, and volunteers her time and expertise to the following organizations: NAA & NMHC’s Real Estate Technology Alliance (IoT committee co-chair); Comcast NBCUniversal LIFT Labs Accelerator (lead mentor); SXSW (mentor); Lean Startup Conference (mentor); Philly Startup Leaders (mentor); Dreamit Ventures (mentor) and Greater Philadelphia Chamber of Commerce (small business board member). She is also a community activist and chair of East Falls Forward, a Philadelphia registered community organization focused on the revitalization of the Riverfront Business District. She is a graduate of the University of Maryland School of Law and a Law School Club founder.
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Melissa Morales  
**Vice President of Operations**  
**WhiteSky Communications**

Melissa Morales serves as vice president of operations at WhiteSky Communications (a RealPage company), a leading provider of connectivity solutions for multifamily communities. Morales recently joined the WhiteSky team through the company’s acquisition of the multifamily assets of Boingo Wireless. In her new role, Morales is responsible for the delivery of managed wireless services, including installation, operations, support, and security, to student housing and multifamily properties around the country. A dynamic leader, she manages a team of more than 60 members and is responsible for leading wireless deployments at new brownfield and greenfield multifamily properties, as well as for the support and maintenance of WhiteSky’s existing property portfolio that serves more than 150,000 residents.

Prior to WhiteSky, Morales was vice president of multifamily operations at Boingo Wireless and chief financial officer at AAMC-accredited HOA management firm Southern Community Services. Her career has also included roles at Elauwit Networks, Phillips Property Management and Cass Information Systems, providing operations, information technology and accounting management and support.

Morales holds a Bachelor of Arts degree from the University of North Carolina at Chapel Hill.

Patrick Moreno  
**Product Marketing Manager**  
**Zyxel Communications, Inc.**

Patrick Moreno works as product marketing manager for Zyxel Communications, Inc. He handles product line related marketing, supporting nationwide and regional telecommunications vendors to the benefit of both Zyxel and its clients. Moreno, who joined the Zyxel team in June 2009, brought significant product management and training experience built up within the computer networking industry. He holds numerous Zyxel-certified network professional certificates including FTTx, DSL, VoIP, Switch and Wireless. He can speak across multiple networking topics and often works directly with customers. He focuses his wealth of experience on the customer, and truly caring about the success of the organization – along with the people within it – which makes for an excellent combination within Zyxel.

Kevin Morgan  
**Chief Marketing Officer**  
**Clearfield, Inc.**

Kevin Morgan, who joined the company in 2016, leads the marketing efforts for Clearfield as chief marketing officer. He also currently serves as vice chair of the Fiber Broadband Association’s board and is a two-time elected board chair (2015, 2019) after first joining the board in 2010.

Prior to joining Clearfield, Morgan spent two decades serving in various senior marketing positions at ADTRAN, Inc., where he gained extensive experience in advanced communications technology, fiber optic systems and business product marketing. Before that, he spent a decade at telephone operating company BellSouth, now a part of AT&T, where he worked as the lead product evaluations resource of broadband technologies in the science & technology department.

Morgan received a B.S. in electrical engineering from Auburn University and an MBA from the University of Alabama. He can be reached at kmorgan@clfd.net and on twitter @kevinmorgan520.
Kara Mullaley  
Global FTTx Marketing Manager  
Corning Optical Communications

Kara Mullaley is the community broadband market development manager supporting the North American Tier 2/3 needs at Corning Optical Communications. With over 20 years in telecommunications supporting network operators in the deployment of broadband worldwide, she is a subject matter expert on best practices for fiber deployment, architecture and solutions to address tough deployment challenges. Her focus is to ensure operators invest wisely to meet today’s rising bandwidth and tomorrow’s emerging application demands. She has delivered technical sessions at various FTTx conferences and has also been published in several trade publications.

Based in Denver, North Carolina, Mullaley graduated with a bachelor of science degree in industrial engineering from Virginia Tech.

Mark Niehus, RCDD  
Area Vice President – Sales  
Connectivity Wireless

Mark Niehus brings more than 25 years of ICT experience in wired and wireless telecom to the CWS sales team, with a proven ability to gain access and build trust at the executive level.

As area vice president, he manages all SouthCentral U.S. business development including enterprise and 3PO accounts, while providing customers and building owners with innovative solutions. Niehus is skilled at customer acquisition, needs analysis, problem solving and developing and executing complex technology agreements.

Prior to his role at Connectivity Wireless, he owned and operated his own manufacturer representative business for 12+ years as well as working for several other technology firms. Niehus has a B.A. from the University of Iowa, an MBA from the University of Phoenix, and has been an RCDD since 1997.

Dan O’Connell  
VP Consumer Sales  
Quantum Fiber, A Lumen Technology Brand

Dan O’Connell joined the Quantum Fiber® Connected Communities’ organization in 2018, with more than 30 years of experience in the telecommunications and cable industries. He spent most of those years in senior leadership roles with some of America’s largest service providers specializing in the residential housing and multi-dwelling market.

As vice president of consumer sales, he leads a nationwide team of sales and engineering professionals focused on delivering customized advanced fiber technology solutions for apartments and communities by deploying fast, future-ready and secure instant connectivity for all residents. Under O’Connell’s leadership, the connected communities organization has experienced tremendous growth and continues to aggressively expand its footprint throughout the U.S.

O’Connell is a lifetime fan of his hometown, Washington D.C., sports teams; has an MBA from Loyola University of Chicago and a bachelor’s degree in finance from the Catholic University of America. As a community advocate, he serves on the board of directors for the National Multifamily Housing Council (NMHC) and is the former president of the Fiber Broadband Association (formerly Fiber to the Home Council).

In 2020, O’Connell was featured in a Bisnow article focused on how Technology is helping multifamily communities adapt to new normal.
SPEAKERS

Elizabeth Parks  
President  
Parks Associates

Elizabeth Parks supports all teams within Parks Associates, a woman- and family-owned market research and consulting firm. She oversees research topics and coverage areas for the company and directs the integrated strategic communications plan for Parks Associates, including advertising, public relations and marketing. Parks has supported the growth of Parks Associates business and marketing services for 23 years and is the key organizer for all Parks Associates’ events, including Parks Associates signature event CONNECTIONS™. She also drives the overall mission to provide clients with the best consumer and industry research and analysis on the SMB and consumer technology markets to inform strategic market decisions.

She joined Parks Associates on a full-time basis after graduating from the University of Texas at Austin with a B.A. in psychology.

Mary Ellen Player  
Vice President Market Management  
Consolidated Communications

Mary Ellen R. Player is the vice president for market management and expansion at Consolidated Communications, where she is responsible for all public/private partnership expansion as well as all field sales activities across Consolidated’s 23 state footprint. Prior to joining Consolidated, Player spent 13 years at Google, in a variety of roles across marketing, finance, and operations. Most recently, she served as the city manager for Google Fiber in Charlotte, N.C., which she launched. Before joining Google, she worked as a management consultant for Booz Allen Hamilton supporting clients in the Department of Defense, most notably for the Department of the Army’s assistant secretariats in acquisitions, logistics, and technology as well as manpower and reserve affairs.

Originally from rural, Lake City, S.C., Player is a founding board member of the South Carolina Rural Innovation Network, whose mission it is to develop technology and entrepreneurship hubs across rural South Carolina communities.

She holds an undergraduate degree, magna cum laude, from Harvard University and an MBA from Stanford Graduate School of Business, where she attended as a Google Fellow. She also holds a certification in infrastructure management and public private partnerships from the Harvard Kennedy School of Government.

Richard Price  
CEO  
Broadband Planning

Dick Price has made a significant contribution to the development of cable TV and broadband technologies in high-density communities over the past 40 years. During his career he has negotiated cable/telecom service agreements for millions of multi-family units.

Price formed Broadband Consulting in 2006, a company that assists mixed use developers in selecting the latest broadband solutions. Broadband Consulting negotiates service agreements, assists in designing distribution and coordinates installation of broadband systems, access control, smart home technology and now IoT in new construction.

In 2010, Price added Broadband Planning, a company that works with homeowners associations to make the most of their relationships with broadband providers. Broadband Planning now negotiates broadband agreements and millions of dollars per year in access fees for a growing number of homeowners associations across America.
Kurt Raaflaub (pronounced RAF – LOB)
Head of Product Marketing, Broadband Access
ADTRAN

Kurt Raaflaub has more than 20 years’ experience in telecom, mobile and cable. He has global product marketing responsibility for all of ADTRAN’s broadband access solutions, whether fiber, wireless, copper or coax-based, and directed at the residential and mobile access markets. Raaflaub earned a mechanical engineering degree from the University of Calgary.

Bryan Rader
President
Single Digits

Bryan Rader has more than two decades of experience in the multi-family broadband industry. He was the founder of MediaWorks, one of the most successful private cable operators in the southeast before its sale in 2006. He was also the founder of Bandwidth Consulting LLC in 2007, where he provided consulting services to MDU owners and service providers. In 2017, he joined Upstream Network (formerly Access Media 3) as its president. It is the industry’s largest private service provider based in Chicago. Rader, the recipient of the 2019 Broadband Communities Cornerstone Award for Industry Leadership, is an active supporter for autism research and awareness.

Jeff Reiman
President
The Broadband Group

Jeff Reiman brings a comprehensive understanding of technology, capital market structure and entrepreneurial leadership to assist clients in building structures that advance broadband network deployments and IoT implementation strategies for cities and large-scale development projects.

Prior to joining The Broadband Group, Reiman worked in the Boston office of Credit Suisse investment bank, on the equities sales and trading floor. Additionally, he has served on the international sales and marketing team of Wave7 Optics, a Fiber-to-the-Home equipment supplier, managing the Mexico, Canada and Caribbean sales regions.

Reiman, a graduate of Harvard University with a degree in government, began his career at the Washington, D.C., headquarters of a presidential campaign. He currently serves as president of the Harvard Club of Nevada.

Michael Render
CEO and Principal Analyst
RVA LLC Market Research and Consulting

Michael Render is a recognized expert in North American fiber broadband rollout and a regular presenter at national and international broadband and smart cities conferences as well as a consultant to numerous public and private organizations in the fiber optic industry. The Fiber Broadband Association, Broadband Communities and many others rely on his research. RVA, a nationally and internationally known firm with a 30-year history of service to a wide range of organizations, recently expanded research into the growing fields of 5G and smart city technology deployment. Render has received numerous industry awards for his work in the broadband arena and for RVA’s research influence on FCC policy and is a Broadband Communities Cornerstone Award recipient.
Jonathan Rivera  
**Vice President, Business Development**  
iQuue

Jonathan Rivera, the vice president and co-founder of iQuue – a smart home management system specifically designed for MDU owners and managers – took up an interest in coding websites during his deployment to Iraq. He also learned to repair computers and about fiber, communication cables and more while repairing radio communication equipment that allowed his fellow Marines to maintain communication during missions and patrols. After completing his service, he went to UCF to complete his bachelor’s in information technology.

Realizing that smart home technology, which at the time was reserved for the individual homeowner, is most efficient when deployed at a community level and believing there was an opportunity to bring that smart home technology to an abundance of multi-family homes, Rivera’s entrepreneurial light bulb went off, and iQuue was conceived. By reducing the barrier of entry (the installation and setup) owners, managers and residents alike would benefit, changing how technology is incorporated within apartment homes.

Rivera’s mission is to make residents feel at home and in control of their living space, seamlessly converting apartments into smart homes while saving property managers time by automating and giving them bulk controls, and thus giving them room to focus on other tasks!

Angel Rogers  
**Director of Learning & Development**  
National CORE

Angel Rogers, ARM, CAM, CCRM, started her career with National Community Renaissance in 1996 as a community manager and is now their director of learning and development. She is also the owner of STAR (Specialized Training by Angel Rogers), which provides insight and training to the rental housing industry. Rogers has been developing and delivering training programs with an emphasis on fair housing, operations, customer care, and affordability compliance for more than 15 years. She teaches for numerous apartment associations throughout the country, including CAM and CALP, is regularly selected to speak at NAA Apartmentalize, teaches at several community colleges, and is currently co-creating a property management certification program with Chaffey College in Rancho Cucamonga, CA.

Steve Ross  
**Editor-at-Large**  
Broadband Communities Magazine

Steve Ross is a long-time technology writer, a former full-time professor at Columbia University and the founding editor of Broadband Communities Magazine, the leading source of information on digital and broadband technologies for ultra-connected communities. He is a highly respected journalist and an expert on broadband technologies. Ross has domestic and international expertise in architecture, land-use planning, business and education and helped establish the New Jersey Environmental Education Fund in 1983.

A fellow of the American Institute of Chemists, Ross holds a B.S. in physics from Rensselaer Polytechnic Institute and an M.S. in journalism from Columbia. He has authored or edited 19 books and has won numerous technical, professional and journalism awards. He has taught statistics in academic and industrial settings and has lectured and consulted in 84 countries.
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Chad Rupe
Market President, Citizens Bank and Trust; Former Administrator, USDA Rural Utilities Services

Chad Rupe served as the 21st administrator of USDA’s Rural Utilities Service for the Trump Administration. He led the ReConnect broadband program, and implemented the 2018 Farm Bill changes to rural broadband, including smart grid deployment of fiber for rural electric cooperatives’ distribution networks. As administrator, he deployed over $18 billion in federal loans and grants for rural broadband, rural electric cooperatives and investor owned utilities, as well as rural drinking water systems throughout the United States, for over 8,000 utility borrowers. He served as Secretary of Agriculture Sonny Perdue’s representative to the FCC Precision Agriculture Task Force and co-chaired the American Broadband Initiative for 23 federal agencies. Rupe also led coordination with the U.S. Department of Energy for deployment of developed emerging technology to improve resiliency, reliability, affordability and security of the electric grid. Prior to becoming RUS administrator, Rupe served as USDA Rural Development State Director in Wyoming, where he worked with the State of Wyoming in delivering its state broadband plan following recently passed state legislation. He is a veteran of the U.S. Army and a graduate of the United States Military Academy. He earned his MBA from the University of Phoenix. Rupe is now the managing member of Rural America Strategies L.L.C. where he provides strategic consulting service for rural communities to bridge the digital divide and for a resilient and reliable electric grid. He also serves on the advisory council for the Rural Cloud Initiative to advance adoption of precision agriculture. Additionally, he is market president for Citizens Bank and Trust Co., a community-based agriculture bank in central Nebraska.

Stephen J. Sadler
Vice President, Multifamily Development
RealPage, Resident Technology Services

Steve Sadler brings 36 years of telecommunications design, specification and project management experience. Currently, he is senior director of multifamily development of the resident technology services (RTS) team at RealPage, Inc. Responsibilities include managing the RTS team’s technology consulting/design initiatives as the team assists their multifamily clients in strategically deploying technology amenities such as telecom, access control, CCTV, audio visual and smart apartment IoT solutions.

Prior to RealPage, Sadler was vice president of strategic business services (SBS) with Post Properties, Inc. located in Atlanta, Ga., where he served the company for more than 14 years. The SBS team was responsible for ancillary services, utility billing and energy management, procurement and Post’s trademark PostSmart structured wiring system.

Before joining Post, he spent 16 years designing, specifying and estimating a wide variety of communications infrastructure networks, such as broadband local area networks, IBM cabling systems and commercial twisted pair cabling systems. Customers included Fortune 100 companies, Department of Defense, multi-site retail and large manufacturing concerns.

Sadler has served as chairman of the annual Broadband Communities Magazine Summit and has served as co-chairman of the MDU Educational Series for the past four years. He has also served on the telecommunications advisory committee for the National Multihousing Council.
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Valerie M. Sargent  
Executive Consultant  
Broadband Communities

Valerie M. Sargent has a passion for bringing vitality to individuals and organizations. From her start as a leasing consultant over 25 years ago, she has guided her multifamily career through the years to become a nationally recognized speaker, trainer and executive consultant. Sargent became an entrepreneur in 2005, working independently with private clients and together with her business partner at Yvette Poole & Associates. She spent 12 years with former client, Multifamily Broadband Council, where she collaborated with top technology companies and independent broadband providers in the multifamily space, and now is an executive consultant and multifamily news correspondent for Broadband Communities.

Sargent is also a Level I and Level II TalentSmart Emotional Intelligence Certified Trainer, and is an EQ executive coach. She specializes in multifamily leasing, sales, customer service and leadership. Areas of expertise include: speaking, training, consulting, Marketing, Executive Coaching, Company Culture, Telecommunications, Emotional intelligence, on-boarding real estate Investing, team building and corporate events. She loves music, movies, time with family and a temperate climate. She happily resides in Orange County, CA. For more information, visit her at: www.valeriemsargent.com.

Matt Sayre  
Managing Director  
Onward Eugene

Matt Sayre is the managing director at Onward Eugene. In recent years he has focused on building the infrastructure necessary to support the region's transition to a knowledge based economy. This work has led to Eugene’s designations as a Mozilla Gigabit City, a US Ignite Smart Gigabit Community and a Top 10 Up and Coming Tech Cities in the Nation. Sayre is the founder of the Willamette Internet Exchange and is engaged on Project OVERCOME, funded by the National Science Foundation and Schmidt Futures. His passions are currently amplified through Onward Eugene, a new economic development nonprofit that launched during the pandemic. The organization works to unite local partners and mobilize rebuilding efforts to fully realize the region’s shared potential for expansive and inclusive prosperity.

Matt Schmit  
Director  
Illinois Office of Broadband

Matt Schmit serves as the director of the Illinois Office of Broadband. In this capacity, he is responsible for facilitating the deployment of the Connect Illinois broadband infrastructure grant program. Schmit served as a state senator in Minnesota between 2013 and 2016.
Richard J. Sherwin  
CEO  
Spot On Networks, LLC

Richard Sherwin has been involved in wireless communications and radio frequency transmission for the past 30 years. With a number of telecommunications veterans, he founded and funded Spot On Networks, LLC, a provider of wireless telecommunications for the multifamily residential and multitenant commercial building industry.

Sherwin previously served as CEO of Metromedia International Telecommunications, Inc. and as a member of the board of directors of Metromedia International Group, Inc. since its inception. He was instrumental in establishing approximately 47 wireless and wired telecommunications ventures, including cellular telephony, cable television and radio paging, in Eastern Europe and republics of the former Soviet Union. His expertise in wireless communications resulted in an invitation to testify at the United States Senate judiciary hearing on a proposed Comcast–Time Warner merger.

In 2016, Sherwin was inducted into the Wireless History Foundation Hall of Fame, a group of 68 individuals across all segments of the wireless industry. Induction into the Wireless Hall of Fame is one of the industry’s highest honors, acknowledging the leadership, innovation and achievement of each honoree.

Deborah Simpier  
Co-founder and CEO  
Althea Networks

Deborah Simpier, a small business veteran, has been active in the Pacific Northwest mesh networking and net neutrality scene for several years. She was Althea’s first user before officially becoming co-founder and CEO.

Mike Smith  
Owner and President  
White Space Building Technology Advisors

Mike Smith is a real estate technology expert with more than 15 years of experience focused on technology, operations, infrastructure, innovation and energy-saving solutions specifically as they relate to the real estate industry. He launched White Space in 2015 to provide a single source of building technology solutions for the real estate market. He has served as co-chair of iBcon; as an adviser to Realcomm, NMHC, Broadband Communities and the Building and Energy Summit; and as a featured speaker at industry conferences focused on intelligent buildings. Smith partners with building owners, developers, construction managers and architects to bring smart building technology to their projects. He assists with budgeting for, designing, bidding on and inspecting building and energy programs that will maintain optimal energy efficiency and provide cost savings to building owners.

Deb Socia  
President and CEO  
The Enterprise Center

Deb Socia is president and CEO of The Enterprise Center, a nonprofit that nurtures innovation in Chattanooga, Tennessee, with the goal of connecting people to resources and building an inclusive community. Growing the entrepreneurial ecosystem and the city’s Innovation District, building digital equity and supporting research and implementation of smart city applications are all a part of the organization’s focus. Prior to her current role, Socia was the executive director of Next Century Cities, a nonprofit that supports community leaders as they seek to ensure that all have access to fast, affordable and reliable internet. Previously, she was the executive director of the Tech Goes Home program in Boston whose mission is to ensure digital equity. Socia’s early career included 32 years as an educator and administrator. She was the founding principal of the award winning Lilla G. Frederick Middle School, a Boston public school where she led the one-to-one laptop initiative.
SPEAKERS

David Spiller
Director of State and Local Operations
VETRO FiberMap

David Spiller is the director of state and local operations for VETRO, coordinating customer implementation and product delivery with state and local communities. He is a product leader with 15+ years of GIS and fiber management experience in the telecommunications and broadband industry. Spiller has provided significant value to communities, universities and ISPs in 40+ states and internationally through building software products and software implementations. He holds a B.S. in integrated science and technology from James Madison University in Virginia.

Kelly Stranburg
Principal
LE3 Solutions

Kelly Stranburg, M.Ed., has worked with aging adults for over 20 years, with 13 of those specific to the senior living industry. She has worked in or supported CCRCs and AL/MC communities, with her most successful roles being new positions she has created from the ground up that have enabled her to analyze and identify needs and gaps and then create and implement solutions for the greater good of the residents, which in turn supports the operators’ objectives. Stranburg is experienced with new developments from start to finish, highly involved in acquisitions and in daily operations (sales, dining, hiring, and training, programming, facilities, and community outreach).

She is the creator of the Argentum Best of the Best Wellness Program award winner for 2010, 2011, and 2012. She has been a featured author in the Journal on Active Aging and been a selected speaker at national senior living and active aging conferences. Stranburg’s involvement in a panel discussion on engagement at home during the time of COVID-19 was featured on Forbes.com. She holds many certifications and credentials in fitness, wellness, dementia, resident engagement, and at one point held an assisted living administrator’s license in North Carolina. She is an innovative leader and emphasizes wellness incorporated into all aspects of an organization in order to truly exude wellness and well-being for both residents and employees.

In addition to her senior living and aging industries pursuits, Stranburg creates and facilitates a variety of executive coaching programs targeting women and new start-ups, is an Arbonne consultant to support well-being for all ages, rescues more cats and dogs than she should, is adviser to her college sorority, and desires to be a children’s author who will one day retire to a beach so she can wear flip flops 365! You are encouraged to reach out and connect! We only live once....“no guts, no glory!”

Paul Sulisz
CEO
Biarri Networks

Biarri Networks CEO Paul Sulisz’s career within the telecommunications industry spans 18 years. He has spent 7+ years in the fiber/fixed access networks area and 11 years in wireless networks including cellular and microwave deployments across access and private networks. He has been actively involved in deployments across Asia-Pacific and North America. Sulisz started his career as a design engineer and found his passion in large and complex rollouts where he honed his skill in project director and program management roles. He quickly moved into general and senior executive roles, where he has also owned large and complex accounts. Over the last four years, Sulisz has focused on productizing and deploying innovative approaches to digital design, engineering and construction while building a global capability for Biarri Networks. He holds a double degree in electronics engineering and information technology. Sulisz resides with his family in Denver, Colorado.
Andrea M. Taylor
Director of Ancillary Services
Morgan Properties

Andrea M. Taylor is the director of ancillary services for Morgan Properties, the second largest private multifamily owner in the country with 95,000 units. She has been in the industry for 12 years. In her role, Taylor oversees revenue generating programs and efficiencies such as telecom, smart home, renter’s insurance and other innovation and technology related programs. Prior to joining Morgan, she also headed up ancillary services at Village Green and Waterton Residential. She is a graduate of Michigan State University.

J. Kirk Taylor
Attorney
Hubacher Ames & Taylor, PLLC

J. Kirk Taylor is an attorney with the law firm of Hubacher Ames & Taylor, PLLC. He is an experienced telecom, technology and real estate operations attorney, licensed since 1997, with extensive in-house and law firm experience. After co-founding and practicing as a partner in a boutique law firm that focused on telecommunications matters, Taylor branched out to focus on other technologies and innovations for his real estate clients (e.g., negotiating agreements for home and property automation, package locker systems, software licensing and support, and EV charging stations). He routinely represents the owners of residential and commercial multi-tenant developments as the customer/purchaser of telecommunications/technology services.

Taylor graduated magna cum laude from University of Houston Law Center with a doctorate in jurisprudence, and magna cum laude from Texas Tech University with a bachelor’s of architecture.

Dan Terheggen
CEO
Consolidated Smart Systems

Dan Terheggen is the CEO of Consolidated Smart Systems, one of the leading MDU broadband deployers in the United States. He also served as president of the Multifamily Broadband Council (MBC), which represented private and independent MDU broadband service providers before merging with WISPA at the end of 2020. With more than 45 years of experience in the MDU market, he has spoken on behalf of the MBC in front of the FCC and at broadband conferences around the country. He is recognized as a broadband and MDU industry leader.

June Tierney
Commission of Public Service
State of Vermont

June E. Tierney was sworn in as the Commissioner of the Vermont Department of Public Service by Governor Phil Scott on January 5, 2017. Prior to her appointment, Commissioner Tierney served as general counsel to the Vermont Public Utility Commission (2012-2016). Before then, she was a PUC hearing officer (2008-2012), as well as a staff attorney at the Vermont Department of Public Service (2001-2008). A 1986 graduate of Boston University and a 1993 graduate of Vermont Law School, Commissioner Tierney began her legal career with a clerkship at the Vermont Supreme Court, followed by three years as an associate at Davis Polk & Wardwell in New York City, where she specialized in securities fraud litigation, white collar crime defense and corporate internal compliance investigations. Before her admission to the bar, Commissioner Tierney enjoyed the privilege of serving on active duty (1986-1990) as a commissioned officer in the United States Army.
SPEAKERS

Roger Timmerman
Executive Director and CEO
UTOPIA Fiber

Roger Timmerman is a technology management professional with over 17 years of experience in telecommunications and information technology. He is the executive director of the 13-city UTOPIA Fiber project in Utah, the largest open-access network in the country. UTOPIA Fiber has the most competitive open access service provider marketplace with 11 residential and 25 business service provider partners available on the system.

Timmerman has been designing and building networks throughout his career in various roles including vice president of engineering for Vivint Wireless, CTO for UTOPIA Fiber, network engineer for iPrrovo and network product manager for Brigham Young University. He earned bachelor of science and master of science degrees in information technology from Brigham Young University.

Michael M. Turbes
Assistant Vice President, Senior Legal Counsel
AT&T

Michael M. Turbes, assistant vice president - senior legal counsel, is the lead attorney providing transactional and legal subject matter expertise for AT&T’s Connected Communities business. Turbes advises on a broad range of legal issues related to the relationship life cycle between AT&T and multiple dwelling unit (MDU) property owners, including marketing communication, the formation of contractual relationships and disputes.

During more than two decades with the company, Turbes has served AT&T in multiple roles and leadership positions providing a broad range of technology and telecommunications-related legal services, including: general counsel, vice president and secretary of BellSouth Entertainment; general counsel of the BellSouth Corporate Aviation and Travel Services Company; and senior counsel in real estate, consumer national retail, Internet of Things, television and media content and the sale of regulated telecommunications services to large commercial and government customers.

Prior to joining AT&T, Turbes practiced corporate technology law at large national law firms and a software company. He periodically speaks at conferences on telecommunications, technology and diversity legal issues. When not practicing law, Turbes enjoys traveling with his family, playing piano and volunteering in support of Street Law, public education and disadvantaged communities. He is a graduate of Amherst College and the University of Chicago Law School.

Carl Vassia
Vice President of Product Management
CommScope

Carl Vassia is vice president, product line management, home networks segment, for CommScope, a global leader in infrastructure solutions for communications networks. He is responsible for CommScope’s worldwide video CPE platforms.

Vassia is a 30-year veteran of the industry with the bulk of his career spent in product management for video CPE products with CommScope and its predecessor companies ARRIS, Motorola and General Instrument. He has also held positions in sales for CPE, PLM for infrastructure products and engineering.

He holds a master’s degree in business administration from Temple University in Philadelphia and a bachelor’s degree in electrical engineering from Wilkes University in Pennsylvania.
Become a Member Today

The Fiber Broadband Association is YOUR voice in getting to a world where communications are limitless, advancing quality of life and digital equity anywhere and everywhere.

**ENGAGEMENT**

**Fiber Broadband Starter Kit:** The one stop shop that provides local telecommunications providers and civic leaders with the information they need to bring ultra high speed, future proof fiber networks to their communities.

**Webinars:** Wherever you are, receive 24/7 access to Fiber Broadband Association’s live and existing webinars to learn and stay connected.

**Fiber Connect – Our Annual Conference:** The premier fiber industry event attracting key decision makers from all spectrums of the fiber ecosystem who gather to network, see what’s new, and learn how they can enhance the customer experience. Members enjoy discounts for registration and exhibition.

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**Regional Conferences:** Regional conferences are held throughout the year to bring the Fiber Broadband Association to your community. Local topics, speakers, and close-knit networking help develop new business opportunities and outreach.

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- Access to valuable industry resources and education
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- Event attendance and exhibit discounts
- Public policy representation

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SPEAKERS

Christa Wagner Vinson, MCRP
Program Officer, Rural Broadband & Infrastructure
Local Initiatives Support Corporation (LISC)

With a diverse background in community, workforce, and economic development, Christa Vinson joined Rural LISC from NC Broadband Matters, an education and advocacy platform she co-founded promoting fast and reliable broadband for rural and marginalized communities in North Carolina. At Rural LISC, Vinson leads the broadband and infrastructure pillar, one of its five strategic focus areas, in a multi-pronged strategy to increase the digital support available in the social safety net and to deliver the economic opportunity, employment and place making benefits of broadband Internet infrastructure to rural America. Website: https://www.lisc.org/rural/our-work/broadband-infrastructure/.

Dr. Robert Wack
Chair, Westminster Fiber Commission
Westminster, MD

Robert Wack M.D. is currently the chair of the Westminster Fiber Commission, guiding the expansion of the Westminster Fiber Network. Previously, he served 16 years on the Westminster City Council, the last six as president, where he led the planning and construction of the Westminster Fiber Network. He also serves as the chair of the board of MAGIC, the Mid-Atlantic Gigabit Innovation Collaboratory, an economic development nonprofit with the mission of realizing the transformative potential of the community-wide gigabit Westminster Fiber Network. Currently the chief medical information officer at Frederick Health, Wack is a U.S. Army veteran and a published author.

James Wagar
Partner
Frontbridge Capital

James Wagar, a partner with Frontbridge Capital, also serves as a managing director for Thomas Capital Group and is a partner with Alpine Pacific Capital. He is a graduate of Pacific Lutheran University, where he received his BBA in finance. Wagar has experience in multiple areas including venture capital, private real estate, buyouts, and growth equity.

Craig R. Walton
Lead Product Manager
AT&T

Craig Walton, who has been with AT&T for 25 years, is the lead product marketing manager for the AT&T Wi-Fi for Apartment Communities in the AT&T consumer organization. Prior to this role he represented AT&T in a partnership with North Carolina public universities and municipalities, solutioning and trialing next generation technologies including distance learning, telehealth, and Smart Cities/IOT planning. He has held various positions in AT&T Network Operations, business development, enterprise business managed services, and customer care. Walton holds a bachelor’s degree from the University of Georgia in information systems and his MBA from Kennesaw State University. He lives in Raleigh, N.C., with his wife, Stephanie, and his two boys, Colin and Sloan.

Sue Weiske
Vice President and Associate General Counsel
Charter Communications

Sue Weiske has more than 20 years of in-house counsel experience for large communications and software companies, including Charter Communications, Level 3, Time Warner Cable, Intrado and MCI Telecommunications. Her internal clients include the national Spectrum Community Solutions team (MDU), for which she supervises a team of five and supports all negotiations, product launches and contract revisions, including transactions work. She also handles operational issues for the Charter field and operations team and supports the commercial business units for rights of entry. Weiske supervises all forced relocation/ eminent domain actions impacting Charter’s plant including its national infrastructure.
Michael Weston  
Senior Leader  
Verizon Enhanced Communities

Mike Weston leads the Verizon Enhanced Communities group within Verizon. His team has been dedicated to serving the multifamily market for more than a dozen years. Weston is responsible for bringing the best of Verizon to multifamily residential developers and operators to provide solutions that fit the unique requirements of the industry. He is also responsible for steering the development of Verizon’s FTTP Fios platform to best serve those needs.

Previously Weston ran the engineering program management office for multifamily fiber to the premise. He was responsible for the development and introduction of processes, technologies and practices aimed at providing MDU properties with flexible, customizable and efficient FTTP solutions. Those developments paved the way for deployment of FTTP-based services to over 4 million multi-dwelling and multi-tenant units.

Weston has more than 25 years of experience in the telecommunications industry, serving in key roles in sales, marketing, operations and planning within Verizon, Cable & Wireless, and SBC. He holds both BBA and MBA degrees from the University of Texas at Austin. He currently resides in New Jersey with his wife and four children.

Linda Willey  
Vice President - Business Services  
Camden Property Trust

Linda Willey serves as vice president of business services for Camden Property Trust, an S&P 400 company that is one of the largest publicly traded multifamily companies in the United States. As of May 31, 2021, Camden owned interests in and operated 167 properties containing 56,851 apartment homes across the country. Camden was recently named by Fortune Magazine for the 14th consecutive year as one of the “100 Best Companies to Work For” in America, ranking #8.

As vice president of business services, Willey is responsible for the evaluation, negotiation and implementation of ancillary programs including telecommunications, valet trash and renter’s insurance. Additionally, her areas of support include property management systems, policies and procedures, asset management and Camden’s joint venture investment funds.

She holds a bachelor of science in business administration from Sam Houston State University and resides outside Houston, Texas, with her husband. They enjoy spending time with their three grandchildren and spending time on Lake Conroe.

Dean Wolfe  
Vice President of Technology and Vendor Relations  
Choice Property Resources, Inc.

As vice president, technology & vendor services, for Choice Property Resources, Dean Wolfe negotiates and implements national vendor contracts for Choice’s multifamily operators. He joined Choice, a leading adviser to the multifamily industry, in 2010 with over 20 years of experience in business management, marketing and property management. He stays current with the latest ancillary technologies and trends to discover the right solutions for Choice clients’ properties. He also handles management reporting, analysis and new staff training. Wolfe holds a bachelor of science in business from Miami (Ohio) University.
**3-GIS**
Booth #506

Since 2006, 3-GIS has been helping the telecom industry improve the visibility of network assets. Accessed via a browser, the 3-GIS software service combines a full-editing GIS, single-click constructible work packets, strandlevel asset availability, and machine-prescribed routing and design in one seamless system to deliver value at every stage in the life of a network. 3-GIS customers are network providers and engineering firms interested in moving beyond the limits of mapping into modeling and managing the connectivity of their networks.

**3HV**
Tabletop #7

3HV is a Fiber Broadband Operations and Workforce Management Solution to help operators be more efficient by replacing 3-4 different spreadsheets or custom-made databases with one comprehensive web-based application. We developed our software application by working in the field for years, side-by-side with field operators. Our modular based solution covers installation and repair work orders, scheduling, asset management, warehouse inventory management, customer satisfaction, quality control, digital marketing, and more.

**ADTRAN**
Booth #108

ADTRAN is a leading global provider of networking and communications equipment, serving a diverse domestic and international customer base in 68 countries. From cloud edge to subscriber edge, ADTRAN helps communication service providers, utilities, electric-cooperatives, and municipalities around the world manage and scale gigabit fiber services that connect people, places, and things to advance human progress. As broadband continues to transform the way we all live, work and play, ADTRAN is enabling operators to deliver the connectivity and communication solutions their communities need to grow. We offer the most complete broadband access portfolio on the market today, complemented by residential and enterprise service delivery gateways supporting cloud-managed Wi-Fi, and supported by a suite of business optimization SaaS applications. Together, these platforms enable gigabit service delivery and provide the actionable intelligence needed to create new revenue streams and increase customer satisfaction. Learn more at adtran.com/ta5000.

**Airties**
EXHIBIT HALL MARKETPLACE PARTICIPANT
Tabletop #19

Founded in 2004, Airties is the most widely deployed provider of managed Wi-Fi solutions to operators around the globe. Service providers turn to Airties for the design, implementation and ongoing optimization of their customers’ broadband experience through a full portfolio of smart Wi-Fi software, hardware and services. More than 25 million homes are managed by Airties Cloud, and we are deployed by more than 50 service providers across 4 different continents, including Altice USA, AT&T, Singtel, Telia, Telstra, Sky and many others.
Allbridge
Tabletop #3
Allbridge provides complete property technology solutions for hospitality properties, helping you deliver one connected experience to your staff and residents with all network, video, and voice technologies from design and procurement to installation and ongoing management. We are the partner the hospitality industry trusts to position them for the future and strengthen the relationship with their residents. Allbridge serves more than 1,000,000 rooms nationally and is headquartered in Raleigh, North Carolina, with an additional office in Milwaukee, Wisconsin.

Altec Industries
Tabletop #1
Altec is a leading provider of products and services to the electric utility, telecommunications, tree care, lights and signs, and contractor markets. We deliver products and services in more than 100 countries throughout the world. Our products include truck-mounted aerials and cranes, diggers, underground construction equipment, service bodies, and tools. Our services include rentals, fleet management, financing, and the industry’s most extensive service network.

Atheral LLC
Tabletop #6
Founded and managed by internet service provider veterans since 2018, Atheral has built a customer-centric white-label voice solution for ISPs and MSPs. Our goal is to provide you with a world-class voice switching platform with industry-leading support that decreases end-user churn to increase profitability while being geo-redundant, highly available, and scalable. Deployed by more than 150 ISPs and MSPs utilizing a blend of technologies from fixed wireless, to fiber, DSL and cable, our passion is to grow with our clients by concentrating on your cloud infrastructure so you can focus on your end-users.

Biarri Networks
Booth #514
Biarri Networks is the end-to-end telecom engineering company that’s revolutionizing network design and deployment. We bring projects to life quickly and efficiently with our unique collaborative, data-driven approach.

BlueAlly Technology Solutions
Booth #607
BlueAlly helps clients achieve business goals by accelerating technology adoption using optimized and secured solutions. We combine skilled technology professionals, innovative sourcing, flexible consumption models and legendary service to deliver exceptional customer experiences.
BlueportiQ
EXHIBIT HALL MARKETPLACE PARTICIPANT
Booth #104

BlueportiQ provides top-tier technology across multiple markets, including multifamily, hospitality, carriers, commercial, healthcare, and more. Its cloud-hosted software solution, VAULT™, provides global Wi-Fi roaming throughout multiple business locations over secure Wi-Fi access. VAULT enables frictionless onboarding Wi-Fi access to multiple user types when visiting these locations. VAULT also makes use of existing technology and does not require unique device onboarding or specialized Wi-Fi infrastructure compliance. To find out more, visit www.blueportiq.com.

Casa Systems
Booth #609

Casa Systems enables FTTH deployments that cannot reach or connect all customers within a deployment area including expensive last-hop deployment costs, difficulties in obtaining access to premises, historical/architectural building preservation constraints, or complex multi-dwelling unit (MDU) agreements. We are a fiber extension strategy that delivers fiber-like speeds to dwellings over the last-hop copper infrastructure already in place; a cost-efficient alternative to a full-fiber deployment.

Central Service Association
Booth #613

Central Service Association, a member-owned service provider, offers a complete line of information technology solutions to public utilities across the United States. Solutions include single and multi-service billing, accounting, work management, GIS, payment processing and much more. CSA has developed a fully integrated and automated solution for billing and provisioning that saves time, reduces errors and speeds revenue collection during roll out. CSA also offers a complete mapping solution for your fiber assets.

CHR Solutions
EXHIBIT HALL MARKETPLACE PARTICIPANT
Tabletop #8

CHR is a hypergrowth broadband systems provider enabling clients to grow their network and customer base at rapid speeds. We offer a range of engineering, business and technology solutions that enable better broadband to telecoms, electric co-ops, utilities and municipalities nationwide. CHR has designed FTTx networks that pass more than 2 million premises. Services include preparing applications for loans and grants; broadband network planning; performing high-level, detailed design of outside plant for FTTx networks; permitting; converting GIS/CAD files and implementing outside plant. CHR engineering specializes in fiber design and has expertise in various communications technologies. In addition, CHR provides B/OSS business solutions and outsourced managed IT and NOC services.

CommScope
Booth #413

CommScope pushes the boundaries of communications technology with game-changing ideas and ground-breaking discoveries that spark profound human achievement. We collaborate with our customers and partners to design, create and build the world’s most advanced networks. It is our passion and commitment to identify the next opportunity and realize a better tomorrow. Discover more at commscope.com.
Conexon
Booth #417

Conexon is a leader in the electric cooperative broadband movement, with a mission of closing the digital divide through fiber to the home. Founded in 2015, Conexon offers an unmatched architecture and approach that enables electric cooperatives to leverage their infrastructures to efficiently and affordably deliver fiber broadband services to 100 percent of their membership. The company is composed of professionals who have worked in electric cooperatives and the telecommunications industry and offer decades of individual experience in business planning, building networks, marketing and selling telecommunications. Conexon offers clients end-to-end broadband deployment and operations support, working with them to analyze economic feasibility, secure financing, design the network, manage construction, provide operational support, optimize business performance and determine optimal partnerships. To date, Conexon has assisted nearly 200 electric cooperatives, nearly 50 of which are deploying fiber networks, with approximately 500,000 rural Americans across the U.S. connected to fiber to the home. Overall, the company has secured more than $1.3 billion in federal and state funding for its clients across the country.

In 2021, Conexon launched its internet service provider subsidiary, Connect, an entity formed to operate and manage cooperative and investor-owned fiber-to-the-home networks. Conexon Connect recently participated as part of Conexon’s Rural Electric Cooperative Consortium, a bidding entity awarded more than $1.1 billion through the FCC’s Rural Digital Opportunity Fund Phase I auction to deliver broadband service at the gigabit tier. The Connect awards encompass dozens of electric co-op territories throughout 10 states and will result in lightning-fast symmetrical broadband service to more than 2 million Americans – fiber to 100 percent of rural homes and businesses in all the territories awarded in the RDOF auction.

Conexon has grown to 300 employees strong and is headquartered in Kansas City, Missouri.

Corning Optical Communications
EXHIBIT HALL MARKETPLACE PARTICIPANT
Booth #317

Corning is one of the world’s leading innovators in materials science, with a 166-year track record of lifechanging inventions. We apply unparalleled expertise in glass science, ceramics science and optical physics along with our deep manufacturing and engineering capabilities to develop category-defining products that transform industries and enhance people’s lives. Our Optical Communications segment delivers fiber to the people, businesses and, increasingly, “things” at every edge of the network, from optical fiber, cable, hardware and equipment to fully optimized solutions for high-speed communications networks.

Dura-Line
Booth #512

As the global leader of MicroTechnology, Dura-Line offers fast, safe, organized solutions for permanent pathways that extend the useful life of infrastructure assets, simplify installations, and minimize disruptions and repair costs. Dura-Line’s protective HDPE conduit solutions provide mission-critical permanent pathways that extend the useful life of infrastructure assets, simplify installations, and minimize disruptions and repair costs. Several advanced manufacturing techniques set us apart, including low friction SILICORE™ permanently lubricated lining and FuturePath products, available for OSP, and plenum, riser, and low smoke zero halogen (LSZH) for ISP.
DZS Inc.
Booth #319

DZS Inc. is a global leader in optical and packet-based mobile transport, broadband access and software-defined networking solutions. With more than 20 million products in service and customers and alliance partners spanning more than 100 countries, DZS is helping many of the world’s most advanced and innovative service providers and enterprises leverage the power of 5G, 10Gig fixed broadband, and software-defined networks to deliver cutting-edge services and lead in their markets.

ETI Software Solutions
EXHIBIT HALL MARKETPLACE PARTICIPANT
Booth #102

ETI helps municipal and utility broadband networks reduce cost, improve subscriber experience, and deploy next-gen services faster. Fiber providers use our Service Management technology to provision and align operations onto a single platform, integrate devices and billing solutions, and consolidate data to generate proactive insight to better grow their business. Visit https://etisoftware.com/

Fiber Broadband Association
EVENT PARTNER
Foyer Tabletop #26

The Fiber Broadband Association is the largest and only trade association in the Americas dedicated to the pursuit of all-fiber-optic network infrastructure to the home, to the business and to everywhere. The Fiber Broadband Association helps providers make informed decisions about how, where, and why to build better broadband networks with fiber optics while working with its members to lead the organization forward, collaborate with industry allies and propel the deployment of fiber networks. Since 2001, these companies, organizations and members have worked with communities and consumers in mind to build a better broadband future here and around the world. Learn more at fiberbroadband.org.

Fiber Instrument Sales, Inc.
Tabletop #20

Fiber Instrument Sales, Inc. (FIS) is a manufacturer and full-line distributor of communication fiber optic test equipment, enclosures, racks, connectors, cable/cable assemblies, tools/tool kits, consumable products, Category 5e and 6 cabling products, and active network equipment.

Our Mission is to design, develop, and reliably provide to our customers, the highest quality and widest range of fiber optic products, at competitive prices, with unsurpassed customer service and inventories. We distribute, develop and manufacture the finest fiber optic products available. We are proud of our people, what we produce, and grateful to the customers who give us a chance to succeed.

Serving over 11,000 customers worldwide, FIS maintains one of the largest fiber optic inventories in the industry and provides same-day shipping for most orders. Overnight shipping is available.
ZYXEL COMMUNICATIONS
Booth #603

WiFi 6

Dual-Band Wireless AX5700 Gigabit Ethernet Gateway
EX3510

Dual-Band Wireless AX5400 Gigabit Extender
WX3310

AX6000 WiFi 6 VDSL2 Bonding Gateway
DX4510

2.5G Dual-Band Wireless AX6000 Gigabit Ethernet Gateway
EX5510

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Fibnet Inc.
EXHIBIT HALL MARKETPLACE PARTICIPANT
Booth #215

Fibnet Inc. is a complete broadband network solutions provider and authorized global representative of Ocean Cable and Communication Japan fiber optic cable. The cable (based on submarine cable technology) is robust, thin, lightweight, flexible, rodent-proof, waterproof, fire resistant and is specially designed for rural and harsh environments. It can be laid without any specialized equipment, including by shallow, direct burial; aerial wiring and submerging; and without having to splice the cable for up to 10 miles. It can be laid in a utility trench or even in the sewer system with clamps and has been designed to be truly DIY, reducing the cost and duration of installation to lower OPEX. This makes it an easy fit for rural to urban communities.

Finley Engineering Company, Inc.
EXHIBIT HALL MARKETPLACE PARTICIPANT
Tabletop #2

Broadband is no longer a luxury, it’s a necessary utility that is lacking in many areas across the country. We are acutely aware of the demand for fiber networks and the opportunities they offer communities of all sizes. If you’re looking for the optimal way to bring high-speed broadband to your community, constituents or customers, Finley can help bridge this gap and close the digital divide. After more than 68 years and hundreds of implementations, we’ve seen just about everything, and crafted the right solutions for even the toughest deployment challenges.

We are with you every step of the way starting with building a business case, finding funding, and identifying the right technical approach. Then we see your project through, becoming a trusted extension of your team. We stand beside you, rolling up our sleeves and tackling the challenges with you, every step of the way. From start to finish with Finley.

GLDS
Tabletop #4

GLDS provides small to mid-sized broadband providers with best-of-suite customer management, billing, and service delivery solutions. Stand-alone and cloud-based platforms offer full customer lifecycle management for FTTH, Internet, VoIP, IPTV, OTT, and more. GLDS has installed solutions for more than 800 operators in 49 states and 47 countries worldwide. www.glds.com

Henkels & McCoy
Booth #611

**connectivity services**
- frictionless way deliver the most-desired amenity to residents and guests.
- custom-built Internet-as-an-amenity solution; up to 10,000 Mbps per-unit
- free on-net interconnect for your operations
- property-wide wifi networks
- intra/inter-building connectivity networks
- hospitality network solutions

**professional services**
- network architecture, design, and deployment services
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- network visibility & staff augmentation
- guidance for optical, wan and datacenter technologies such as: dwdm, xgs-pon, mpls, evpn/vxlan, and software-defined networking

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https://www.sinewave.network  |  844.sin.wave  |  212.882.1185  |  info@sinewaveinc.io
Innovative Systems
Booth #217

Innovative Systems is a mission-critical enterprise software solution that enables independent service providers to seamlessly manage their business, deliver modern network services, and reduce operating costs. Innovative Systems core products include eLation™, a market-leading Billing & Operations Support System (BSS/OSS), InnoStream™ Multi-Generation TV (MG-TV), a streaming video solution suite, and APMax™, a hardware and software Voice over IP (VoIP) platform. Based in Mitchell, South Dakota, Innovative Systems is proud to support connectivity across the country, including delivering outstanding service to its telecom, cable, municipality, power, and utility customers and their constituents. For more information, please visit www.innovsys.com

KeyBanc Capital Markets
Booth #422

The KeyBanc Capital Markets® Integrated Public Sector/Public Finance group provides a comprehensive suite of bank and capital markets products. Our strong analytical capabilities and collaboration across Key’s platform drive success among our broad network of relationships within our focus segments of government, higher education and healthcare. We understand the unique challenges you face and listen carefully to your needs to recommend solutions that will help you achieve your goals.

Our Public Finance Investment Banking Group has assisted hundreds of clients in underwriting general obligation, lease rental, special assessment area & TIF, water/sewer, higher education, healthcare and other revenue bonds. Our highly skilled team serves the investment banking needs of our public finance clients out of 12 offices located in Albany, NY, Chicago, Cleveland, Columbus, Denver, Indianapolis, New York, Pittsburgh, St. Louis, Salt Lake City, San Francisco and Seattle.

The Light Brigade
Foyer Tabletop #29

The Light Brigade provides critical training for your personnel, improving efficiencies, reducing costly errors and lowering operating costs. Since 1987, we have trained more than 75,000 installers, technicians, engineers, designers and other support staff from a wide range of industries. We produce professional-quality, hands-on training courses; online learning programs; and training videos that cater to every skill level. We also develop customized fiber optic training programs.

LightRiver
Booth #321

LightRiver is the premier provider of next generation, multi-vendor, Factory Built Networks® and netFLEX® vendor neutral, Optical Domain Control Software solutions. LightRiver is the expert in Packet Optical, DWDM/ROADM, MPLS and Carrier Ethernet systems and designs, engineers, commissions, automates and supports next generation, software controlled, transport networks for mission-critical clients that require the highest quality capacity, reliability, resiliency and manageability that today’s optical communications technology can deliver. LightRiver delivers unique value with turnkey hardware and software solutions, carrier-grade quality and unparalleled customer care in multi-technology networking.
Little Giant Ladder Systems  
Booth #601
Little Giant Ladder Systems is the safety and innovation leader in climbing systems and professional access equipment. It has partnered with safety professionals all over the country to develop real solutions to real safety problems. In the past five years alone, the company has received over 50 patents on safety improvements in climbing equipment design.

Professional access equipment like the Adjustable Safety Cage™, the HyperLite™ SumoStance® wide-base, leveling extension ladder in Little Giant’s new patent pending Hi-Viz Green, the Claw™ Limited Arrest System, and the Select Step™ adjustable stepladder are just a few of the new innovations that are changing the way professionals work at height . . . and we are just getting started!

Magellan Advisors  
Foyer Display Boards
Magellan provides leading broadband, smart city, information technology and security consulting services to public and private organizations. We are a full-spectrum planning and implementation firm that brings together technology, communications and utility consulting to create smart gigabit cities of tomorrow.

Magellan professionals have years of experience in the broadband, telecom, information technology and government sectors. They are thought leaders in broadband and smart city development and keep communities competitive in the digital world. Learn about Magellan’s perspectives by visiting Success Stories (www.magellan-advisors.com/success-stories/), where you’ll find practical, real-world information about how Magellan creates smart gigabit communities.

Magellan succeeds when clients succeed. Our goal is to find practical broadband and technology solutions that our clients can implement in their communities. Through Magellan services, more than $1 billion in new broadband investments has connected more than 1,000 schools, hospitals, libraries and governments and passed nearly 1 million homes with fiber optic broadband.

Michels Corporation  
Booth #502
Michels is a diverse infrastructure and utility contractor self-performing construction throughout North America and abroad. We are licensed and have worked in all 50 states and have more than 40 facilities located across North America. Our markets include oil and gas, communications, power delivery, transportation, deep foundations, heavy civil, sewer and water, railway and construction materials. We also are a leader in planning, designing, installing, upgrading and delivering networks, including cellular backhaul, and railway work, including rail plowing.
Millennium
EXHIBIT HALL MARKETPLACE PARTICIPANT
Booth #201

Millennium offers an end-to-end solution from the development to deployment of broadband networks. As a nationwide distributor of fiber optic network materials, we provide a host of solutions from introducing new technologies that make networks more reliable, managing projects and material needs, to the rental and leasing of capital equipment. In addition, we’ve introduced Millennium Geospatial, an engineering arm to our portfolio of products and services to help our clients’ businesses grow.

We’ve earned our clients by understanding their needs and offering solutions not only through our products, but through our services. Our team helps identify the right products for your application while keeping your projects on-time and on-budget. We have local inventory options, ready to ship from any of our 11 distribution locations to save you money by reducing inventory carrying costs, eliminating issues such as: shortages, overages or lost/misplaced materials. We have over 250+ vendor partnerships to support your business needs coast to coast. We redefine the client experience by monitoring and tracking your orders, while providing quick and accurate service with a timely response. Let our team of product experts help solve your problems from product application to logistics; our client experience is second to none.

National Information Solutions Cooperative
Booth #106

NISC is a leading provider of software solutions and services for utilities and telecoms. NISC offers advanced, integrated solutions featuring automated workflows, electronic approvals and more in billing and customer service, accounting, engineering and operations, meter data management, payment channels, cybersecurity, e-services and apps. More than 20 million consumers in 50 states receive utility or telecommunications services from more than 860 companies utilizing NISC’s advanced solutions.

National Multifamily Housing Council
Event Partner
Foyer Tabletop #25

Based in Washington, D.C., the National Multifamily Housing Council (NMHC) is a national association representing the interests of the larger and most prominent apartment firms in the United States. NMHC members are the principal officers of firms engaged in all aspects of the apartment industry, including ownership, development, management and financing. The NMHC advocates on behalf of rental housing, conducts apartment related research, encourages the exchange of strategic business information and promotes the desirability of apartment living. The apartment industry and its nearly 29 million residents collectively contribute more than $1.3 trillion annually to the U.S. economy.

For more information, contact the NMHC at 202-974-2300, e-mail us at info@nmhc.org or visit www.nmhc.org.
BIG PICTURE. SMALL DETAIL.

PUSHING BOUNDARIES FOR BROADBAND TECHNOLOGY

Finley pushes the boundaries of broadband network design and capabilities to uncover new product and service opportunities to optimize costs and drive revenue growth for our customers.

We will find the optimal way to bring high-speed broadband to your community, constituents or customers.
OFS
Booth #211

OFS is a world-leading designer, manufacturer and provider of optical fiber, optical fiber cable, FTTx, optical connectivity and specialty photonics products. Our manufacturing and research divisions work together to provide innovative products and solutions that traverse many different applications as they link people and machines worldwide. Between continents, between cities, around neighborhoods, and in homes and businesses of digital consumers, OFS provides the right optical fiber, optical cable and components for efficient, cost-effective transmission.

OFS’s corporate lineage dates to 1876 and includes technology powerhouses such as AT&T and Lucent Technologies. Today, OFS is owned by Furukawa Electric, a multibillion-dollar global leader in optical communications. Headquartered in Norcross (near Atlanta), Georgia, OFS is a global provider with facilities in Avon, Connecticut; Carrollton, Georgia; Somerset, New Jersey; Sturbridge, Massachusetts; Denmark; Germany and Russia. For more information, please visit www.ofsoptics.com.

Phoenix Loss Control
Booth #411

Phoenix Loss Control is an industry leader in outside plant damage cost recovery. With nearly two decades of experience, we have recovered hundreds of millions of dollars for our clients from third party damages to their cables, fiber, gas and electric networks. Contact us today to find out more!

Power & Tel
Tabletop #9

Power & Tel specializes in the procurement, sales, and material management/logistics of products to the global communications marketplace. Our extensive distribution network provides you a critical and efficient link between your needs (FTTx, CATV, IPTV, CO/Headend, Outside Plant, Customer Premise, Data Center, Wireless, Home Networking, Tools, Testing, and more) and the manufacturers’ solutions for them.

Primex Manufacturing Ltd.
Booth #508

Primex has provided premium custom industrial plastic enclosures to leading telcos for years. We’re the partner of choice for OSP and install and repair teams across North America. Our ability to design and deliver a top quality, North American manufactured product, in collaboration with our customers to meet every one of their enclosure needs, sets us apart. Primex enclosures perform like no others. Each is built specifically to answer the needs of today’s broadband installers. Primex helps telcos manage the transition to broadband with less cost and greater flexibility and adaptability for future technologies.
In-person OPTECH is back! This year we’re bringing you everything you’ve always loved about OPTECH while reimagining the conference experience for our new world. With more time and space for meeting with friends and solution providers, a restructured schedule and an expanded expo, OPTECH remains the must-attend event of the year.

Get a competitive edge in a post-pandemic world with groundbreaking content geared towards Multifamily leaders.

Smart Home & Technology Innovations
5G, CBRS & the Reality for Multifamily
The WFH Revolution: Tech & Telecom Impact
Cybersecurity & Consumer Privacy
Getting Connectivity Right from Day One
The New Buzz: Connectivity Certification
Managed Wifi & the Rise of Bulk Internet
Tech & Telecom Legal & Regulatory Forum

Register today to take advantage of the Early Bird Rate!
nmhc.org/OPTECH
Render Networks  
Booth #209

Render exists to build networks better. Utilizing today’s GIS technology and the power of automation, our digital network construction platform enables network owners, design and construction teams to solve the complexities associated with large-scale network deployment by eliminating manual hand-offs and paper-based construction approaches.

Render validates network design in the field ensuring constructability, “blueprints” these designs into sequenced, deliverable tasks and allocates tasks to the field for maximum productivity, resulting in cost and time efficiencies of over 50 percent vs traditional approaches.

Real-time, geospatial data provides stakeholders with a single, integrated view of progress increasing visibility and control at all stages of the network delivery lifecycle.

Ritalia Funding  
Booth #500

Fast, easy, affordable financing done right. Ritalia Funding is a technology focused equipment financing company operating in the vendor and end-user channels. We utilize an app-only credit-based approach to serve as a prominent funding source in the SMB space making your hardware, software, and services easier to buy and sell. Our business is growing yours.

Safety NetAccess Inc.  
EXHIBIT HALL MARKETPLACE PARTICIPANT  
Tabletop #21

Safety NetAccess, Inc. is an experienced leader in technology, internet solutions, IoT and telecommunications. Since 2001, we have deployed our solutions in over 4,000 venues providing millions of authentications daily. While we are proud of our growth, our integrity is backed by the flawless experience our users have when they interact with our solutions. Visit us at www.safetynetaccess.com to learn more about what we can provide for your property.

Starry  
EXHIBIT HALL MARKETPLACE PARTICIPANT  
Booth #203

At Starry, Inc., we believe the future is wireless and that connecting people to high-speed, broadband internet should be simple and affordable. Using our innovative, next generation fixed wireless technology, Starry is deploying gigabit-capable broadband to the home without bundles, data caps, or long-term contracts. Starry is a different kind of internet service provider. We put our customers first by protecting their privacy, ensuring access to an open and neutral net, and putting the customer experience at the heart of everything we do. Headquartered in Boston and backed by world-class investors, Starry is currently available in Boston, New York, Los Angeles, Washington, D.C., and Denver and is expanding nationwide. To learn more about Starry or to join our team and help us build a better internet, visit: starry.com.

STRATIS  
A RealPage Company  
Booth #314

STRATIS®, a RealPage Company, creates smart apartments and intelligent buildings by connecting smart systems and devices into a single easy to use app. STRATIS has integrated more than 100 of the largest providers of smart apartment devices and systems. STRATIS is installed across the U.S., Japan, the UK, EU, and Latin America.

STRATIS is an Inc. Magazine “Fastest Growing Company in America” and a Top Ten in Entrepreneur Magazine’s “Best Companies in America.” For more information visit www.stratisiot.com
Tejas Networks LTD  
Booth #605

As a publically listed company in business for over 20 years, Tejas Networks offers products designed to build optical networks from access to core. Under a direct sales and OEM rebranding model, Tejas Networks products have been deployed by the thousands in the United States and in over 75 countries, with more than 500,000 deployed network elements. Built for carrier class reliability, Tejas products offer over 99.999% of network uptime.

Tejas products provide a flexible toolkit for service providers to modernize their legacy network with Ethernet services, GPON, fixed wireless access while preserving the TDM revenue by using circuit emulation services (CEM) that run over a scalable packet switch.

Key technologies include GPON, Ethernet switching, Ethernet transport, MPLS-TP, CEM (Circuit Emulation) of DS1, DS3, OC-n services over Ethernet, native SONET cross connect, OTN cross connect, 10G – 600G DWDM networks for short, metro or long haul transport applications.

"NISC allows us to cover every aspect of our business on one system. Whether it is an engineer or a service rep, they are all looking at the same system. NISC has made the whole process very smooth."

– Jeff Dykes, CEO
BrightRidge

your technology. your mission. your success. our promise.

www.nisc.coop
EXHIBITOR DIRECTORY

Translite Global LLC
Tabletop #24

Translite Global is a leading provider of video broadcast and broadband equipment serving a diverse network of domestic and international customer base across the globe. Our products include MoCA® distribution, IPTV/OTT live streaming transcoders, HLS/UDP monitoring systems, and several other head-end equipment. We specialize in providing MoCA solutions to MDU's and have several home networking adapters deployed in multi-family homes by reusing the existing coaxial cabling.

Based in Houston, Texas, Translite Global is a proud supplier of high-quality products and services to its telecom, cable, hospitality and utility customers and their constituents. For more information, please visit www.transliteglobal.com

Vantage Point Solutions
EXHIBIT HALL MARKETPLACE PARTICIPANT
Tabletop #5

Better Broadband means Better Lives. Vantage Point helps broadband providers bring that promise to life through start-to-FUTURE engineering, consulting, and OSP services tailored to the unique needs of each company, co-op, and community we serve. Employee owned and committed to the long-term success of our clients: We are the Broadband People.

The Future Doesn’t Build Itself.

For over 40 years, leading communications and technology companies have relied on KGPCo to build, optimize, and maintain networks across America. We won’t rest until essential broadband service is available to everyone, everywhere. Visit us today at www.kgpcoco.com

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VCTI
Tabletop #23

VCTI is a world-class leader in network technology, helping service providers and communities identify, target, quantify and then optimize the best options for expanding and upgrading broadband services. VCTI Broadband Investment Optimization Services accelerate service providers’ ability to offer fast and secure internet access to everyone, everywhere. VCTI also provides expert technical resources to help technology companies develop complex networked and cloud products, and software solutions and services to enable broadband service providers to simplify operations, and strengthen their path to digital transformation.

A trusted partner to the most respected and innovative broadband service providers and technology companies in the world, VCTI is a privately held, global company headquartered in the U.S. with offices in India. Learn more at www.vcti.io

VETRO FiberMap
Tabletop #18

VETRO is a network asset management software company delivering unparalleled internet infrastructure intelligence through a unique mapping platform. We deliver the world’s best map-based SaaS platform to plan, design, build and operate the internet infrastructure that enables a connected and sustainable world. VETRO FiberMap is built for internet service providers and others who own or manage fiber networks and need a fiber specific asset management platform. At VETRO, we are passionate about enabling better connectivity for all, and delivering disruptive digital transformation for all communications service providers.

ZCorum
Booth #518

ZCorum provides a comprehensive suite of broadband products and services to broadband operators, including municipalities, utilities, MDUs, cable operators and telephone companies. Our solutions range from pre-deployment and deployment services for those who are entering the broadband market or expanding (feasibility studies, engineering and construction), to the equipment, services, and software needed to deliver a quality broadband experience to your subscribers more efficiently and for less cost. For example, our turnkey IPTV solution requires much less headend equipment, no set-top box and it includes national and local programming. We also offer cloud-based residential and commercial VoIP, data and voice provisioning on the CPE, engineering assistance, advanced network monitoring, and 24 x 7 technical support for the end-user. In addition, we provide carrier grade NAT solutions for IPv4 conservation and IPv6 migration, DDoS mitigation, comprehensive trusted third party (TTP) services for CALEA compliance, as well as fiber access equipment, routers and switches. Finally, our patented and award-winning TruVfizion diagnostics software helps broadband providers find and troubleshoot subscriber and plant issues on fiber and DOCSIS networks more quickly and efficiently.

Zyxel Communications, Inc.
EXHIBIT HALL MARKETPLACE PARTICIPANT
Booth #603

Zyxel, a pioneer in IP technology for more than 25 years, provides a complete portfolio of multi-service LTE, fiber and DSL broadband gateways; home connectivity solutions; smart home devices; enterprise class Ethernet switches; and security and Wi-Fi equipment for small to mid-sized businesses. Zyxel offers integrated, interoperable networking solutions based on open standards. Headquartered in Anaheim, California, Zyxel offers its partners service-rich solutions backed by a domestic team of logistical, sales and technical support professionals and broadband solution engineers. Visit us at https://service-provider.zyxel.com/na/en/homepage
THE ROLE OF UBIQUITOUS CONNECTIVITY

Multi-dwelling units (MDUs) are designed to house multiple families in a single building or several buildings within one complex. Building types typically include apartments/condominiums, duplexes, quadraplexes, townhomes, dormitories, and even military bases, boat slips, and mobile home parks.

Parks Associates research indicates that 31% of US broadband households, or 34 million households, live in MDUs.

The COVID-19 pandemic has made it abundantly clear that reliable, high-speed broadband is a must-have for MDU residents. They have relied on their home’s broadband in order to participate in daily activities that require high download speeds, high upload speeds, and a reliable internet connection.

As of September 2020...

59% of workers reported a household member working remotely.
63% of parents reported a child schooling remotely.

Services Used During COVID-19 Crisis

US MDU Residents with Broadband Internet

- Online video service
- Traditional pay-TV service
- Virtual meeting/video conferencing service
- Retail store delivery/pick-up service
- Telehealth service
- Online educational tools
- Remote work tools/services
- Online fitness classes/service
- Meditation/relaxation services or apps

© Parks Associates
While the majority of MDU residents acquire broadband service for their units directly through providers via a retail service model, a growing number of properties offer managed high-speed internet access (HSIA) as an amenity. For luxury properties in particular, managed HSIA is becoming an expectation as residents come to demand residences that keep up with their connected lifestyles.

Building on managed HSIA services, properties can offer community-wide Wi-Fi that is available upon move-in for residents and allows seamless Wi-Fi coverage across the community. These solutions may also offer a superior cost/benefit ratio. MDUs offer service providers the ability to scale services across their tenant population, meaning residents may enjoy higher speeds at lower prices than they could acquire on their own. Of course, a fast and dependable network is the key foundation to scalable Wi-Fi solutions. Internet service providers have an opportunity to provide both bulk broadband services and property Wi-Fi solutions, delivering an end-to-end, seamless experience for property managers and residents.

Taken together, managed high-speed internet services provide MDU properties with the advanced and flexible networking backbone needed to meet both operational needs and resident expectations for connectivity services. Yet, even beyond internet access itself, ubiquitous broadband and managed networking become the foundation for both operational efficiencies for property owners and more enhanced living experiences for MDU residents.

40% of MDU renters in broadband households are interested in bulk broadband internet bundled with their rent. 77% of those interested are willing to pay higher rent for the service.

**USE OF CONNECTED DEVICES SKYROCKETS AMONG MDU RESIDENTS**

Adoption of smart home devices like smart thermostats, video doorbells, smart lights, and smart door locks among MDU residents has grown dramatically since 2018. In 2020, MDU resident adoption of smart home devices surpassed adoption among residents of single-family homes: 41% of MDU broadband households report owning at least one smart home device, compared with 34% of single-family households.

High smart home device adoption among MDU residents correlates with age. Consumers 25-34 years old are among those more likely to adopt smart home devices. This is also the age group most likely to live in a multi-dwelling unit. Adoption rises even higher among condo owners.

Property owners must invest now in the connectivity solutions that make their buildings future ready as young consumers bring their expectations for smart living at home to their next residence.

The majority (56%) of condo owners now report owning a smart home device, compared with 29% of MDU renters.
THE VALUE OF CONNECTED PROPERTIES FOR BUILDING OWNERS AND MANAGERS

Building on a high-performing broadband backbone, MDU property managers can leverage connected devices and smart platforms that integrate connected solutions to streamline property management tasks and lower operating costs, attract and retain residents, and even increase rental revenues. Sixty-five percent of MDU builders report their business model leverages smart home technology to differentiate properties and add value.

Smart property solutions targeted to property managers lower operating costs primarily through reduced energy costs, labor efficiencies, and damage minimization.

For example, property managers can leverage smart thermostats, smart lights, and smart outlets to reduce energy consumption in unoccupied units to drive down monthly property expenses. Tracking smart device data on heating and cooling all year round can also help property managers identify HVAC equipment inefficiencies that waste energy, and identify the need for equipment maintenance before critical – and expensive – failures occur.

Smart water leak detectors that send alerts to property managers about freeze and flood conditions detected in units means the manager can make an appropriate response such as increasing room temperatures to prevent pipe damage from a freeze or enter the property to address the issue. Thermostats can identify and prevent freeze conditions from damaging pipes within each unit.

Finally, property managers may gain substantial labor efficiencies through a variety of connected devices, most notably through access control solutions.

POTENTIAL COSTS FOR PROPERTY DAMAGE

**Insurance Information Institute**
45% of insurance losses come from water and freeze damage and $13 billion is paid out by insurance companies to repair water damage each year.

**The American Water Works Association**
1 in 5 toilets is leaking at any moment, meaning a large apartment building could be wasting hundreds of thousands of gallons year after year.

**Fixr.com**
The national average cost of restoring a room after a “clean” water leak is $2,700. A “clean” leak is one where the only problem is the water that escaped the pipe, but no additional problems – such as mold, mildew, discoloration, carpet damage – occur.

Smart door locks allow property managers to grant access to a property remotely. Integration with property manager solutions is especially valuable for property managers who manage multiple properties and must otherwise travel to various properties to grant access.

Access control solutions also enable maintenance staff to schedule and enter units when needed, allow prospective residents to take self-guided tours, and easily reset entrance authorization (re-key) when turning over units between residents. Package management services can utilize smart door locks to grant access and smart cameras to monitor the activities of delivery personnel. These services also have revenue-generating potential: Parks Associates research indicates 50% of MDU residents are willing to pay $0.99 to $1.98 per package to have packages delivered inside their home or garage.
Parks Associates’ 2020 study *MDU, Home Builders, and Smart Home Technology* asked MDU builders about the importance of smart technology in multifamily residences.

Clearly, the level of estimated savings is correlated with the degree of smart technology envisioned to be installed.

Simple access control would provide a modest level of savings, while a robust utilization of smart access control, smart energy management, smart water damage protection, smart safety devices, preventative maintenance, etc. could drive substantial savings.

54% of MDU builders estimate that smart home devices drive operational savings of 6% or less, while slightly less than half (45%) believe they can drive savings of 7% or more.

Yet the value of connected solutions for property managers extends beyond operational efficiencies. The majority of builders rated eight distinct value propositions of smart technology as “highly important” for multifamily managers and owners, including increased rental revenue, energy efficiency, increased security from smart access control, and the ability to acquire and retain residents by positioning technology as an amenity.

Traditional sources of product differentiation such as pools and fitness centers are now baseline amenities in many multifamily markets. Integrating smart home devices in renter-occupied MDUs creates differentiation and allows property managers to charge higher prices or attract more residents at the same prices as other properties.

The exact premium that property managers can charge in rental fees from the inclusion of smart home devices will depend on various factors including geographic location and building type. Additional factors that may contribute to NOI (net operating income) include:

### Popular Smart Home Device Features for Property Managers

<table>
<thead>
<tr>
<th>Service</th>
<th>Device</th>
<th>Property Manager Benefits</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access Services</td>
<td>Smart Door Locks</td>
<td>• Provide maintenance staff and contractors access to unit remotely, removing need for accompanying staff&lt;br&gt;• Grant access to units remotely for unaccompanied viewings, package delivery, or third-party services&lt;br&gt;• Monitor labor time for contractors in each unit&lt;br&gt;• Minimize key replacement costs&lt;br&gt;• Track who enters and leaves the property using temporary, unique access codes&lt;br&gt;• Bar access to evicted residents</td>
<td>Lower operating costs, Security</td>
</tr>
<tr>
<td>Energy Management Services</td>
<td>Smart Thermostat</td>
<td>• Automatically adjust temperatures in unoccupied units to save energy&lt;br&gt;• Identify system issues that lead to energy waste&lt;br&gt;• Monitor units to prevent abuse of shared energy meters</td>
<td>Lower operating costs, Security/safety</td>
</tr>
<tr>
<td></td>
<td>Smart Lighting</td>
<td>• Manage the use of lights in unoccupied units, remotely prepare rooms for viewings&lt;br&gt;• Vary lighting color settings to enhance aesthetic appeal of property</td>
<td>Lower operating costs, Product differentiation</td>
</tr>
<tr>
<td></td>
<td>Smart Outlet</td>
<td>• Remotely turn on/off electronics plugged into the outlet&lt;br&gt;• Monitor energy consumption of products plugged into the outlet</td>
<td>Lower operating costs, Security/safety</td>
</tr>
<tr>
<td>Damage Minimization</td>
<td>Smart Water Leak Detector</td>
<td>• Receive alerts about freeze and leak conditions</td>
<td>Lower operating costs, Security/safety</td>
</tr>
<tr>
<td></td>
<td>Smart Thermostat</td>
<td>• Monitor HVAC system to prevent major emergencies&lt;br&gt;• Remotely adjust temperature in unoccupied units to prevent pipe damage during winter</td>
<td>Lower operating costs</td>
</tr>
</tbody>
</table>
income) include discounts on insurance rates as well as rebates from energy service providers.

Having reliable broadband and advanced Wi-Fi enables MDUs to integrate smart home technology throughout their properties, and capitalize on the opportunity to generate value operationally, competitively, and in generating new or additional revenue from residents.

THE VALUE OF CONNECTED PROPERTIES FOR RESIDENTS

The proliferation of connected devices across multiple categories including entertainment, smart home, health, and wellness has led to a growing expectation for technology in daily lives.

Security and safety constitute the core value proposition of the smart home, followed closely by energy and cost savings. MDU residents generally find devices relating to access control most valuable, followed by smart thermostats and smart lighting.

Access control – MDU residents who intend to purchase a door lock find security features that prevent it from being hacked most important. Features that prevent break-ins and detect intruders are next, followed by those that monitor activities outside the premises and those that provide convenience for access. Smart door locks typically provided to MDU renters are those that allow residents to grant access to guests remotely and receive notifications when maintenance enters their unit.

Smart Thermostats – Thermostat capabilities that help save money are most important to consumers who intend to purchase a smart thermostat. Safety use cases, such as adjusting thermostats to prevent growth of mold and viruses, and convenience use cases, like sensing humidity and temperature controls, rank highest in importance.

MDU renters value energy saving features via smart thermostats higher than do MDU owners, so smart home device manufacturers and solutions providers targeting MDUs must promote the energy-saving capabilities for both property owners and residents to score broad-scale deployment within properties.

36% of MDU renters are interested in a remote climate control service using a smart thermostat, and more than 70% of those interested are willing to pay more money in rent per month for this feature.

Smart Lighting – MDU households generally find automated lighting features that help save energy most valuable. Approximately 50% of MDU households that intend to buy smart lighting find bulbs that sense how much energy is used and that minimize energy costs as valuable. Use cases related to safety and security follow energy savings. MDU residents perceive smart lighting features that enhance ambience and mood least important.

Coming out of COVID-19, MDU residents also show interest in apartment amenities that promote a healthy living environment and provide space for remote work.

High levels of interest in smart home-related products and services, and willingness to pay for these solutions among MDU renters, mean the opportunity for new revenue among property owners in the U.S. alone is easily more than $1 billion annually.

OPPORTUNITY FOR SERVICE PROVIDERS

Residents need reliable, high-speed broadband internet and seek to upgrade their service to meet their needs. In September
2020, 12% of MDU residents reported upgrading their home’s broadband service in the prior 12 months, with an additional 12% initiating a new broadband subscription – either as a first-time subscriber or re-subscribing after going without for some time.

31% of MDU residents with broadband access, or about 10 million households, report they are likely to upgrade their home internet service to a higher speed in the next six months compared with just 21% of residents of other housing types.

In addition to having higher intentions to upgrade broadband services, MDU residents are particularly interested in gigabit speed service, with the majority of all MDU residents indicating a likelihood to subscribe if made available to them.

Beyond connectivity, ISPs also have an opportunity to be a partner to MDU residents and property managers in supporting the connected living experience. Consumers report that the loss of wireless connectivity is their leading problem when using smart home devices. Wi-Fi will continue to be a growing problem for consumers as more and more devices are used on the network and as use of video services also increases. Residents also have concerns about solution providers and property managers having greater control over the data generated by their smart devices.
Smart home devices are relatively new to consumers when compared with other more traditional connected devices such as computers and smartphones. When they do experience problems, lack of experience with these devices makes it more likely that consumers will require professional support. While platform providers, at a minimum, all provide some level of onboarding and training to property managers, these managers are not likely to be equipped to handle all the issues their residents may encounter when setting up and learning to use their smart home devices. The continued growth of connected devices and subsequent network complexity have created a new role for service providers as trusted advisors to both segments: MDU building owners/managers and MDU residents.

Broadband service providers have an opportunity to increase revenue by creating unique offerings of robust networking technology and additional services. This fulfills a valuable niche as a solutions provider for whole communities of users. This creates better value for the consumer and can give property developers and managers a competitive advantage. Along with providing smart home solutions for MDUs, technical support is a key offering. The level of support provided for installation, service onboarding, and ongoing technical support for products is a source of competitive differentiation. This helps the MDU property manager, who may not have the time or expertise to manage these issues.

The ISP can be the partner to provide residents and property staff with the support they need to make connected MDU living work.

FUTURE IMPLICATIONS

It is essential that MDUs have a strong and reliable broadband network. This demand for greater connectivity also creates a lucrative opportunity for property managers to drive revenue and increase net operating income. The growth of smart home devices and more widespread platform integration creates a bottom-line incentive for MDU owners to build the infrastructure and networking now, with residents’ technology needs and expectations in mind. This future proofing also gives property owners and managers the opportunity to modify the applications that rely on that connectivity as property and resident needs change.

The impact of COVID-19 will continue to have long-term implications for work and school from home needs. While participation in remote work will likely decline post-pandemic, demand for flexibility among employees – and greater willingness among employers – will help maintain interest in advanced broadband.

Emerging technologies like AI, machine learning, and 5G, will help drive MDU adoption of smart home technology. Broadband network improvements geared at increasing overall internet speed and reliability will improve responsiveness and reduce latency. Advanced broadband service that promotes seamless integration and interoperability among connected devices will also contribute to cohesive smart home experiences.

About Cox Communities

Cox Communities is the division of Cox that delivers solutions, value, and trust for MDU owners, managers and developers, SFU developers, and the residents and owners within their communities.
The Cox Communities team acts as their client’s trusted advisor by supporting them in reaching their business goals of optimizing rents, occupancy, and making their properties future ready.

About Parks Associates
Parks Associates, a woman-owned and woman-led internationally recognized market research and consulting company, specializes in emerging technology solutions serving the consumer and small to medium business (SMB) markets. Celebrating its 35th year in 2021, Parks Associates is a partner to companies navigating the changing consumer technology landscapes through data-driven market insights, extensive consumer and industry intelligence, custom marketing services, and executive networking experiences and conferences. www.parksassociates.com

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