

## Tuesday, August 26, 2025 – Video User Meeting

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| 8:30  | 9:00  | <b>Welcome</b> – <i>Presented by Scott Sobolewski, Innovative Systems</i>  |
| 9:00  | 10:00 | <b>State of the Video Industry Address</b> – <i>Presented by Jean Edhlund, Video Products Partner, Cooperative Network Services</i><br>Jean will update you on the latest developments in the video industry, focusing on both content and regulatory aspects. She will also discuss how the new administration at the FCC may impact vMVPDs and explore what the landscape might look like if they are required to negotiate directly with broadcasters rather than networks. Other important topics that will be addressed include Regional Sports Networks, genre-based packages, and an open forum discussion. |
| 10:00 | 10:15 | <b>Break</b>   |
| 10:15 | 11:00 | <b>Video Development Update</b> – <i>Presented by Chris Lambert, Innovative Systems</i><br>Come hear about the video industry's leading streaming service as well as an update to the features available and roadmap for what's coming next.   |
| 11:00 | 12:00 | <b>Customer Panel</b> – <i>Moderated by Scott Sobolewski</i><br>During this session we will ask our panel the evolution of the business of Video. Competition, Bundles, Ad Insertion, Price & Cost Increases, Package Offerings, FAST and more.  |
| 12:00 | 12:45 | <b>Lunch at the Highland Conference Center</b>   |
| 1:00  | 1:40  | <b>Video Concurrent Session I:</b><br><b>MG-TV 101</b> – <i>Presented by Travis Strand – Ballroom A</i><br>New to streaming? Join this introductory session for a high-level overview of HLS, acronyms, and how it works.  |
|       |       | <b>Let's Get Appy</b> – <i>Presented by Jean Edhlund, Cooperative Network Services – Ballroom C</i><br>This session will provide some insight into the multitude of apps available direct to the consumer, and how some of these apps provide free bonus content for your video subscribers. Jean will explain the costs associated with consumer apps, which you can share with your customer service representatives (CSRs) to help customers add complementary video apps to their existing subscription services.  |
| 1:40  | 1:50  | <b>Break</b>   |

- 1:50    2:30    Video Concurrent Session II:**  
**MG-TV 201: Managing your Apps** – *Presented by Scott Ruwe, Innovative Systems – Ballroom A*  
Gain practical insights into managing your app development portals, including how to load, test, and publish your applications.
- STBs, Remote Controls, and Consumer Devices** – *Presented by Scott Sobolewski and Chris Lambert, Innovative Systems – Ballroom C*  
Join us for this session to hear about upcoming products and trends in the areas of STBs, remote controls, and OTT devices for consuming content.
- 2:30    2:40    Break**
- 2:40    3:20    Video Concurrent Session III:**  
**MG-TV 301: Middleware Maintenance** – *Presented Tom Hetland, Innovative Systems – Ballroom A*  
Learn how to keep your system current with release notifications and package updates, while also monitoring system capacity, including storage and network usage.
- Ad Insertion & InnoCoder** – *Presented by Shane Warren, Innovative Systems – Ballroom C*  
We will discuss the feature history, recent updates, and upcoming features for both the InnoCoder and Ad Insertion. After at least four years of R&D and work with you all, we feel very confident in the Ad Insertion solution and how it can enhance your business and your brand!
- 3:20    3:30    Break**
- 3:30    4:10    Video Concurrent Session IV:**  
**Top 10 Video Support Issues** – *Presented Weston Gauger, Innovative Systems – Ballroom A*  
This will be a popular session as we cover the Top 10 Video Support issues. Come hear from our support team on the top video issues they get calls or tickets on.
- MDU Solutions** – *Presented by Scott Sobolewski and Sencore – Ballroom C*  
We want to welcome Sencore to discuss their interoperability with MG-TV and their solutions to serve the MDU market for service providers. Available today are modern & supportable solutions that interoperate with your MG-TV investment to serve your business customers.

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| 4:15 | 4:45 | <b>User Feedback and Self-Service Portal Overview</b> – <i>Presented by Greg Goldammer; Innovative Systems</i><br>Join us as we highlight the customer tools we have implemented to track support tickets and enhancement requests you have with Innovative Systems. |
| 4:45 | 5:00 | <b>Q&amp;A</b> – <i>Moderated by Scott Sobolewski and Support Team, Innovative Systems</i><br>The input of our customers is very important to us! We invite you to come to this session with your questions for our Support Team.                                    |
| 5:00 | 7:00 | <b>Social Hour/Dinner</b> for all attendees – Highland Conference Center   |

**Wednesday, August 27, 2025 – Voice and Video Breakout Sessions**

- 8:00 8:40 Concurrent Session I:**  
**Voice Services Hot Topics** – *Presented by Joe Hetland, Innovative Systems – Ballroom A*  
This session will concentrate on a few of the “hot topics” regarding the Voice services with some of the most recent and upcoming changes.
- MG-TV 401: Advanced Troubleshooting** – *Presented Eric Trump, Innovative Systems – Ballroom C*  
Join us for an in-depth overview of the InnoStream’s troubleshooting tools, including common issues and analyzing logs to identify issues.
- 8:40 8:50 Break**
- 8:50 9:30 Concurrent Session II:**  
**Top 10 Voice Support Issues** – *Presented by Joe Hetland, Innovative Systems – Ballroom A*  
Join us to cover the Top 10 Voice Support issues. Come hear from our support team on the voice issues we hear most about.
- MG-TV 101 and 201 Overview** – *Presented by Travis Strand and Scott Ruwe, Innovative Systems – Ballroom C*  
If you missed MG-TV 101 or MG-TV 201, attend this session for a review of the most important content from MG-TV 101 and MG-TV 201 Sessions.
- 9:30 9:40 Break**
- 9:40 10:20 Concurrent Session III:**  
**MG-TV New Features** – *Presented by Boyce Way, Innovative Systems – Ballroom A*  
Explore newly developed video service features and learn how to implement them within your system.
- Ad Insertion and InnoCoder** – *Presented by Shane Warren, Innovative Systems – Ballroom B*  
We will discuss the feature history, recent updates, and upcoming features for both the InnoCoder and Ad Insertion. After at least four years of R&D and work with you all, we feel very confident in the Ad Insertion solution and how it can enhance your business and your brand!
- 10:20 10:30 Break**

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| <b>10:30</b> | <b>11:15</b> | <b>Streaming Customer Panel</b> – <i>Moderated by Scott Sobolewski, Innovative Systems</i><br>Our panel will discuss their company evolution of streaming, what they have learned, device selections/supported devices, consumer acceptance and more.  |
| <b>11:15</b> | <b>11:45</b> | <b>Channel Stats – What Do They Mean?</b> – <i>Presented by Scott Meyer, Innovative Systems</i><br>In this session, you will receive a high-level overview of how to set up your MG-TV systems to gather channel statistics reports. We will also cover how to automate the delivery of these reports through your central reporting system. Additionally, we will discuss what the numbers mean and how they can assist you in making decisions regarding future channel contracts. |
| <b>11:45</b> | <b>12:00</b> | <b>Q&amp;A</b> – <i>Moderated by Scott Sobolewski and Support Team, Innovative Systems</i><br>The input of our customers is very important to us! We invite you to come to this session with your questions for our Support Team.  |