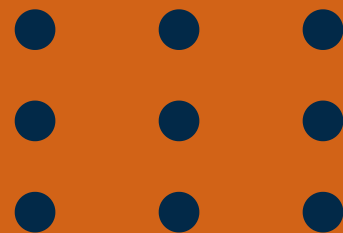


# COMMsoft CONNECT



## Conference Brochure

April 20<sup>th</sup> through 22<sup>nd</sup> 2026





# About the Event



## What is CommSoft Connect?

After a six-year hiatus, the CommSoft Users' Conference is back—revitalized with a new name and renewed energy.

This marks the 31st Annual Users' Conference, bringing together our customers, industry pros, and valued partner community for two days of learning, sharing, and inspiration.

At CommSoft Connect, attendees will:

- Experience hands-on access to our newest innovations and product features.
- Learn real-world tips and best practices they can immediately put to use.
- Discover fresh ways to maximize the value of their CommSoft solutions.

Whether swapping ideas, building new connections, or reconnecting with familiar faces, CommSoft Connect is all about learning together, elevating expertise, and empowering growth.





# CONFERENCE LOCATION

## Renaissance Hotel

144 State Street Albany, NY

At the Renaissance Albany, you will be nestled in the heart of the Capital of New York state, in the historic DeWitt Clinton Hotel, and at the base of the Capital Steps.

Click on the Hotel Website button below to find out more about the hotel or the reservations button to register using our special group rate!

[hotel website](#) [reservations](#)

Last day to book rooms at  
the special group rate:

March 24<sup>th</sup> 2026

## Room Rate

\$229 (plus tax) per room / night

## Hotel Parking

\$22 per room / night



## Local Airport Information

Albany International Airport  
737 Albany Shaker Rd

# ALB

Hotel is approximately 20 minutes  
from the airport.





# SCHEDULE AT-A-GLANCE

● Times and Locations are subject to change. Check your welcome schedule upon arrival. ●

●  
●  
●

4.20

7pm to 9pm

Opening Reception and Registration at the Hotel ●

4.21

8am to 9am

Hot and Cold Breakfast Buffet

9am to 12pm

General Session

12pm to 1pm

Lunch

1:15pm to 2:15pm

Breakout Sessions

2:30pm to 3:30pm

Breakout Sessions

3:45pm to 4:45pm

Breakout Sessions

6:30pm to 8:30pm

Evening Networking Event

4.22

8am to 9am

Hot and Cold Breakfast Buffet

9am to 12pm

General Session

12pm to 1pm

Lunch

1:15pm to 2:15pm

Breakout Sessions

2:30pm to 3:30pm

Breakout Sessions

3:45pm to 4:15pm

Closing Session

EVENING  
ON YOUR  
OWN!

4.23



Day Trip to NYC

Optional trip to the Big Apple





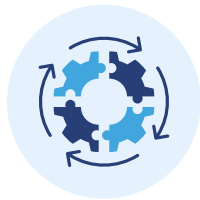
# COMMSOFT CONNECT BREAKOUT SESSIONS

This breakout schedule is evolving! Expect a few tweaks and exciting new additions.

## SESSION FOCUS AREAS



**CUSTOMER  
EXPERIENCE**



**PARTNERS &  
INTEGRATIONS**



**OPTIMIZING  
WORKFLOWS**



**INTELLIGENT  
INSIGHTS**



**PRODUCT  
COLLABORATION**

Look for these Icons next to the session title!

**Tuesday April 21<sup>st</sup> 2026**

**1:15pm to 2:15pm**



### **Empowering the Self-Service Experience**

Let's face it, customers want to do things on their schedule. That's why CommSoft's Customer Portal is designed to hand over the keys (safely!) with self-service tools that cover everything from quick payments to full-blown service changes. Paired with partner integrations, it's all about smoother experiences, fewer calls, and happier customers. Join us for a live look at how it works and how easy it is to make self-service a powerful part of your digital game plan.



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# COMMSOFT CONNECT BREAKOUT SESSIONS

Tuesday April 21<sup>st</sup> 2026 (continued)

1:15pm to 2:15pm



## **CommSoft's Integration Library: 200 Ways to Play Nice with Others**

Think your systems can't talk to each other? Think again. With over 200 API methods (and counting!), CommSoft's Integration Library is ready to connect the dots, whether it's REST, SOAP, or something in between. In this session, we'll explore just how powerful integrations can be: from CRMs and payment platforms to automation and data exchange that actually makes life easier. We'll share real-world examples, pull back the curtain on how it all works, and toss in some pro tips to help you plan your own integration success story.



## **Making the Most of CommSoft Support: Tools, Tips & Time-Savers**

Ever found yourself asking, "Where do I find that?" or "How do I even start?" You're not alone, and we've got you covered. Join our expert support team as they take you on a tour of CommSoft's toolbox: from handy user guides and SME-led webinar recordings to archived release notes you didn't know you needed. We'll also spotlight what our Managed Services team can tackle for you (so you don't have to!), and share pro tips for logging support requests that get results faster. Whether you're a first-timer or a seasoned user, you'll leave this session knowing exactly where to go and how to get help....minus the wild goose chase.





# COMMSOFT CONNECT BREAKOUT SESSIONS

Tuesday April 21<sup>st</sup> 2026 (continued)

2:30pm to 3:30pm



## Optimizing Your Operations with Geospatial Intelligence

Ever feel like you're swimming in subscriber data but can't quite see what's really happening? You're not alone. Most CSPs struggle to visualize where churn is creeping in, or where customer growth is quietly booming, because traditional tools just don't cut it. Good news: we've got something brewing. CommSoft is working to blend the rich data from iCommV with the visual magic of Esri ArcGIS to provide you with an even more powerful way to understand your customers, your network and your business. But this isn't just about pretty maps, this is strategy in action. Find out how to make smarter decisions with data you can see, not just read. We're bringing the power of geospatial intelligence right to your fingertips—simple, visual, and full of insights.



## Staying in Sync: Getting the Most Out of CommSoft's Unified Communications

In today's always-on world, keeping everyone in the loop from your team to your customers isn't just helpful, it's essential. That's where CommSoft's Unified Communications comes in. It's your behind-the-scenes helper, making sure important updates, alerts, and service messages reach the right people at the right time, automatically. In this session, we'll let your peers do the talking. Hear how other providers are using Unified to streamline communications, boost responsiveness, and take pressure off their teams. Whether it's outage notices, appointment confirmations, or status updates, they've found smart ways to keep operations running smoothly...and you can too.





# COMMSOFT CONNECT BREAKOUT SESSIONS

Tuesday April 21<sup>st</sup> 2026 (continued)

2:30pm to 3:30pm



## Tightening Your Workflow for Optimized Operations

CommSoft's flexibility is a game-changer, but with great power comes the need for a little housekeeping. In this session, we'll walk through how to streamline your configurations to keep operations running like a well-oiled machine. From front-end displays to behind-the-scenes statuses, we'll share best practices, simple cleanup strategies, and practical tips for keeping your workflows sharp, relevant, and lightning fast.

3:45pm to 4:45pm



## Product Roundtable Part 1: Real Talk. Real Users. Real Ideas.

Pull up a chair and join the conversation! The Product Roundtable is your chance to swap stories, solve challenges, and spark ideas with fellow iCommV users in a casual, collaborative setting. This session is all about peer-to-peer connection, share what's working, talk through what's tricky, and hear how others are using CommSoft modules like Service Orders, Billing, Payments, Unified Communications, and more. CommSoft product experts (a.k.a. your go-to SMEs) will be on hand to answer questions, offer tips, and most importantly....listen. Plus, it's your chance to shape the future. Got an idea for an enhancement? Let's talk through it together. The feedback from this session helps us build smarter, better tools, with you in mind.







# COMMSOFT CONNECT BREAKOUT SESSIONS

Tuesday April 21<sup>st</sup> 2026 (continued)

3:45pm to 4:45pm



## What Can VTC Do? Way More Than You Think!

Sure, it can turn devices on and off—but that's just the tip of the fiber! Join our VTC experts as they walk you through the magic behind Service Activation, Provisioning, Auditing, Updating, and more. We'll showcase recent enhancements that help eliminate error-prone manual steps and replace them with slick, time-saving automation. If you're looking to streamline your ops, boost reliability, and take the pressure off your team, this session is for you. Let's power up your provisioning process, the smart way.

Wednesday April 22<sup>nd</sup> 2026

1:15pm to 2:15pm



## Portals with a Purpose — Streamlining the Day-to-Day

Every role has its own pace, and CommSoft's new Operational Portals are here to help your teams hit their stride. Whether it's CSRs juggling Service Orders, Billing teams running processes, or Engineers managing trouble tickets, these portals are being designed with one goal: speed, clarity, and ease. Come see how our user-friendly, role-based interfaces bring powerful tools and data into one seamless view. Think faster account changes, smarter customer lookups, and fewer clicks to get things done. We're starting with CSR workflows—but this is just the beginning. Let's take a peek at what's built and what's coming next!



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# COMMSOFT CONNECT BREAKOUT SESSIONS

Wednesday April 22<sup>nd</sup> 2026 (continued)

1:15pm to 2:15pm



## IP Device Deep Dive

Let's take the plunge...no wetsuit required! Dive into how CommSoft helps you manage your on-premise device inventory with ease. From selection to activation, and even returns, we'll walk through how devices flow through the Order and Ticket lifecycle. Want to automatically charge for gear that never made it home? Want to make sure provisioning goes off without a hitch? We've got you covered. This session is perfect for anyone who wants tighter control, fewer headaches, and smarter device management. We'll also share the future of a tighter integration between Devices and Inventory.



## Using CommBI to Make Sense of Facilities & Field Ops

What are your Techs spending their time on? Where are those repeat trouble tickets coming from? In this session, we'll show you how CommBI turns your day-to-day operational data into smart, visual insights, no decoder ring required. From uncovering workforce trends to optimizing your facilities and field processes, we'll highlight how you can actually use all that transactional data living in iCommVergence.





# COMMSOFT CONNECT BREAKOUT SESSIONS

Wednesday April 22<sup>nd</sup> 2026 (continued)

2:30pm to 3:30pm



## Product Roundtable Part 2: Let's Jam on the Ideas!

Time to reunite the band! We're picking up right where we left off in Part 1...with all the great feedback, clever ideas, and "why didn't we think of that?" moments you shared. In this session, we'll review the top suggestions from the roundtable groups and open the floor for one more round of collaboration. Whether you've got more thoughts to add or just want to see where your ideas landed, this is your chance to help shape the future of CommSoft solutions.



## Latest & Greatest in the World of CABS

Let's catch you up on what's hot in the CABS world! We'll cover industry updates, the must-know features you should be using, and what's coming down the pipeline. Ever wondered why that annual switch audit matters? We'll walk through the how's and why's—minus the yawns. You'll also get troubleshooting tips for when things go sideways, and a quick tour of helpful tools like release notes and reports that can make your life a whole lot easier.





# Evening EVENTS

## OPENING reception

Monday April 20<sup>th</sup> 2026

7:00pm to 9:00pm

at the Renaissance Hotel



After you check into the hotel and drop off your bags, come join us for a casual evening of bites and beverages as we kick off the conference! It's the perfect chance to say hello to fellow attendees, reconnect with friends, and mingle with the CommSoft team in a relaxed setting.

Registration will be available during the reception—so you can skip the early wake-up on Tuesday and ease into the event at your own pace.

**Cost:** Included with your registration.

## NETWORKING event



Tuesday April 21<sup>st</sup> 2026

6:30pm to 8:30pm

at the The Yard - Hatchet  
House & Bar

Get ready for a night of indoor-outdoor fun at **The Yard**, a one-of-a-kind venue that brings the backyard party indoors! Picture an indoor lawn, vibrant string lights, and some good ol' hatchet-hurling in their top-notch axe throwing cages. Not into throwing sharp objects? No worries! They've got lawn games galore from fan favorites like Cornhole and Ladderball to quirky new ones like Kubb, Molkky, and Petanque.

Prefer to kick back and people-watch? Pull up a chair in the faux outdoor oasis and soak it all in...no coat required. It may be April in New York, but it'll feel like a summer block party inside. Let's toss, laugh, and unwind together!

**Includes games, dinner, dessert, and beverages!**

**Cost:** Included with your registration.



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# DAY TRIP TO THE BIG APPLE

**Thursday April 23<sup>rd</sup> 2026**

**7:30am to 7:00pm**

**Bus Trip to NYC**

Join us on Thursday, April 23<sup>rd</sup> for an unforgettable adventure from Albany to New York City! We'll start the day with a morning pickup at the **Renaissance Hotel**, then head to the city for a full day of sightseeing and strolling through iconic neighborhoods—guided by a few friendly CommSoft chaperones!

After soaking in the sights, we'll return to the hotel in the early evening. The cost covers your round-trip luxury bus ride. Want your Guest to go too? Sign them up! They are welcome to join the fun!



**\$75.00**

**Per Person**

**Includes the cost of the bus only.**

**Optional Post-Conference Trip!**



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# CONFERENCE REGISTRATION

Our registration fees (with the exception of Guest) include:

- ✓ ALL CONFERENCE SESSIONS (Tuesday and Wednesday)
- ✓ OPENING RECEPTION ( Monday Evening )
- ✓ NETWORKING EVENT (Tuesday Evening )
- ✓ HOT & COLD BREAKFAST BUFFET (Tuesday & Wednesday )
- ✓ HOT & COLD LUNCH BUFFET (Tuesday & Wednesday )
- ✓ ALL DAY BEVERAGES & PM BREAK (Tuesday & Wednesday )

**EARLY BIRD** (Register prior to 3.13.26)

**\$ 475.00**

**STANDARD** (Register after 3.13.26)

**\$ 525.00**

**SPECIAL**

**BUY 4, GET 1 FREE!**

**GUESTS**

**\$ 175.00**

Bringing a guest with you? You are welcome to register a guest and bring them along to our evening events on Monday (Opening Reception) and Tuesday (Networking Event). The costs for attending these evening events is **\$175.00 per guest**.

**Please note that guests are not permitted to attend conference sessions including lunch.**



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# CONFERENCE REGISTRATION



Registration is available online and allows you to register yourself as well as additional attendees from your organization.

**BUY 4, GET ONE FREE!** When you register 5 or more attendees from the same company, one registration **is free!** This is built into the online registration process if all 5 (or more) are entered via the "register another person" option. If you don't register them all together, we can add the discount later if you reach out to us and let us know you have met the criteria but they are under different registrations!

If you need assistance with registration or prefer to complete a paper form (which you will find at the end of this brochure), please reach out to us at [cc26registration@commsoft.net](mailto:cc26registration@commsoft.net) We're happy to help!



Conference Website



Registration Website



Online Registration Form

## Payment Methods

Please submit a check (s) made payable to CommSoft for your total registration amount to:

### CommSoft

**Attn: CommSoft Connect**  
**96 Thompson Hill Rd**  
**Rensselaer, NY 12144**

### IMPORTANT REGISTRATION DATES

**Early Bird Cut off: 3/13/26**

**Final Registration Cut Off: 4/4/26**

We will send you a payment confirmation when your check has been received.

**Sorry, we do not accept credit cards at this time.**

*Contact Us*



**Conference Website**  
[Click Here](#)



**Conference Email**  
[commsoftconnect26@commsoft.net](mailto:commsoftconnect26@commsoft.net)



[www.commsoft.net](http://www.commsoft.net)





# COMMSOFT CONNECT SPONSORS

We express our gratitude to our partners who are supporting this event. Stay tuned for more great companies to join their ranks!

## PIONEER LEVEL

Leading the Charge, a Visionary Sponsor.

### Paymentus

Paymentus (NYSE: PAY) is a leading provider of intelligent cloud-based billing, payment, and engagement solutions. Trusted by more than 2,500 clients across North America, Paymentus powers the billing and payment experience for leading communication service providers of all sizes. Visit [www.paymentus.com/telecom](http://www.paymentus.com/telecom) to learn more.

## INNOVATOR LEVEL

Fueling Progress and Transformation.

### GOCare™

GOCare is a trusted digital experience platform for broadband service providers, driving customer satisfaction and operational efficiency. Their innovative SaaS solution empowers providers to deliver proactive notifications and personalized interactions through two-way SMS, social media, web chat, and email. Visit [www.gocarecx.com/](http://www.gocarecx.com/) for more information.

## ACCELERATOR LEVEL

Driving Speed and Momentum.

## BUILDER LEVEL

Supporting the foundational ecosystem.





# 2026 COMMSOFT CONNECT REGISTRATION FORM

**CommSoft Connect**  
**April 20th - 22nd 2026**  
**Albany, NY**



COMMSOFTCONNECT26@COMMSOFT.NET  
518-720-3700

## Attendee Information

Attendee Name

Company Name

Attendee Title

Company Address

Attendee Email

Attendee Phone Number

*If alternate individual is entering this registration on behalf of an attendee:*

Contact Name

Contact Email

Does the Attendee Have Any Dietary Restrictions? ☐ Yes ☐ No

*If Yes, Please Describe:*

*We'll do our best to accommodate any dietary restrictions noted during registration. While we'll work closely with the venue and caterers, please understand that we can't guarantee every request will be fully met due to circumstances beyond our control.*

## Registration Type and Fees

Select the type of registration for this attendee. If you are registering an attendee and their guest, please select both options below and fill out the Guest Information.

☐ **Standard Registration** ..... **\$475.00 Early Bird (prior to 3.13.26)**  
**\$575.00 (prior to 3.13.26)**

**Includes:** All Conference Sessions, Monday Opening Reception, Tuesday Networking Evening Event, Meals (Breakfast, Lunch, Breaks on Tuesday and Wednesday).

☐ **Guest Registration** ..... **\$175.00 per person**

**Includes:** Evening Events (Monday Opening Reception and Tuesday Networking Event). **Does Not Include:** Conference Sessions or Meals During the Conference Days.

Guest Name

*If your guest has dietary restrictions, please enter them in the section above.*

## Optional Items

☐ **NYC Bus Trip (Attendee)** ..... **\$75.00 per person**

☐ **NYC Bus Trip (Guest)** ..... **\$75.00 per person**

**Includes:** Bus fee and the CommSoft chaperone guided tour.

**BUY FOUR  
GET ONE FREE**

When you register 5 or more attendees from the same company, **one registration is free!** Complete a separate form for each attendee. On the 5th (free) registration, enter \$0.00 as the registration fee in the total on page 2. Submit all forms together.



# 2026 COMMSOFT CONNECT REGISTRATION FORM

Please fill out this additional attendee information.

## Breakout Sessions

Please select one breakout session per time slot. Don't worry, these selections are used only to help us plan room sizes. You're welcome to attend any sessions you choose during the conference. For descriptions of these sessions, please see the Conference Brochure or Conference Website.

### Tuesday April 21<sup>st</sup>

1:15pm to 2:15pm

☐

Empowering the Self-Service Experience

☐

CommSoft's Integration Library

☐

Making the Most of CommSoft Support

2:30pm to 3:30pm

☐

Optimizing Your Operations with Geospatial Intelligence

☐

Staying in Sync: Getting the Most Out of CommSoft's UC

☐

Tightening Your Workflow for Optimized Operations

3:45pm to 4:45pm

☐

Product Roundtable Part 1: Real Talk. Real Users. Real Ideas.

☐

What Can VTC Do? Way More Than You Think!

### Wednesday April 22<sup>nd</sup>

1:15pm to 2:15pm

☐

Portals with a Purpose – Streamlining the Day-to-Day

☐

IP Device Deep Dive

☐

Using CommBI to Make Sense of Facilities & Field Ops

2:30pm to 3:30pm

☐

Product Roundtable Part 2: Let's Jam on the Ideas!

☐

Latest & Greatest in the World of CABS

## Evening Events

Please let us know if you are interested in attending these evening events. These responses just help us estimate food and drink needs. You're absolutely welcome to join in or skip out when the time comes—no pressure at all! For descriptions of these events, please see the Conference Brochure or Conference Website.

☐

Opening Reception

Monday April 20<sup>th</sup> 2026

7pm to 9pm

☐

Networking Event: The Yard

Tuesday April 21<sup>st</sup> 2026

6:30pm to 8:30pm

COMMENTS



## Registration Total



Please tally up the costs for the attendee and guest registrations, as well as the NYC Trip and enter that amount in the field above.



Please submit a check (s) made payable to **CommSoft** for your total registration amount along with this form to:

Attn: CommSoft Connect  
96 Thompson Hill Rd  
Rensselaer, NY 12144

We will send you a payment confirmation once we receive your check.  
Sorry, we do not accept credit cards at this time.