



24th Annual Conference and Trade Exhibition on Connect the Caribbean
13th -16th July 2008
&
2nd Annual Human Resource Training and Best Practices Conference
17th - 18th July 2008
Atlantis, Paradise Island
Nassau, Bahamas.

PROVISIONAL AGENDA

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Saturday 12th July 2008

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|------------------------|--------------------|
| CANTO Secretariat Room | Hera |
| BTC Business Centre | Ares |
| Protocol | Cleito |
| Defence Force/Police | Atlantis Boardroom |
| Medical Centre | Hercules |

Day 1: Sunday 13th July 2008

8:00 - 12:00

CANTO Committee Meetings: (CANTO Members only)

| Meeting | Venue |
|--|--------------|
| 8:00 - 9:00 Committee Chairs Meeting | Orion |
| 9:00 -10:00 Financial Advisory | Adonis 1 |
| 9:00 - 10.00 New and Emerging Technologies | Adonis 11 |
| 9:00 - 10:00 HR Committee Meeting | Orion |
| 10:00 - 11: 00 - Marketing & Communication | Zeus |
| 11:00 - 12:00 - Disaster Recovery Planning | Adonis 111 |

10:00 - 3:00

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| Meeting of CANTO Board of Directors | Kronos |
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12:00 – 1:00 **LUNCH** - Prince of Wales Room - CANTO Committee Members & CANTO Board

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| 1:00 - 2:00 pm | Maximizing your Trade Show Experience - Free session for CANTO Exhibitors - Conducted by Melissa Harris, Telecom Training Corporation | Poseidon 1 &11 |
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| 11:00 am | Speakers/Presenters Dress Rehearsal | Grand Ballroom EFG |
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| 4:00 - 4:45 | Press Conference | Grand Ballroom EFG |
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| 5:00 pm | Official Opening of CANTO 2008 with Government Ministers, CANTO Executives, and Members, Officials of Bahamas Telecommunications Company and other dignitaries in attendance. Feature Address to be delivered by Prime Minister of Bahamas (unconfirmed) | Grand Ballroom EFG |
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| 6:15 | Ribbon Cutting Ceremony followed by Viewing of Exhibits | Grand Ballroom ABCD |
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| 7:00 | WELCOME RECEPTION Sponsored by: Bahamas Telecommunications Company | Grand Foyer North |
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Day 2: Monday 14th July 2008
DRESS - Business

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| 07:00 – 8:20 am | Closed Forum: Ministerial Breakfast Briefing CANTO Full Members CEOs, ICT Ministers, Regional Organizations representatives and the CANTO Board Breakfast Briefing Sponsored by: Cable & Wireless Barbados Ltd. | Adonis 1, 11 & 111 |
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Opening Session Venue: Grand Ballroom EFG

Chair: Regenie Fraser, Secretary General, CANTO

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| 8:30 | Convocations BTC |
| 8:35 | Opening Remarks, Ian Blanchard, CANTO Chairman (Ag) |
| 8:45 | Dr. Ekwow Spio-Garbrah, Chief Executive Officer, CTO |
| 8:55 | Keynote: Frederick Morton CEO Tempo (confirmed) |
| 9:15 | Feature Address: Dr. Hamadoun Touré, Secretary General, ITU (confirmed) |
| 9:45 - 10:00 | COFFEE BREAK Sponsored By: Digicel |

Session 1: MINISTER'S / CANTO Member CEO's Roundtable discussion on Connect the Caribbean (CTC)

Chair: Ian Blanchard, CANTO Chairman (Ag)

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| 10:00 | Keynote: Hon Zhivargo S Laing, MP Minister of State in the Ministry of Finance. |
| 10:20 | Dr. Linus Spencer Thomas, Chairman, National Telecommunications Regulatory Commission, Grenada |
| 10:40 | Dr. Jerrol Thompson; Min. for Telecommunications Science Technology & Industry, St. Vincent & the Grenadines |
| 11:00 | Hon. Kenneth Harrigan, Minister of Communications, Anguilla. |
| 11:20 | Hon. Maurice Adriaens, Minister of Telecommunications, Traffic and Transportation, Dutch Antilles |
| 12:00 - 1:00 | Lunch - Crown Ballroom A - Sponsored by Sprint & ICANN |

Session 1 (cont'd) MINISTER'S / CANTO Member CEO's Roundtable discussion on Connect the Caribbean

Chair: Ian Blanchard, CANTO Chairman (Ag)

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| 1:00 | Mr. John Mollenthel, Deputy National Chief Information Officer, Ministry of Public Administration & Information, ICT Division, Government of Trinidad & Tobago |
| 1:20 | Mr. Danville C Davidson, Board Director – Spectrum Management Authority |
| 1:40 | Hon. Edmond Mansoor; Min. of State Information, Broadcasting Telecommunications, Antigua |
| 2:00 | Hon. Darcy Boyce, Minister of State Ministry of Finance, Economic Affairs & Energy, Barbados |
| 2:20 | Hon. Jeffrey Hall, Minister of Communications, Works, Utilities, Housing & Agriculture, Turks & Caicos |
| 2:40 | Hon. Richel Apinsa, Minister of Transport, Communications and Tourism, Suriname |
| 3:00 | Hon. Charles Kirnon, Minister of Communications and Works, Montserrat |
| | CANTO Full Member CEO's demonstrate how telcos in the region are facilitating "Connect the Caribbean" |
| | Coffee Break - Sponsored by Calix |
| | Presentation of ICT Project Showcase trophy |
| | Regenie Fraser, Secretary General, CANTO on the call for partners and next phase of Connect the Caribbean <ul style="list-style-type: none"> • Pledge to Connect the Caribbean |
| 5:00 - 6:00 | Relocate for Success: Invest in one of the most advanced Technology Parks located in Trinidad & Tobago - A presentation on the ICT Sector in Trinidad and Tobago |
| 6:00 - 7:00 | Alcatel Lucent Pre Dinner Cocktails for all delegates - Grand Foyer North |
| | Exhibition Viewing 1:00 - 6:00 |
| | 7:30 pm MONDAY NIGHT DINNER - Dig Deck - Sponsored by: Ericsson |

Day 3: Tuesday 15th July 2008

| TRACK A Grand Ballroom EF | | TRACK B Grand Ballroom G | |
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| 8:00 - 10:00 | <p>Enhancing competitiveness in the Caribbean through the harmonization of ICT Policies, Legislation and Regulation Procedures 8:30 - 10:00</p> <p>Chair: Julian Wilkins, CANTO Director</p> <ul style="list-style-type: none"> • Keynote: ITU in the new ICT environment: rules and policies Paolo Rosa ITU- Telecommunication Standardization Bureau ... • The dilemma of so-called “net neutrality” - Judith O'Neill, Greenberg Trauig LLP • OECS Case Study - Apollo Knights, NTRC, St. Vincent and the Grenadines • Jan Tjernell, Digicel, • Glenda Medford, Cable and Wireless, Barbados Ltd. • Telecommunications Regulations in the Caribbean Community - Robert Hahn, Telesur | 8:00 - 10:00 | <p>Maximizing Customer Value - 8:30 - 10.00</p> <p>Chair: Dean Boyce, CANTO Director</p> <ul style="list-style-type: none"> • Keynote: The new Imperative of Business Model Agility - Terry Hinton, Hewlett Packard Co. Inc • Maximizing Value-Building Loyalty- Robert Fordon, Xelex • Evolution of Data within the Telecom Sector"-- It is all About Data-Today.. Faizal Salawu, Tremor Technology Group • Enabling Effective Mobile Money Services - Bohdan Zabawskyj, Redknee Inc • Managing Transition from Pre-Paid to Post-Paid - Melissa Harris, Telecoms Training Corporation |
| 10:00 – 10:15 COFFEE BREAK Sponsored by: Innovative Telephone & Alvarez & Marshal | | | |
| 10:15 | <p>SERVICES AND APPLICATION: Mobile Broadband Contents and IPTV 10:15 - 12:00</p> <p>Chair: Davidson Charles, CANTO Director</p> <ul style="list-style-type: none"> • Keynote: IP Transformation - Eshwar Pittampalli, Alcatel-Lucent • Enabling the Smart Home - Eric Doricko, Calix • IPv6: It's Time To Make The Move- Richard Jimmerson, Chief Information Officer, ARIN • Wireless Intelligent Networking - Steve DeVries, Telecom Training Associates • Next Generation TV as a way to increase customers loyalty; Grzegorz Kot Comarch | 10:15 - 12:00 | <p>Leveraging IT Automation for Business Transformation 10:15 - 12:00</p> <p>Chair: Dirk Currie, CANTO Director</p> <ul style="list-style-type: none"> • Keynote: Transformation to Broadband Connectivity - Vish Nandlall, Nortel • Accelerating Service Innovation with Converged Interconnection - Gabriela Lago-Mendia, Telcordia • Broadband Access in a Converged World - Juan Velda, Occam • Mobile Broadband: Communications for all - Richard Sherman, Ericsson • How to launch a mobile portal in 15 min - Mads Galsgaard Inmobia |
| 12:00 – 1:00 LUNCH - Crown Ballroom A - Sponsored by: | | | |
| | <p>INFRASTRUCTURE & READINESS - the Future of Networks 1:00 - 2:45</p> <p>Chair: Howard Mollison , CANTO Committee Chair</p> <ul style="list-style-type: none"> • Keynote: Converged Networks - The future of mobile broadband and backhaul infrastructure - Stuart Belington, Tellabs • Leveraging Multiple Copper Pairs for Broadband and Carrier Ethernet Services - Bret Harrison, Actelis Network • Improved Flexibility & Economics by Transitioning from Satellite to Submarine - Wayne Walters, ECI Telecom | | <p>1:00 – 2:30</p> <p>Financing for Island Telcos</p> <p>Chair: J Charles W. Uhrig, TIB</p> <ul style="list-style-type: none"> • Operator Perspective on the Telecom Financing Environment - Michael Prior, Atlantic Telenetworks • Financial challenges facing the regional telecommunications sector in the context of the current global environment John Cole, Co Bank • Justin Cadman, Raymond James & Associates, USA |

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| | <ul style="list-style-type: none"> • C@ribNET – CONNECTING THE CARIBBEAN AND REMEDIATING THE DIGITAL HOLE Carlton Samuels, CKLN • Caribbean Internet Exchange - Job Witteman, CEO of the Amsterdam Internet Exchange | | |
| | | | <p>WiMax Forum: Derrick Linegar, Cisco 2:35 - 4:30 Sponsors: Scarlet & Cisco Impact of the New Global Wireless Standard with emphasis on Licensing and Regulatory Implications</p> <p>GVF Satellite Workshop “Satellite’s role in Connecting the Caribbean”. 4:35 - 6:30 Sponsors : Comtech EF Data, INTELSAT & SES NEW SKIES</p> <p>Moderator: Gregory Francis Managing Director Access Partnership</p> |
| COFFEE BREAK Sponsored by: | | | |
| Exhibition Viewing : 9:00 - 12:00 & 1:00 - 6:00 | | | |
| 7:30 pm MEMBERS Dinner - River Pool - Sponsored by: ORACLE | | | |

| | TRACK A Grand Ballroom EF | | TRACK B Grand Ballroom G |
|---|---|--|--|
| | <p>Strategy and Operations: 8:30 - 10:10 Chair: Tellis Symonette, BTC, Bahamas</p> <ul style="list-style-type: none"> • Keynote: Creating Value through Innovation - Simon Gwatkin, Mitel • Leveraging Carrier Service Value Across Converged Networks - Haydn Smith, Sonus • Is SMS ready for SOS - Terry McCabe, Airwide Solutions • Building a distributed WiMAX Network - Gil Kremer, WiNetworks | | <p>Service Provider Panel Implementing Customer Satisfaction Regardless of Transport 8:30 - 10:10 Moderator: Bill Murphy, Starbridge Networks Panelists:</p> <ul style="list-style-type: none"> • UTS, Curacao • Telem, St. Marteen • Telbo, Bonaire |
| 10:15 – 10:30 COFFEE BREAK Sponsored by: Scarlet MV | | | |
| | <p>Moving Towards Convergence - Impact on Operators 10:30 - 12:30 Chair: Linus Rogers, CANTO Director</p> <ul style="list-style-type: none"> • Keynote: "The evolution of your GSM network - Juan Manuel Rodriguez Eguiluz, Huawei • The future of Converged Billing Systems - Alejandro Nestares - Intec • “Delivering real subscriber revenue’s – Recipes for Success” - David Tidwell, Genesyslab • Converged Services through new world communication- Mariano Zuniga, Tata Communications • Explore the hidden potential of convergence and its impact on operators - Sheffy Ornit, Starhome • Heather Olsen, Telecom Italia | | |
| 12:30 – 1:30 LUNCH - Crown Ballroom A - Sponsored by: | | | |
| | <p>New and Emerging Technologies: 1:30 - 3:00 Chair: Marlon Johnson, BTC</p> <ul style="list-style-type: none"> • Keynote: Paul Ferguson, Cizmic • Software Radio Infrastructure Solutions for Caribbean Carriers - Vanu Bose, Vanu, Inc. • Connecting the Caribbean with New Technologies - Cecilia Pfeiffer, VoltDelta • Identifying Network Structure to Deliver IPTV and 4Play - Tim Phillips, Converse • Moving Towards Convergence - the Caribbean Experience - Jose F. Otero Signals Consulting SRL | | |
| | <p>Regional Organizations Support for the CTC - 3:00 - 4:30 Chair: Phillip Cross, ITU Caribbean Representative Keynote: Connect Africa Challenges and Opportunities - Jean Robert Barallon Newtec Inc CANTO ; CTU; UWI; OAS; ETCEL; CBU; CMC; ASETA; ACHIET; OECS; CARICOM; ACS; CITEL; CAIC; UVIRTPARK; CTO; CARICAD; ICANN; CARICOM YOUTH AMBASSADOR</p> | | |
| | 4:30 - 5:00 Closing Ceremony | | |
| Exhibition Viewing 9:00 am - 2:00 | | | |
| 7:00 Hyper connectivity Dinner - Royal Deck - Sponsored by: Nortel | | | |

Panel change
Grand Ballroom EF

CLOSING CEREMONY
Chaired by Mr. Ian Blanchard, CANTO Chairman (Ag)

REMARKS FROM HOST OF CANTO 2008 (BTC)

ANNOUNCEMENT OF VENUE AND HOST OF AGM 2009 - Ms. Regenie Fraser, Secretary General,
CANTO
REMARKS FROM HOST OF AGM 2009

ANNOUNCEMENT OF VENUE AND HOST OF CANTO 2009 - Ms. Regenie Fraser, Secretary General,
CANTO.
REMARKS FROM HOST OF CANTO 2009 (TSTT)

CLOSING REMARKS - Mr. Ian Blanchard, CANTO Chairman (Ag)

07:00

HYPER-CONNECTIVITY DINNER Sponsored By: NORTEL
Venue: Royal Deck, Atlantis Hotel.



**CANTO'S 2nd ANNUAL HUMAN RESOURCE
TRAINING AND BEST PRACTICE CONFERENCE
ON CONNECT THE CARIBBEAN**

**ATLANTS RESORT, PARADISE ISLAND, BAHAMAS
17th -18th July, 2008**

**Organized by CANTO and Facilitated by
Telecom Training Corporation**

Venue: Poseidon #2
Lunch: Waters Edge Private Restaurant

Day 1 : Thursday 17th July 2008
DRESS – Business Casual

| Events/Best Practices Topics | Speaker/ Facilitator | Time Allocated* | Time Schedule | Sponsors |
|--|---|------------------|-------------------------|---------------|
| Day 1: Thursday, July 17 | -- | -- | -- | -- |
| 1. Continental Networking Breakfast | | -- | 8:00 a.m. ó 8:30 a.m. | TBD |
| 2. Welcome | Regenie Fraser, CANTO Teresa David, CANTO Henk Defares, TELESUR and CANTO HR Committee Chair | 30 minutes | 8:30 a.m. ó 9:00 a.m. | -- |
| 3. Attendee Introductions and Speed Networking | Melissa Harris President Telecom Training Corporation | 30 minutes | 9:00 a.m. ó 9:30 a.m. | -- |
| 4. Your Company's Greatest HR and Training Challenges | Melissa Harris President Telecom Training Corporation | 30 minutes | 9:30 a.m. ó 10:00 a.m. | -- |
| 5. Topic 1: Leadership Values and their Impact on Human Resources and Training | Karen Sutherland Director of Training Atlantis-Paradise Hotel | 1 hour | 10:00 a.m. ó 11:00 a.m. | -- |
| 6. Networking Break | -- | 30 minutes | 11:00 a.m. ó 11:30 a.m. | TBD |
| 7. Topic 2: PeopleSurv | Susan Coote and Bill Davies Executive Partner Coote Harvard | 1 hour | 11:30 a.m. ó 12:30 p.m. | -- |
| 8. Networking Lunch | -- | 1 hour | 12:30 p.m. ó 1:30 p.m. | SES New Skies |
| 9. Topic 3: Helping Your Employees Better Manage Stress During Changing Times | Rochelle Lightbourne Senior Manager Training and Development Department The Bahamas Telecommunications Limited | 1 hour | 1:30 p.m. ó 2:30 p.m. | -- |
| 10. Topic 4: Communicating with Senior Leaders With Powerful Presentations | Craig Albury President Bahamas Technical Trainers | 1 hour | 2:30 p.m. ó 3:30 p.m. | |
| 11. Networking Break | -- | 30 minutes | 3:30 p.m. ó 4:00 p.m. | TBD |
| 12. Topic 5: Culture Change ó Focusing on the Customer While Improving Morale and Productivity | Ian Blanchard Chief Executive Cable & Wireless Grenada | 1 hour | 4:00 p.m. ó 5:00 p.m. | -- |
| 13. Adjourn | | Total: 8 ½ hours | 5:00 p.m. | -- |
| 14. Evening Networking Reception | -- | 2 hours | 6:00 p.m. ó 8:00 p.m. | TBD |

Day 2 : Friday 18th July 2008
DRESS – Business Casual

| Events/Best Practices Topics | Speaker/ Facilitator | Time Allocated* | Time Schedule | Sponsors |
|---|--|-----------------|-------------------------|--------------------|
| 15. Continental Networking Breakfast | -- | 30 minutes | 8:00 a.m. ó 8:30 a.m. | TBD |
| 16. Re-Introductions of All Attendees | Melissa Harris President Telecom Training Corporation | 15 minutes | 8:30 a.m. ó 8:45 a.m. | -- |
| 16. Topic 6a HR Track: Strategic Management Development | Jan Willem de Seriere Senior Manager KPMG Advisory Services B.V. | 1 hour | 8:45 a.m. ó 9:45 a.m. | -- |
| 17. Topic 6b Training Track: Social/Technical Development Training for a Caribbean People | Sean Rogers Managing Director Genesis Innovative Solution | 1 hour | 8:45 a.m. ó 9:45 a.m. | -- |
| 18. Topic 7a HR Track: Focusing on the Employee: Leveraging the Power of Employee Assistance Programs | Richard Adderley Director of Human Resources Cable Bahamas | 1 hour | 9:45 a.m. ó 10:45 a.m. | -- |
| 19. Topic 7b Training Track: How Training Helps Digicel Deliver Its Strategic Objectives And Lessons For Other Caribbean Companies Including How We Do It, Links To Succession Planning, Etc. | Shane Ram Group Director, Talent Management Digicel Group | 1 hour | 9:45 a.m. ó 10:45 a.m. | -- |
| 20. Networking Break | -- | 30 minutes | 10:45 a.m. ó 11:15 a.m. | Trainmar Caribbean |
| 21. Topic 8a HR Track Current and Future HR Plans From Leading Caribbean ICT Companies Panel Presentation | | 1 hour | 11:15 a.m. ó 12:15 p.m. | -- |
| 22. Topic 8b Training Track: Current and Future Training Plans From Leading Caribbean ICT Companies Panel Presentation | | 1 hour | 11:15 a.m. ó 12:15 p.m. | -- |
| 23. Networking Lunch | -- | 1 hour | 12:15 p.m. ó 1:15 p.m. | |
| 24. Topic 9: Connect the Caribbean from an HR and Training Perspective ó Building Capacity and Retaining Experts | Dr. Kim Mallalieu Leader, Communication Systems Group and Coordinator, MRP (Telecommunications) Department of Electrical and Computer Engineering The University of the West Indies | 1 hour | 1:15 p.m. ó 2:15 p.m. | -- |
| 25. Topic 10: Preparing for and Developing ICT Skills | Melissa Harris President Telecom Training Corporation | 1 hour | 2:15 p.m. ó 3:15 p.m. | -- |
| 26. Networking Break | -- | 30 minutes | 3:15 p.m. ó 3:45 p.m. | TBD |
| 27. Topic 11: Training and HR Resources for Caribbean Professionals | Melissa Harris President Telecom Training Corporation | 30 minutes | 3:45 ó 4:15 p.m. | -- |
| 28. Topic 12: Future CANTO HR | Melissa Harris | 30 minutes | 4:15 p.m. ó 4:45 | -- |

| Events/Best Practices Topics | Speaker/ Facilitator | Time Allocated* | Time Schedule | Sponsors |
|--|---|------------------|-----------------------|----------|
| and Training Plans | President Telecom Training Corporation | | p.m. | |
| 29. Topic 13: Summarize Best Practices and Recommendations to Take Back to Your Leadership For Review and Implementation | Melissa Harris President Telecom Training Corporation | 30 minutes | 4:45 p.m. ó 5:15 p.m. | -- |
| 30. Topic 14: Your Personal Action Plans (and have a drawing for a prize from among those who are present) | Melissa Harris President Telecom Training Corporation | 15 minutes | 5:15 p.m. ó 5:30 p.m. | -- |
| 31. Adjourn | -- | Total: 8 ½ hours | 5:30 p.m. | -- |
| 32. Evening Networking Reception | -- | 2 hours | 6:30 p.m. ó 8:30 p.m. | TBD |

* Note: The time allocated to each topic includes a 15-30 minute break-out session for participants to share additional best practices, develop personal action plans to implement back on the job, and continue building new relationships with counterparts at other Caribbean companies facing similar challenges.