



# UTS



## 26<sup>th</sup> Annual Conference and Trade Exhibition

THEME: "EMBRACING TECHNOLOGY FOR ECONOMIC SUCCESS"

11<sup>th</sup> - 14<sup>th</sup> July 2010

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4<sup>th</sup> Annual Human Resource Training and Best Practices Conference

15<sup>th</sup> -16<sup>th</sup> July 2010

World Trade Centre, Curacao

### PROVISIONAL AGENDA

*Organized by:*

*The Caribbean Association of National Telecommunication Organizations  
with the United Telecommunication Services, Curacao*

Friday 9<sup>th</sup> July, 2010

Press Conference

Saturday 10<sup>th</sup> July 2010

CANTO Secretariat Room	Enfrou
Registration	Enfrou/ Katuna Foyer
UTS Business Centre	Katuna
CIENA Meeting Room	Sentebibu
Alcatel-Lucent Meeting Room	Datu
Columbus Networks Meeting Room	Tuna

9:00 am - 1:00 pm

Meeting of CANTO Board of Directors	Marriott Board Room
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9:00 - 11:00 CANTO Committee Meetings: (CANTO Members only)

WTC

9:00 – 10:00 Regulation and Emerging Technologies  
Sentebibu Room

9:00 – 10:00 Financial Advisory  
Datu Room

9:00 – 10:00 Human Resources  
Makura Room

10:00 – 11:00 Marketing and Communications  
Welensali Room

10:00 – 11:00 Disaster Recovery Planning  
Tuna Room

12:00 – 1:00 Committee Chair Presentation to CANTO Board of Directors  
Datu Room

1:00 – 2:00 Board & Committee Chairs Lunch  
Datu Room

12:00 – 2:00 Networking and Marketing Strategies to Maximize Your Conference and Trade Show Experience - A Complimentary Sunday Afternoon Workshop facilitated by Melissa Harris of Telecom Training Corporation.  
Wayaka Room

6:00 PM Official Opening of CANTO 2010  
WTC Government Ministers, CANTO Executives, and Members, Officials of UTS and other dignitaries in attendance

6:45 Ribbon Cutting Ceremony followed by Viewing of Exhibits

7:45 Welcome Reception Sponsored by UTS

7:00 – 8:00  
Gallery Hall II  
WTC

**Closed Forum: CTC MINISTERIAL BREAKFAST BRIEFING**

- Welcome: Dirk Currie
- Connect the Caribbean projects: Atiba Phillips
- LIME connects the Caribbean: Milton Brady
- Update on Connect the World: Philip Cross
- Closing Remarks: Dirk Currie

Sponsored by: LIME

8:30 – 10:00  
WTC Auditorium

Chair: Regenie Fräser, Secretary General, CANTO  
Convocations, Pastor Simon Wilson  
Opening Remarks, Mrs Leila Matroos, CFO of UTS, Curacao  
Keynote Milton Brady, LIME  
Feature Address, Mrs. Emily S. de Jongh-Elhage, Prime Minister of Netherland Antilles

10:00 - 1030  
WTC Foyer

COFFEE BREAK

10:30 – 1:00  
WTC Auditorium

**Session 1: MINISTER'S Roundtable discussion on Policy and Regulations**  
Chair: Dirk Currie, CANTO Chair

- Taxation and ICT Development – Julian Wilkins, Digicel TT
- Mrs Arlene McComie, Permanent Secretary, Ministry of Public Administration, Trinidad and Tobago
- Hon. Orville T. Turnquest, Minister of National Security and Minister Responsible for BTC, Bahamas
- Hon. Charles Kirnon, Minister of Communication and Works, Montserrat
- Mrs. Arlene Buckmire-Outram, Permanent Secretary, Ministry of Works, Physical Development and Public Utilities, Grenada
- Hon. Jerrol Thompson, Minister of Telecom, Science and Technology, St. Vincent & the Grenadines
- Hon. Richel Apinsa, Minister of Transport, Communication and Tourism, Suriname
- Mr. Crefton Niles, Director of Public Utilities/Telecommunications, Anguilla

Presentation of CTC Projects for 2010

1:00 - 2:00

LUNCH Sponsored by ZTE

2:00 - 3:30  
Wayaka Room

**Session 2: CANTO Connect the Caribbean Initiatives**  
Chair: Glenda Medford, CANTO Director

- "We Connect our People" Undersea Cable Partnership- Russ Headley, TELESUR and Yog Mahadeo – GTT TELESUR
- Overview of initiatives: Atiba Phillips, CTC Consultant
  - Electronic Marketplace,
  - Content Network
  - Community Hub Call for partners
- Award of 3<sup>rd</sup> Annual CTC Project of the Year

3:45 – 4:45  
Wayaka Room

**Operators Forum – Recent Threats on Inbound Roaming**

Chair: Glenda Medford, CANTO Director

- Richard Small, LIME Caribbean
- Telem, St Marteen
- DIGICEL
- SETAR, Aruba
- TSTT, Trinidad and Tobago

3:30 – 3:45  
Exhibition Hall

COFFEE BREAK

3:45 – 5:00  
Amandel Room

Sponsored workshop – “Capturing Roaming Revenues in the Caribbean”

Workshop Facilitator: Bryce Mitchell, WireE

7:30 - 10:30  
Marriott Beach  
Front

Networking Dinner: Sponsored by Ericsson Venue Marriott Beach Front

2:30 – 5:00  
Exhibition Hall

Viewing of Exhibits

TRACK A

8:30 – 12:00  
WTC  
Wayaka Room

**Workshop 1: Competition Law and Regulations**

Chair: Glenda Medford, CANTO Director

- Overview of Competition Issues, What is Competition Law- Emanuela Lecchi, Watson, Farley and Williams LLP
- Competition Laws from a regional Perspective – Chris Durnell, CWC
- Competition Law in the CARICOM Region - Barbara Lee, CARICOM Competition Commission

10:30 – 10:45  
Exhibition Hall

COFFEE BREAK

TRACK B

8:30 - 10:30  
Amandel Room

**Session 3: Electronic Commerce Workshop**

Chair: EJ Saunders, Digicel Turks and Caicos

- **Keynote: "Mobile Wallet: an enabler of New Revenues and Churn Reduction Lucent/Alcatel**
- Emerging Issues with Electronic and Mobile Commerce - Judith O Neil, Shareholder, Greenberg Traurig, LLP
- Legal Issues arising with Electronic Commerce - Eddy Ventosa, lecturer at law faculty Cave Hill Barbados
- Mobile Banking and On-line Payments - George Thomas & Rolf Phillips, First Caribbean
- Using Technology to Deliver Solutions for Social Development - Emerson Hewitt, LIME
- Banker
- Security Risks and Solutions, Graham Butler, Bitek

10:30 – 12:00  
Amandel Room

**Session 4: Panel discussion: Emerging Technologies**

Chair: Julian Wilkins, CANTO Director

- IPTV6 – Challenges facing the ICT Community in the Region, John Curran, ARIN
- Leveraging the Landline Network for IPTV Services, Greg Carlson, Primal Technologies.
- Lessons Learned in rolling out IPTV - Jan Klamer BV Twentsche Kabelfabriek

2:00 – 6:00  
Blue Bay

Informal Networking Afternoon Sponsored by UTS - Blue Bay

8:00 – 11:00  
Hilton Fort

Members and Sponsors Dinner Sponsored by Oracle – Hilton Fort

9:00 – 12:00  
Exhibition Hall

Viewing of Exhibits

TRACK A

8:30 – 10:30  
WTC  
Wayaka Room

**Session 6: Creative Marketing for Competitive Advantages**

Chair: Davidson Charles, CANTO Director

- **Keynote: Leveraging consumer insights for rapid service take-up-** Per Fredriksson, Ericsson
- Successfully Marketing and Monetizing Fiber Access Services and Applications – Eric Doricko, Calix
- Transforming to all IP: Trends and Successes – Michael Tessler, BroadSoft
- Helping Customers increase Productivity – Hanif Dato, Telus Communications

10:30 – 10:45  
Exhibition Hall

COFFEE BREAK Sponsored by ICANN

TRACK B

8:30 – 10:30  
Amandel Room

**Workshop 2: Applications & Content**

Chair: Karen Bevans, CANTO Vice Chair

- **Keynote: Reducing Connectivity Costs in the Caribbean,** Erwin Mercado, O3B Networks
- Market Trends and Demands – Bill Murphy, Starbridge Networks
- Spinning over the Top – Marc Mathews, Metaswitch
- Virtualizing Real-Time Voice Applications - Malcolm Concannon, Mitel
- Virtual Subscriber Services – Neil McGowan, Movius

10:45 – 12:45  
Makura Room

**Workshop 3 : 3G and Beyond**

Chair: Lyrio Gomez, CANTO Director

- Mobile Evolution in the Caribbean – Jose Otero, Signals Telecoms Consulting
- Advanced Services and New Revenues in 3G - Richard Sherman, Ericsson
- Applications for Cloud Computing & Their Impact on Mobile Networks- Tim Brown, Wire IE
- Three Generations of Networks in one Backhaul Solution– Chip Redden, Ciena
- Leveraging Managed Broadband Services to Foster Small Business and Entrepreneurial Activity – Raul Barnett, ClearAccess
- Green Fuel Cell systems in Wireless Telecom Networks Activity – Tracy Woodward, EnerSys

10:45 – 12:45  
Amandel Room

**Session 7: Panel discussion: Projects and Partnerships**

Chair: Atiba Phillips

- **Keynote: The Connectivity Challenge for Island Communities,** Nigel Bayliff, Huawei Marine Networks
- IXP Proliferation, Bernadette Lewis, CTU
- Carlton Samuels, CKLN
- Howard Armstrong
- ICT4EDC ProjectTelly Uno,

1:00 - 2:00  
WTC

LUNCH

2:00 – 4:00  
Amandel Room

**Workshop 4: Leadership Challenges - Why Regional Telecommunications Companies Fail – The 3 Keys.**

Ian Blanchard – Caribbean Institute of Leadership and Coaching.

Conference Closing: Remarks from Host of CANTO 2010, Announcement of CANTO 2011 & Remarks from Host of CANTO 2011

8:00  
Fort Nassau

Closing Ceremony & Networking Dinner Sponsored by O3B Networks and UTS – Fort Nassau.

9:00 – 12:00  
Exhibition Hall

Viewing of Exhibits



INTERNATIONAL TELECOMMUNICATION UNION  
Telecommunication Development Bureau  
*and*  
Caribbean Association of National  
Telecommunications Operators



*ITU Centres of Excellence Training Workshop on*

**Human Resources & Training Best Practices**

*Melissa Harris, Emcee and Facilitator, President of Telecom Training Corporation*

*15-16 July 2010, Curacao*

**Speakers (listed in alphabetical order)**

- **Earl W. Balborda**, Director of **HRM AVODAH**, Human Resource Advisory, Curacao - *NEW SPEAKER*
- **Ian Blanchard**, Managing Director at **Caribbean Institute of Leadership & Coaching** and President at **ActionCoach EC**, Barbados
- **Caron Greaves**, Head HR Planning & Development, **TSTT**, Trinidad
- **Melissa Harris**, MBA, Conference Emcee and President, **Telecom Training Corporation**, U.S.
- **Tomas Lamanauskas**, Chief Executive Officer, **Telecommunications Regulatory Commission**, British Virgin Islands
- **Lisa M. Major**, VP/Training & Development, **The Bahamas Telecommunications Company, Ltd.**, Nassau, Bahamas
- **Shane Ram**, Founder of a **New Caribbean HR Consulting Company** and former Group Director – Succession Planning and Key Talent, **Digicel Group**, Trinidad
- **Wendy Swan**, COO, **Neotelis**, Canada
- **Leon Williams**, Former President and CEO of **Bahamas Telephone Company**, Nassau, Bahamas

**Conference Details:**

- **Conference Location:** Ballroom A, Curacao Marriott Hotel
- **Lunch:** Portofino Restaurant
- **Conference Pricing:** \$300 US for CANTO members and \$500 US for non-CANTO members. Lunch will be provided each day and breakfast is included in the rate for the hotel accommodations at the Curaco Marriott Hotel.
- **How to Register:** Contact Lianne Dieffenthaler at [ldieffenthaler@canto.org](mailto:ldieffenthaler@canto.org). She will be able to process your registration and provide information on making hotel reservations and transportation arrangements to and from the airport.

# Agenda

## Day 1: Thursday, 15<sup>th</sup> July

Sessions	Schedule	Topic	Speaker
Day 1 Morning Sessions	8:00 a.m.	Breakfast in Marriott Restaurant	Complimentary for Delegates Staying Overnight at the Marriott Hotel
	9:00 a.m.	Welcoming Ceremony	<ul style="list-style-type: none"> <li>• <b>Dirk Currie</b>, CANTO Chairman and Managing Director, <b>TELESUR</b>, Suriname</li> <li>• <b>Philip Cross</b>, Caribbean Representative, <b>ITU</b> (International Telecommunication Union)</li> <li>• <b>Regenie Frasier</b>, CANTO Secretariat, Trinidad</li> </ul>
	9:15 a.m.	Delegate Introductions and Ice Breaker Activity	<b>Melissa Harris</b> , MBA - Conference Emcee and President, <b>Telecom Training Corporation</b> , United States
	9:30 a.m.	The Caribbean Region's Human Resources and Training Challenges	<b>Group Activity</b>
	10:00 a.m.	Key to Improved Employee Performance – Mentoring & Coaching	<b>Ian Blanchard</b> , Managing Director at <b>Caribbean Institute of Leadership &amp; Coaching</b> and President at <b>ActionCoach EC</b> , Barbados
	11:00 a.m.	<b>Networking Break</b>	Sponsor: ITU and CANTO
	11:15 a.m.	Rewards & Recognition - Their Relevance In Today's Business Operations	<b>Caron Greaves</b> , Head HR Planning & Development, <b>TSTT</b> , Trinidad
	12:15 p.m.	<b>Networking Lunch</b>	Sponsor: ITU and CANTO
	Day 1 Afternoon Sessions	1:15 p.m.	Succession Planning, Performance Management And Talent Management
2:15 p.m.		HRM Lessons From The World Of Sports	<b>Earl W. Balborda</b> , Director, <b>HRM AVODAH</b> , Human Resource Advisory, Curacao
3:15 p.m.		<b>Networking Break</b>	Sponsor: ITU and CANTO
3:30 p.m.		Exploring Personal Power – An Interactive Presentation	<b>Wendy Swan</b> , COO, <b>Neotelis</b> , Canada
4:45 p.m.		New Ideas from Day 1 to Address Caribbean HR and Training Challenges	<b>Group Activity</b>
5:30 p.m.		Adjourn	--

**Day 2: Friday, 16<sup>th</sup> July**

<b>Sessions</b>	<b>Schedule</b>	<b>Topic</b>	<b>Speaker</b>
Day 2 Morning Sessions	7:30 a.m.	Breakfast in Marriott Restaurant	Complimentary for Delegates Staying Overnight at the Marriott Hotel
	8:30 a.m.	Welcome and Group Activity	<b>Melissa Harris</b> , MBA, Conference Emcee and President, <b>Telecom Training Corporation</b> , United States
	8:45 a.m.	Review of Key Highlights from Day 1	<b>Group Activity</b>
	9:00 a.m.	Caribbean Leadership Case Studies	<b>Leon Williams</b> , Former President and CEO of <b>Bahamas Telephone Company</b> , Nassau, Bahamas
	10:00 a.m.	<b>Break</b>	Sponsor: ITU and CANTO
	10:15 a.m.	Re-Tooling The Skill-Sets Of The Technical Team From The Legacy Technologies To IP Technologies	<b>Lisa M. Major</b> , VP/Training & Development, <b>The Bahamas Telecommunications Company, Ltd.</b> , Nassau, Bahamas
	11:15 a.m.	Building A Telecommunications Regulatory Authority: Leadership Lessons From The British Virgin Islands	<b>Tomas Lamanauskas</b> , Chief Executive Officer, <b>Telecommunications Regulatory Commission</b> , British Virgin Islands
	12:15 p.m.	<b>Lunch</b>	Sponsor: ITU and CANTO
Day 2 Afternoon Sessions	1:15 p.m.	HR Tabling Sessions <ul style="list-style-type: none"> <li>• Using Social Media in Recruitment</li> <li>• What's New in HR Benefits</li> <li>• Downsizing/Rightsizing Strategies</li> <li>• Working Effectively With Unions</li> <li>• Managing Multi-Generational Employees</li> <li>• Valuing Employees and Keeping Them Motivated During Challenging Times</li> </ul>	<b>Group Activity</b>
	3:00 p.m.	<b>Break</b>	Sponsor: ITU and CANTO
	3:15 p.m.	Innovative Training Strategies from Telecom Operators in the Caribbean and US (includes CANTO Training Plans for 2011)	<b>Group Activity</b>
	4:15 p.m.	New Ideas from Day 2 to Address Caribbean HR and Training Challenges	<b>Group Activity</b>
	4:45 p.m.	Development and Sharing of Personal Action Plans	<b>Group Activity</b>
	5:15 p.m.	Wrap-Up Including Presentation of Certificates, Individual Photos and Group Photo	<b>Melissa Harris</b> , MBA, Conference Emcee and President, <b>Telecom Training Corporation</b> , United States
	6:30 p.m. – 8:00 p.m.	<b>Networking Dinner</b>	<b>“Dutch Treat” On-Your-Own Networking Dinner</b>