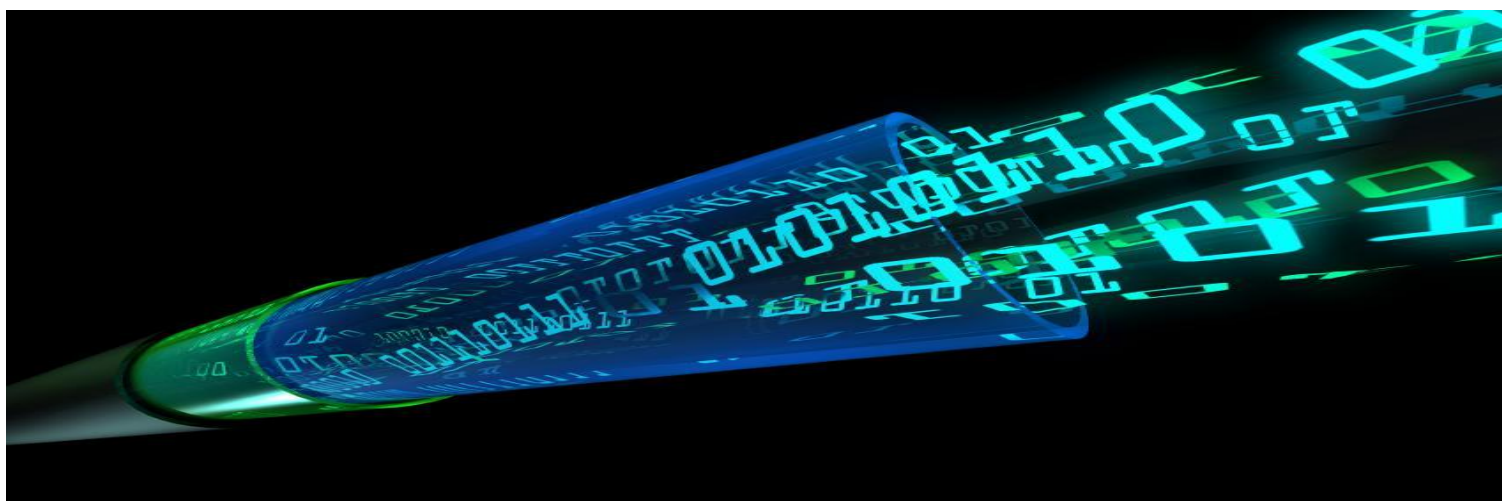




“STRATEGIC ALLIANCES FOR SUSTAINABLE BROADBAND DEVELOPMENT”



CANTO 30TH ANNUAL CONFERENCE & TRADE EXHIBITION
10TH – 13TH AUGUST, 2014

CANTO 8TH ANNUAL HUMAN RESOURCE FORUM
14TH – 15TH AUGUST, 2014

CANTO 1ST ANNUAL MARKETING FORUM
14TH – 15TH AUGUST, 2014

ATLANTIS, PARADISE ISLAND
THE COMMONWEALTH OF THE BAHAMAS

Saturday 9 August 2014

CLOSED SESSION: CANTO BOARD OF DIRECTORS MEETING

10:00 am – 4:00 pm
Kronos

CLOSED SESSION: CANTO BOARD OF DIRECTORS NETWORKING DINNER Sponsored by BTC

7:00 pm – 10:00 pm

Sunday 10 August 2014

CANTO COMMITTEE MEETINGS

9:00 am -12:00 am

Eros 1
Eros 2&3
Hermes 3
Hermes 1
Hermes 2
Eros 1

CANTO Committee Meetings

Marketing and Communications Committee Meeting - 9:00 am
Regulations and Emerging Technologies Committee Meeting - 10:00 am
Financial Advisory Committee Meeting – 10:00 am
Disaster Recovery Planning Committee Meeting – 11:00 am
Human Resource Committee Meeting - 10:00 am
Corporate Social Responsibility Committee Meeting – 11:00 am

CLOSED SESSION: COMMITTEE CHAIRS LUNCHEON & PRESENTATION TO CANTO BOARD

12:00 – 1:30 pm
Kronos

Financial Advisory Committee
Marketing and Communications Committee
Regulations and Emerging Technologies Committee
Human Resource Committee
Disaster Recovery Planning Committee
Corporate Social Responsibility Committee

PRESS CONFERENCE

3:00 – 4:00 PM
Eros 1

Chair: Ayanna Samuels, International ICT and Development Consultant and Technology Policy Specialist

- Welcome Remarks, Regenie Fraser, CANTO
- Remarks on behalf of BTC
- Remarks, on behalf of CANTO, Dirk Currie, CANTO Chair
- CANTO Video Launch – Julian Wilkins, CANTO Director
- WTISD presentation to William Mahla Jnr., Belize
- Vote of Thanks

Celebrating 30 Years...

OFFICIAL OPENING CEREMONY OF CANTO 2014

6:00 – 7:30 pm
Grand Ballroom
AB&C

Government Ministers, CANTO Executives, and Members, Officials of The Bahamas and other Dignitaries in attendance

Opening Ceremony:

- MC – Leon Williams, Chief Executive Officer, BTC Bahamas
- Prelude Music - Her Majesty Prison Band
- Presentation of National Flags
- National Anthem of the Commonwealth of the Bahamas
- Invocation - President of The Bahamas Christian Council / Reverend Ranford Patterson
- CANTO Song
- Pride and Passion in Innovation, Dr Earl Suttle Motivational Speaker
- Welcome Remarks: Mr. Chris Dhering, Chairman & Chief Marketing Officer, LIME
- Remarks: Ms Regenie Fraser, Secretary General, CANTO
- Remarks: Mr. Dirk Currie, Chairman, CANTO Board of Directors
- Remarks: Dr. Hamadoun Toure, Secretary General, ITU
- Remarks and Introduction of the Prime Minister: The Honorable Dr. Bernard J Nottage, MP and Minister of National Security
- Official Address: The Right Honorable Perry Gladstone Christie, M.P. and Prime Minister and Minister of Finance of the Commonwealth of the Bahamas
- Vote of Thanks: Helma Etnel, CANTO Director
- Junkanoo Rush to Opening of Exhibition and Welcome Reception.

Please follow direction of the MC for Junkanoo Rush.

7:30 – 9:00 pm
Imperial Ballroom
A,B & E

RIBBON CUTTING, EXHIBITION VIEWING & COCKTAIL RECEPTION
Sponsored by BTC

Celebrating 30 Years...

Monday 11 August 2014

CLOSED SESSION: LIME SPONSORED Ministerial Breakfast Briefing

7:00 – 8:30 am
Imperial Ballroom
C&D

Chair: Regenie Fräser, Secretary General, CANTO

- Welcome, Dirk Currie, CANTO Chair
- BIIPAC Update, Ayanna Samuels, International ICT and Development Consultant and Technology Policy Specialist
- Feature Address, Martin Roos, CEO, LIME Caribbean

CONFERENCE OPENING:

9:00 – 9:30 am
Imperial Ballroom
C&D

Chair: Charles Carter, CANTO Director

- Mitzi Miller, Editor in Chief, Ebony Magazine
- PJ Mara, Digicel Group Board Director

Ministerial Roundtable: DIGICEL SPONSORED : Strategic Alliances for Sustainable Broadband Development

9:30 -11:00 am
Imperial Ballroom
C&D

Moderators: Dirk Currie, CANTO Chair & Julian Wilkins, CANTO Director

- KEYNOTE: Clouding the Networked Society, Ericsson
- Hon. Mr. Evan Gumbs, Minister of Infrastructure, Communications, Utilities, Housing, Agriculture and Fisheries, **Anguilla**
- Hon. Mr. Ambrose George, Minister of Information, Telecommunications and Constituency Empowerment, **Commonwealth of Dominica**
- Hon. Mr. Phillip Paulwell, Minister of Science Technology Energy & Mining, **Jamaica**
- Hon. Mr. Charles Kirnon, Minister of Communications & Works, **Montserrat**
- Hon. Mr. James Fletcher, Minister for Public Service, Sustainable Development, Energy, Science & Technology, Information & Broadcasting, **St. Lucia**
- Dr. Jerrold Thompson, Director of Telecommunications, **St. Vincent & The Grenadines**

11:00 – 11:15 am
Imperial Ballroom
C&D

COFFEE BREAK

Sponsored By:

Celebrating 30 Years...

Ministerial Roundtable: DIGICEL SPONSORED: Strategic Alliances for Sustainable Broadband Development

11:15 am – 1:00 pm
Imperial Ballroom
C&D

Moderators: Dirk Currie, CANTO Chair & Julian Wilkins, CANTO Director

- KEYNOTE – Huawei
- Hon. Rupert Griffith, Minister of Science and Technology, *Trinidad and Tobago*
- Hon. George Lightbourne, Minister of Government Support Services, *Turks and Caicos*
- Hon. Alvin DaBreo, Minister of Communication, Works, Physical Development, Public Utilities, ICT and Community Development, *Grenada*
- Mr. Reginald Bourne, Telecommunications Officer, *Barbados*
- Hon. Ted Richardson, Minister of Tourism, Economic Affairs, Traffic and Telecommunication, *St. Maarten* (unconfirmed)
- Hon. Melford Nicholas, Minister of State Information, Broadcasting & Telecommunications, *Antigua/Barbuda* (unconfirmed)

1:00 – 2:00 pm
Imperial Ballroom E

LUNCH

Sponsored By: Mitel, Oberthur Technologies & Facey Telecom

Public/Private Sector Dialogue on CARICOM Single ICT Space

2:00 – 4:00 pm
Imperial Ballroom
C&D

- First Meeting of Stakeholders to discuss how the region could collaborate on making the CARICOM Single ICT Space a reality**
- Introduction of Stakeholders
 - Chair Opening Remarks & Charge to Private Sector:
 - CANTO's Response – Dirk Currie, Chairman, CANTO
 - C@ribNET and the CARICOM Single ICT Space –Kenneth Sylvester, CEO, Caribbean Knowledge & Learning Network (CKLN)
 - Regional Operators Presentation
 - LIME (Chris Dehring, Chairman & Chief Marketing Officer, LIME)
 - Digicel (EJ Saunders, CEO Turks and Caicos)
 - Columbus (Rhea Yaw Ching, Corporate Vice President Sales and Marketing)
 - Belize Telemedia Ltd (Rafael Marin, Chief Strategy Officer)
 - Regulators Input – Isaac Solomon, Director, ECTEL
 - Open Floor
 - Establishment of Working Group
 - Signing of Nassau Statement on Public Private Sector Dialogue on CARICOM Single ICT Space

4:00 – 4:15 pm
Imperial Ballroom
C&D

COFFEE BREAK

Sponsored By: Juniper Networks

Celebrating 30 Years...

Connect the Caribbean Project of the Year	
4:15 – 5:00 pm Imperial Ballroom C&D	<ul style="list-style-type: none"> • St. Vincent & the Grenadines • Suriname • Jamaica • Trinidad & Tobago • CKLN
5:30 – 6:30 pm Royal Overlook	ARIN & LACNIC Private Cocktails <i>By invitations only</i>
7:30 – 10:00 pm Royal Deck	CANTO ERICSSON DINNER <i>Open to all delegates</i>
1:00 – 5:00 pm Imperial Ballroom A,B & E	EXHIBITION VIEWING

Celebrating 30 Years...

Tuesday 12 August 2014

Breakfast Meeting: Launch of Caribbean Women in ICT (CWIC) Forum Sponsored by Alcatel Lucent & Powered by Columbus

7:00 – 8:30 am
Imperial Ballroom
C&D

Establishment of CWIC for the expression and exchange of views; cooperation and coordination of activities for advancing Caribbean Women in ICT

Chair: Regenie Fräser: Secretary General, CANTO

- Welcome from Sponsor: Rhea Yaw Ching, Rhea Yaw Ching, Corporate Vice President Sales and Marketing Columbus
- Lisa Lewis – Group Projects Director, Digicel
- Jennifer Britton, Deputy Programme Manager, for ICT4D, CARICOM
- Patricia Walters, VP, Carrier Services, BTC (invited)
- Feature: Mitzi Miller, Editor in Chief, Ebony Magazine

Track 1: Operators/Regulators Roundtable Discussion

9:00 -10:45 am
Imperial Ballroom
C&D

This track will address how service providers must adapt as the pace of demand for broadband capacity is increasing dramatically while keeping up with regulatory requirements

Chair: Rafel Marin, CANTO Director

- *The Requirement for Spectrum – Achieving Reasonable Pricing*, Sebastian M. Cabello, Director, GSMA Latin America
- *Adding TV to the Business Model for Operators*, TELESUR
- LIME
- Andrew Gorton, Digicel
- TAS
- TATT, Trinidad
- URCA, Bahamas
- OUR, Jamaica

10:45 – 11:00 am
Imperial Ballroom
AB & E

COFFEE: SPONSORED BY ATNI

Track 2: Transforming the Mobile Network

11:00 am – 1:00 pm
Imperial Ballroom
C&D

Facilitator: Daniel Parson, Coyote System Inc

- *Transforming Mobile Networks from 2G/3G to 4G LTE*, Jose Mehl, Mavenir Systems
- *Building Reliable Fibre Optics to your Home*, 20/20 Teleoptics
- *CommunityNet Initiative: Broadband Connectivity for All* - Trevor Bowering, SaskTel, International
- *Service Quality (visibility) for Telco operator*, Andy Hoenig of BOSCH.
- *Environmentally Sound Management of Mobile Handsets and Equipment* –Jonelle René Jones, Basel Convention Regional Centre for Training and Technology Transfer for the Caribbean Region

1:00 – 2:00 pm
Imperial Ballroom E

LUNCH

Celebrating 30 Years...

CLOSED SESSION: BIIPAC Technical Committee Meeting	
1:00 pm – 3:00 pm Minos & Neptune	<p>Broadband Infrastructure Inventory and Public Awareness Project in the Caribbean dialogue with Technical Committee members</p> <p>Chair: Helma Etnel, CANTO Director</p>

Track 3: The Profit Opportunity of Cloud Services for Telcos	
2:00 pm – 4:00 pm Imperial Ballroom C&D	<p>This track will address how Telecom Operators can leverage their existing IT infrastructure and Network Connectivity to provide Cloud Services</p> <p>Chair: Davidson Charles, CANTO Director</p> <ul style="list-style-type: none"> • Samsung • <i>Cloud Communications and the Opportunity for Carriers and Telecom Providers</i>, Fred Stacey, Mitel • EJ Saunders – Digicel Group • Carlyle Roberts, LIME

Track 4: Managing the Spectrum Eco-System	
4:00 pm – 6:00 pm Imperial Ballroom C&D	<p>Chair: Melesia Sutherland Campbell, CANTO Regulations and Emerging Technologies Committee</p> <ul style="list-style-type: none"> • “LTE Spectrum” Julian Wilkins, Digicel Trinidad and Tobago • Mr. Carmelo Rivera and Mr. José Costa , CITEL (Virtual Presentation) • Cleveland Thomas, ITU Caribbean Representative • Bernadette Lewis, CTU

1:00 – 5:00 pm Imperial Ballroom A,B & E	<h1>EXHIBITION VIEWING</h1>
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7:30 – 10:00 pm River Pool Deck	<p>CANTO MEMBERS, SPONSORS AND VIPs DINNER Sponsored by Facey and Oberthur & JDSU</p> <p><i>By Invitations Only</i></p>
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Celebrating 30 Years...

Wednesday 13th August 2014

Track 5: The Future of Telco Marketing: Content, Timing and Channels for Success

9:00 - 10:45 am
Imperial Ballroom
C&D

Chair: Julian Wilkins, CANTO Director

- **Keynote:** *Creating Value with Network Performance*, Carlos Barnes, Ericsson
- *Evolving your Network to the Application Generation*, Jeffrey Zwall, Extreme Networks & Scott Holtzman, Trager Brothers and Associates Inc.
- *Beyond Coverage – The Quality of Service as a Competitive Advantage*, Rafael Andrade, JDSU
- *Driving Ethernet Services Revenue with Real-time SLAs and Customer Portals*, Anand Gonuguntla, Centina Systems

10:45 – 11:00 am
Imperial Ballroom
A,B&E

COFFEE

Workshop 1: From Spam to Cyber Security: Roles and Challenges for Operators

11:00 am – 1:00 pm
Imperial Ballroom
C&D

This session will focus on the opportunities, challenges and risks arising from the global interdependence on cyberspace.

Chair: Lawrence Mc Naughton, CANTO Director

Facilitator: Mrs. Karen Mulberry, Policy Advisor at Internet Society

1:00 – 2:00 pm
Imperial Ballroom E

LUNCH

CLOSED SESSION: BIIPAC Steering Committee Meeting for IDB Members

1:00 pm – 3:00 pm
Minos & Neptune

Broadband Infrastructure Inventory and Public Awareness Project in the Caribbean dialogue with steering committee members.

Chair: Helma Etnel, CANTO Director

1:00 – 5:00 pm
Imperial Ballroom
A,B & E

EXHIBITION
VIEWING

Track 6: IPv6 Deployment and the IANA Oversight Transition

2:00 – 4:00 pm
Imperial Ballroom
C&D

Chair: BTC, Bahamas

This track will look at the implications of the depletion of IPv4 numbers and the transition to IPv6

- **Keynote:** *IPv6 and Internet Governance Developments*, Nate Davis, Arin
- Shernon Osepa, Internet Society
- Carlos Martinez, LACNIC
- *Transition of the stewardship of the IANA function*, Albert Daniels, ICANN

Celebrating 30 Years...

7:30 – 9:00 pm
Royal Deck

BTC & Icemobile Cocktail Extravaganza & Closing Ceremony

CANTO 8TH ANNUAL HUMAN RESOURCE FORUM

Facilitator: Ian Blanchard, CILC, ActionCOACH

14TH – 15TH AUGUST, 2014

Venue: Hera 1&2

THURSDAY 14th AUGUST, 2014

S C H E D U L E	TOPIC	SPEAKER
8:00 am - 8:30 am	REGISTRATION	
8:30 am - 9:00 am	Opening Remarks:	✓ Dirk Currie - Chairman, CANTO ✓ Regenie Fraser - Secretary General, CANTO
9:00 am - 10:15 am	Welcome & Introduction	✓ Ian Blanchard, CILC Action COACH
10:15 am - 10:30 am	Coffee Break	
10:30 am - 12:00 pm	A CEO's Perspective What the CEO requires from his/her HR Executive	✓ Leon Williams, CEO, BTC Bahamas ✓ President of Bahamas Human Resource Association
12:00 am - 12:30 pm	HR Executive Action Plan in Response CEO's Requirements	✓
12:00 pm - 1:00 pm	Lunch Break	
1:00 pm - 1:30 pm	HR's Role in competitive and shrinking telecom markets	✓
1:30 pm - 3:00 pm	Linking HR's Role to organizational strategy;	
3:00 pm - 3:30 pm	Coffee Break	
3:30 pm - 4:00 pm	Linking HR's Role to organizational strategy;	

Celebrating 30 Years...

4:00 pm - 5:00 pm	Measuring the impact of HR interventions utilizing "Key HR Metrics"	✓ Jacqui Archer, Saville Consulting
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FRIDAY 15TH AUGUST, 2012

S C H E D U L E	TOPIC	SPEAKER
9:00 am - 10:00 am		✓ Jacqui Archer, Saville Consulting
10:00 am - 10:30 am	Coffee Break	
10:30 am - 1:00 pm		✓ Jacqui Archer, Saville Consulting
1:00 pm - 2:00 pm	Lunch Break	
2:00 pm - 2:30 pm	Flexibility of compensation baskets in a rapidly changing environment.	
2:30 pm - 3:30 pm		
3:30 pm - 4:00 pm	Coffee Break	
4:00 pm - 4:30 pm	Flexibility of compensation baskets in a rapidly changing environment.	
4:30 pm - 5:00 pm	Action plan for moving forward	✓
5:00 pm - 5:30 pm	Wrap-Up Including presentation of Certificates and Group Photo	✓ Ian Blanchard, CILC ActionCOACH

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CANTO 1ST ANNUAL MARKETING FORUM

14TH – 15TH AUGUST, 2014

Facilitator: Melissa Harris, Telecom Training Corporation

Venue: Apollo

Thursday August 14			
	Welcome Activities	<ul style="list-style-type: none"> • Introductions via an interactive method • CANTO song with new video • Welcome by CANTO Board Member and CANTO Secretariat 	8:30 am – 9 am
	Top ICT/Broadband Marketing Trends to Watch	<ul style="list-style-type: none"> • Interactive Group Breakouts and Presentations 	9 am – 10:30 am
	Coffee Break	--	10:30 am – 11 am
	Creative Marketing in CALA (Swap Meet)	<ul style="list-style-type: none"> • Bring your latest, most creative marketing pieces to share with your peers. • We'll provide an area where you can showcase your materials and pick up ideas from others. • Plus, we'll have mini- presentations from each company who brings sample materials. 	11 am – 12 pm
	Lunch	--	12 pm – 1:15 pm
	Social Media Best Practices in CALA	<ul style="list-style-type: none"> • Delegates share current / proposed social media best practices used by their organization 	1:15 pm – 2:45 pm
	Coffee Break	--	2:45 pm – 3:15 pm
	Social Media Best Practices in CALA (Continued)	<ul style="list-style-type: none"> • See previous description 	3:15 pm – 4:30 pm
	Wrap Up Activities	<ul style="list-style-type: none"> • Sharing of key highlights and start of Personal Action Plan 	4:30 pm – 5pm
Friday	Icebreaker Activity	<ul style="list-style-type: none"> • Creative group experiential activity 	8:30 am – 9 am

Celebrating 30 Years...

August 15	Marketing in CALA Based on Cultural Uniqueness	<ul style="list-style-type: none"> Group breakouts and case study presentations based on primary language by country <ul style="list-style-type: none"> Dutch Spanish English Papiamento 	9 am – 10:45 am
	Coffee Break	--	10:45 am – 11:15 am
	Marketing in the Face of Competition in CALA	<ul style="list-style-type: none"> Identification and prioritization of major competitors Group breakouts to identify competitive strengths and strategies to overcome/outweigh them Group presentations 	11:15 am – 12 pm
	Lunch	--	12 pm – 1:15 pm
	Marketing in the Face of Competition in CALA (Continued)	<ul style="list-style-type: none"> See previous description 	1:15 pm – 2:15 pm
	Coffee Break	--	2:15 pm – 2:45 pm
	Curbside Consultations	<p>Pull up a chair and join the conversation. These discussion groups provide opportunities to share ideas, ask questions and learn from peers. Every 20 minutes you can move to a new room. This format enables you to touch on topics that are of most interest to you, and provides a forum for you to connect with others who share your challenges and may offer ideas and solutions. Topics include:</p> <ul style="list-style-type: none"> Bundling Strategies Customer Loyalty Programs Customer Service as a Marketing Tool Digital Marketing Selling New Products Social Media Solutions on a Budget 	2:45 pm – 4:30 pm
	Closing Activities	<ul style="list-style-type: none"> Development of Personal Action Plan Ideas for 2015 CANTO Marketing Forum Feedback Concluding Remarks and Thanks by CANTO BOD member and Secretariat Representative 	4:30 pm – 5 pm

Celebrating 30 Years...