

31st Annual Conference and Trade Exhibition

26th – 29th July, 2015

9th Annual Human Resources Forum

30th – 31st July, 2015

2nd Annual Marketing Forum

30th – 31st July, 2015

**Saturday 25 July 2015**

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| **Closed Session: CANTO Board of Directors Meeting**  |
| 9:00 – 5:00  |  |

**Sunday 26 July 2015**

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| **CANTO Committee Meetings**  |
| 9:00 – 12:00  | Marketing and Communications Committee Meeting - 9:00 am Regulations and Emerging Technologies Committee Meeting - 10:30 am Financial Advisory Committee Meeting – 12:00 noonDisaster Recovery Planning Committee Meeting – 9:00 am Human Resource Committee Meeting - 10:30 am Corporate Social Responsibility Committee Meeting – 12:00 pm  |

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| **Closed Session: CANTO Committee Chairs Presentation to the Board**  |
| 2:00 -3:00 | Marketing and Communications Committee Meeting - 2:00pmRegulations and Emerging Technologies Committee Meeting - 2:10pmFinancial Advisory Committee Meeting – 2:20pmDisaster Recovery Planning Committee Meeting – 2:30pmHuman Resource Committee Meeting - 2:40pmCorporate Social Responsibility Committee Meeting – 2:50pm |
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| **Welcome Session** |
| 2:00 -3:00 | **How to maximize your trade show potential** A complimentary information and networking session to maximize your experience; Melissa Harris, Telecom Training Corporation  |

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| **Official Opening of CANTO 2015**  |
| 6:00 | Government Ministers, CANTO Executives, and Members, Officials of The Bahamas and other Dignitaries in attendanceOpening Ceremony:* MC – Leon Williams, Chief Executive Officer, BTC Bahamas
* Presentation of National Flags
* National Anthem of the Republic of Trinidad and Tobago
* Invocation - CANTO Song
* Welcome Remarks: Ms Regenie Fräser, Secretary General, CANTO
* Remarks: Mr. Julian Wilkins, Chairman, CANTO Board of Directors
* Keynote Address:
* Cultural performance
* Vote of Thanks: Helma Etnel, CANTO Treasurer
 |
| 7:30 | **Opening of Exhibition and Cocktail Reception** |

**Monday 27 July 2015 – Track 1 Riverside South**

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| **Ministerial Roundtable 1: C&W SPONSORED: Improving Lives through Broadband Innovation**  |
| 9:00 – 11:00 | **Cable and Wireless SPONSORED: Improving Lives through Broadband Innovation** **Moderators: Julian Wilkins, CANTO Chair & Leon Williams, CANTO Vice Chair*** KEYNOTE – Huawei
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| 11:00 –11:15 | **COFFEE BREAK** |

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| **Ministerial Roundtable 2: DIGICEL SPONSORED: Improving Lives through Broadband Innovation**  |
| 11:15 – 1:15 | **DIGICE - L SPONSORED: Improving Lives through Broadband Innovation** **Moderators: Julian Wilkins, CANTO Chair & Leon Williams, CANTO Vice Chair*** KEYNOTE – Ericsson
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| 1:15 – 2:15 | **Lunch and Exhibition Viewing** |

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| **Session 1: The New Mobile Identity**  |
| 2:15 – 4:00 | *New and important business opportunities for mobile operators created by the convergence of mobile and IT* **Session Chair: EJay Saunders, CANTO Director*** KEYNOTE –
* The role of Telcos in Mobile Wallet, Diana Sirila, Digicel
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| 4:00 – 4:15 | **COFFEE BREAK in Exhibition Hall**  |
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| **Connect the Caribbean Project of the Year Award & Launch of Hackathon**  |
| 4:15 – 5:00 | The Project of the Year Award recognizes the most innovative ICT project. Regional Governments and Operators compete for the first place  |
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|  | **Social Event** |
| 6:00 | Ericsson Sponsored Dinner  |

**Tuesday 28 July 2015 – Track 2 - Riverside South**

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|  | **SESSION 2 :Operators Roundtable: The Innovation Edge** |
| 9:00 – 9:15 | ***Insights from Caribbean Operators*** **Moderator: Carlton Samuels, ICT Consultant** * KEYNOTE – Etecsa, Cuba,
* Digicel
* Cable and Wireless
* Telesur
* Belize
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| 11:00 – 11:15 | **COFFEE BREAK** |

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|  | **SESSION 3: Alcatel-Lucent SPONSORED:**  **Caribbean Women In ICTs - Improving Lives through Broadband Innovation** |
| 11:15 – 1:00 | ***The impact of ICTs on empowering Women in the Region*** **Moderator: Regenie Fraser, Secretary General, CANTO** * KEYNOTE – Alcatel Lucent
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| 1:15 – 2: 30 | **LUNCH AND EXHIBITION VIEWING** |
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|  | **SESSION 5: M2M and IoT Strategies** |  | **Session 6: Future Networks Systems and Security**  |
| 2:30 – 4:00 | ***A discussion on the future of the M2M industry*** ***Chair: Charles Carter, CANTO Director***  |  | ***The network of the future is envisioned as an effective, intelligent, adaptive, active and high performance Internet******Chair: Lyrio Gomez, CANTO Director***  |
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| 4:00 – 4:15  | **COFFEE BREAK** |
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|  | **DSS Sponsored Hackathon Update 1 In Exhibition Hall**  |
| 4:10 – 4:500 | Update on teams competing in Hackathon to develop Profiling Software**EJay Saunders, Founder and Chairman of DSS**  |
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|  | **Social Event** |
| 6:00 |  |

**Wednesday 29 July 2015 – Track 4 Riverside South**

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| **Session 7: Regulators Roundtable: Regulating Innovation**  |
| 9:00 – 11:00 | **Moderator: Carlton Samuels, ICT Consultant*** ***Considerations for Maximizing Return on your Spectrum Investments, Sunsight***
* KEYNOTE – Telecommunications Regulatory Commission, BVI
* Regulatory Frameworks that facilitates Innovation; Mark Reynolds, Digicel
* Spectrum Management Issues in the Caribbean; Bernadette Lewis, CTU
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| 11:00 - 11:15 | **COFFEE BREAK** |
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|  | **Session 8: Capturing the Mobile Content Marketing in the Caribbean** |  | **Session 9: WRC/15 Caribbean Stakeholders Preparatory Discussions**  |
| 11:15 – 1:15 | **Session Chair; John Reid, CANTO Director** * KEYNOTE –
* ***Mobile Performance within the overall Marketing Mix -***  Greg Stuart Mobile Marketing Association
* ***Mobile Video in the Encrypted Era – The Challenge of improving Quality of Experience for Mobile Data Users while Growing Data ARPU-*** Chris Koopmans CITRIX
 |  | ***Chair: Melesia Sutherland Campbell, CANTO Committee Chair*** * CANTO
* GSMA
* CITEL
* CTU
* GVF
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| 1:15 – 2:15 | **LUNCH AND EXHIBITION VIEWING** |
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|  | **Session 9: Visions of 5G – Reality or Eventuality**  |
| 2:15 – 4:15 | **A Detailed Look into the Fundamental Changes in the Industry****Session Chair: Leon Williams, CANTO Vice Chair**  |
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| 4:15  | **COFFEE BREAK** |
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| **Announcement of Hackthon Winners and Demo of Prototype**  |
| 4:15 – 4:45 | Announcement of Winner, Demo of Prototype and Prize Giving , EJay Saunders, Founder and CEO, DSS |
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|  | **Closing Event** |
| 7:00 pm |  |

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| http://plushtext.com/wp-content/uploads/multiculturalism-freedom-equality-1.jpg | **9th Annual Human Resource Forum*****Aligning Workforce, Culture and Business Strategies in a “Networked Age”******FACILITATED BY: IAN BLANCHARD, CILC ActionCOACH*****30th – 31ST JULY, 2015** | **canto-logo** |

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## THURSDAY 30th JULY, 2015

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| SCHEDULE | TOPIC  | SPEAKER |
| 8:00am – 9:00 am | REGISTRATION |
| 8:30 am – 9:00 am | **Opening Remarks:**  | * Julian Wilkins – Chairman, CANTO
* Regenie Fraser – Secretary General, CANTO
* Ian Blanchard, CILC ActionCOACH
 |
| 9:00 am - 10: 15 am | **Welcome & Introduction** |  |
| 10:15 am – 10: 30 am | **Coffee Break** |
| 10:30 am – 12:00 Pm | Aligning HR Technology with Business Objectives |  |
| 12: 00 am – 12:30 pm | Bringing HR Executives to the Business Roundtable |  |
| 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 | A CEO’s PerspectiveWhat the CEO requires from his HR Executive | * Leon Williams, BTC
* Digicel
 |
| 3:00 pm – 3:30 pm | **Coffee Break** |
| 3:30 pm – 4:30 pm | **Trends and Emerging Best Practices for Succession Planning** |
| 4:30 pm – 5:00 pm | Wrap Up |  |

## FRIDAY 31st  JULY, 2015

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| SCHEDULE | TOPIC  | SPEAKER |
| 9:00 am – 10:00 am |  |  |
| 10:00 am – 10:30 am | **Coffee Break** |
| 10:30 am - 1:00 pm | “Securing Your Workforce” | * Anthony Rocheford

General Manager/Safety Management Specialist B.A.G. Consulting Ltd. |
| 1:00 pm – 2:00 pm | Lunch BreakRoom:  |
| 2:00 pm – 2:30 pm | **Quantifying and Connecting the ROI and Financial Impact of an Engaged Workforce** |
| 2:30 pm – 3:30 pm |
| 3:30 pm – 4:00 pm | **Coffee Break** |
| 4:00 pm – 4:30 pm |  **Case study:** |
| 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 – 2nd Annual Marketing Forum**

***“Customer Experience Management to Increase Loyalty and Profitability”***

**Agenda – First Draft, April 1, 2015**

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| **Day 1: July 30th – 8:30 am – 5:00 pm**  |  |  |
| **Registration and Coffee** | 30 minutes | 8:30 am – 9:00 am |
| * Welcome Address by CANTO
 | 10 minutes | 9:00 am – 9:10 am |
| * Opening Remarks from the Chair
 | 10 minutes | 9:10 am – 9:20 am |
| * Presentation 1(CASE STUDY)– Mariano Legaz, Florida Region President, Verizon

*“How Verizon Creates Winning Propositions That Deliver Value To Both The Business And The Customer”* | 45 minutes  | 9:20 am – 10:05 am  |
| * Speed Networking Session (Interactive Activity to Meet As Many Attendees as Possible)
 | 30 minutes | 10:05 am – 10:35 am  |
| **Networking Refreshment Break**  | 30 minutes | 10:35 am – 11:05 am  |
| * Moderated Panel Discussion (3 Presenters TBD such as from Cable & Wireless/LIME, Digicel, SETAR Aruba)

*“Techniques to Improve Customer Journey Roadmaps, Net Promoter Scores (NPS), Voice of the Customer (VOC), and Customer Satisfaction (CSAT)”* | 90 minutes  | 11:05 am – 12:35 pm  |
| **Networking Lunch** | 60 minutes | 12:35 pm – 1:35 pm  |
| * Presentation 2 – Dionne Chamberlain Miranda, Managing Director/Lead Consultant, Chamberlain Consulting (Formerly Chief Customer Service Officer, Belize Telemedia)

*“Relationship Building with Employees to Create More Loyal Customers”* | 45 minutes  | 1:35 pm – 2:20 pm  |
| * Interactive Round Table Discussions (4Topics &4Facilitators TBD)
	+ *How To Break Down Departmental Silos And Stimulate Cross-Functional Collaboration In Order To Improve The Customer Experience*
* *How to Obtain Company-Wide Commitment for CEM Success*
* *How To Make The Customer Experience Relevant To Staff Within Departments That Are Not Traditionally Associated With Customer Care*
* *Determining How To Incentivize Your Employees And Drive Accountability For Improving The Customer Experience*
 | 60 minutes | 2:20 pm – 3:20 pm  |
| **Networking Refreshment Break**  | 30 minutes | 3:20 pm – 3:50 pm  |
| * Presentation 3 - Tequea Batson Diaz, Visible Dreams Coaching (Formerly Call Center Director, Sprint)

*“Empowered Employees Maximize the Customer Experience”* | 45 minutes | 3:50 pm – 4:35 pm  |
| * Interactive Wrap-Up Activity
 | 15 minutes | 4:35 pm – 4:50 pm  |
| * Closing Remarks from the Chair
 | 10 minutes | 4:50 pm – 5:00 pm  |
| **Networking Reception**  | --  | 5:30 pm – 7:30 pm  |

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| **Day 2: July 31th – 8:30 am – 5:30 pm**  |  |  |
| **Registration and Coffee** | 30 minutes | 8:30 am – 9:00 am |
| * Opening Remarks from the Chair
 | 10 minutes | **9:00 am – 9:10 am** |
| * Presentation 4 (CASE STUDY): Leon Williams, CEO Bahamas Telecommunications Company

*“Strategies to Improve BTC’s Net Promoter Score(NPS)”* | 45 minutes | 9:10 am – 9:55 am |
| * Interactive Customer Issue Resolving Session (Each attendee will be assigned a challenging CEM customer issue to develop potential solutions with colleagues)
 | 60 minutes | 9:55 am – 10:55 am |
| **Networking Refreshment Break**  | 30 minutes | 10:55 am – 11:25 am  |
| * Presentation 5: Carlos Bosch, GSM Association *“Using Technology to Improve CEM”*
 | 45 minutes | 11:25 am – 12:10 pm |
| * Presentation 6: Melissa Harris, CEO Telecom Training Corporation

*“CEM &Retention Strategies to Increase Loyalty and Profitability”* | 45 minutes | 12:10 pm – 12:55 pm  |
| **Networking Lunch** | 60 minutes | 12:55 pm – 1:55 pm |
| * Interactive Roundtable Discussions (3 topics)
* *How to Use CEM as a Competitive Differentiator?*
* *How To Use Your Data To Better Understand Your Customers And Use This Intelligence To Improve The Customer Experience?*
* *How to Deliver Effective And Empathetic Customer Service While Maximizing Cross-Selling And Up-Selling Opportunities?*
 | 60 minutes | 1:55 pm – 2:55 pm |
| * Presentation 7: Doug Pals, CEO, Are You Resourceful

*“Establishing How To Radically Improve The Customer Experience Through The Use Of Social Media”* | 45 minutes | 2:55 pm – 3:40 pm  |
| **Networking Refreshment Break**  | 30 minutes | 3:40 pm – 4:20 pm  |
| * Interactive Wrap Up Session
 | 15 minutes | 4:20 pm – 4:35 pm  |
| * Action Plan Development
 | 15 minutes | 4:35 pm – 4:50 pm |
| * Closing Remarks from the Chair
 | 10 minutes | 4:50 pm – 5:00 pm  |