



26th -31st Jul 2015,
Hyatt Regency Miami, Florida

9th Annual HR forum | 2nd Annual Marketing Forum |
BIIPAC Project Updates

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

1st DSS/CANTO Caribbean Hackathon
27th – 29th July, 2015

Saturday 25 July 2015

Closed Session: CANTO Board of Directors Meeting Orchid C	
10:00 – 5:00	

Sunday 26 July 2015

CANTO Committee Meetings	
9:00 – 1:00	<p>Marketing and Communications Committee Meeting - 9:00 am - Orchid D</p> <p>Regulations and Emerging Technologies Committee Meeting - 10:30 am - Orchid C</p> <p>Financial Advisory Committee Meeting – 12:00 noon – Orchid A</p> <p>Disaster Recovery Planning Committee Meeting – 9:00 am – Orchid A</p> <p>Human Resource Committee Meeting - 10:30 am – Orchid B</p> <p>Corporate Social Responsibility Committee Meeting – 12:00 pm – Orchid D</p> <p>Vendor/Supplier Working Committee – 1:00 pm – Orchid B</p>

Closed Session: CANTO Committee Chairs Presentation to the Board - Orchid A	
2:00 -3:00	<p>Marketing and Communications Committee Meeting - 2:00pm</p> <p>Regulations and Emerging Technologies Committee Meeting - 2:10pm</p> <p>Financial Advisory Committee Meeting – 2:20pm</p> <p>Disaster Recovery Planning Committee Meeting – 2:30pm</p> <p>Human Resource Committee Meeting - 2:40pm</p> <p>Corporate Social Responsibility Committee Meeting – 2:50pm</p> <p>Vendor/Supplier Committee Meeting – 3:00 pm</p>

Welcome Session – Gardenia	
3:30 -4:30	<p>How to Maximize your Trade Show Potential</p> <p>A complimentary information and networking session to maximize your experience; Melissa Harris, Telecom Training Corporation</p>

Official Opening of CANTO 2015 – Riverfront South	
6:00 – 7:30	<p>Government Ministers, CANTO Executives, Members, and other Dignitaries in attendance</p> <p>Opening Ceremony:</p> <ul style="list-style-type: none"> • MC – Leon Williams, CANTO Vice Chair • Presentation of National Flags • National Anthem of the Republic of Trinidad and Tobago • Invocation – Cleveland Thomas • CANTO Song • Welcome Remarks: Ms Regenie Fraser, Secretary General, CANTO • Remarks: Mr. Julian Wilkins, Chairman, CANTO Board of Directors • Remarks from Mr. Shola Taylor, Secretary General Elect, Commonwealth Telecommunications Organization. • Feature Address: Stephen Ma, CEO, Huawei Caribbean Office • Keynote Address: Hon. Perry Gladstone Christie, Prime Minister of Bahamas • Cultural performance • Vote of Thanks: Helma Etnel, CANTO Treasurer
7:30	Opening of Exhibition and Cocktail Reception – Riverfront North & Central

Monday 27 July 2015

7:45 – 8:45	Closed Session: Ministerial Breakfast: CW Communications SPONSORED: Improving Lives through Broadband Innovation – Brickell
	<p>Session Chair: Regenie Fraser, Secretary General, CANTO</p> <ul style="list-style-type: none"> • Keynote: Carlo Alloni, Group Chief Technology and Information Officer, LIME • BIIPAC Update, Ayanna Samuels, Coordinator, Broadband Infrastructure Inventory and Public Awareness in the Caribbean Project

Ministerial Roundtable 1: LIME SPONSORED: Improving Lives through Broadband Innovation - Riverfront South	
9:00 – 11:00	<p>Moderators: Julian Wilkins, CANTO Chair & Leon Williams, CANTO Vice Chair</p> <ul style="list-style-type: none"> • KEYNOTE: Luis Fernando Velazquez Salgado, Chief Technology Officer, North Latin America region • Feature speaker - Diane McAuliffe, VP, Markets, LIME • Hon. Melford Nicholas, Minister of State Information, Broadcasting & Telecommunications, Antigua/Barbuda • Dr. Jerrol Thompson, Director of Special Project in Telecommunications, Science, Technology & Industry, St. Vincent & The Grenadines • Hon. Curtis A. Richardson, Min of Infrastructure, Communications & Utilities, Anguilla • Hon. Mr. Mike de Meza, Minister of Finance & Communications, Utilities & Energy, Aruba • Hon. Darcy Boyce, Min of State Responsible for Telecom, Barbados • Ms. Ingrid Seerattan, Permanent Secretary, Ministry of Science & Technology with Responsibility for ICT, Trinidad and Tobago

11:00 – 11:15	COFFEE BREAK - Riverfront South
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Ministerial Roundtable 2: DIGICEL SPONSORED: Improving Lives through Broadband Innovation - Riverfront South	
11:15 – 1:15	<p>Moderators: Julian Wilkins, CANTO Chair & Leon Williams, CANTO Vice Chair</p> <ul style="list-style-type: none"> • KEYNOTE – Value Creation with Network Quality, Clayton Cruz, Vice President, Latin America and Caribbean Ericsson • Feature Speaker – David Geary – General Counsel Caribbean, Digicel • 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 • Hon. Claret Connor, Minister of Tourism, Economic Affairs, Transport and Telecommunication, St. Maarten • Hon. Phillip Paulwell, Minister of Science Technology Energy & Mining, Jamaica • Hon Paul Lewis, Minister of Communications & Works, Montserrat • Hon. James Fletcher, Minister for Public Service, Sustainable Development, Energy, Science & Technology, Information & Broadcasting, St. Lucia • Hon. Minister Suzanne Camelia Romer, Minister of Telecommunications Curacao

1:15 – 2:15	<p style="text-align: center;">Lunch & Exhibition Viewing – 1:15 – 5:00 Riverside North & Central</p>
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Session 1: WRC/15 Caribbean Stakeholders Preparatory Discussions – Riverfront South	
2:15 – 4:00	<p>Chair: Melesia Sutherland Campbell, CANTO Committee Chair</p> <ul style="list-style-type: none"> • Julian Wilkins, Chairman, CANTO • Mindel De La Torre, Chief International Bureau, International Bureau Federal Communications Commission • Mr. Shola Taylor, Secretary General Elect, Commonwealth Telecommunications Organization • Pascale Dumit, GVF • Gary Kalloo, CTU • Luciana Camargos, GSMA • Carmelo Rivera, CITEL

4:00 – 4:15	COFFEE BREAK in Exhibition Hall
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CANTO/DOMUS SEMO SANCUS 1ST Annual Hackathon Launch - Exhibition Hall	
4:15 – 5:00	<i>The best programmers from the region come together to work in teams to develop pre identified business solutions : a Profiling Software</i>

7:00 – 10:00	<p>Social Networking Dinner Regency Ballroom Sponsored by Ericsson</p>
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Tuesday 28 July 2015

7:30 – 8:30	Closed Session: Ministerial Breakfast: ARIN/LACNIC SPONSORED – Brickell South Chair: Kevon Swift, LACNIC <ul style="list-style-type: none"> • Richard Jimmerson, Chief Information Officer ARIN • Oscar Robles, CEO, LACNIC
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SESSION 2 :Operators Roundtable: The Innovation Edge – Riverfront South	
9:00 – 11:15	<i>Insights from Caribbean Operators</i> Moderator: Opal Neil, Columbus Communications <ul style="list-style-type: none"> • Keynote: Mr. Dirk Currie, TELESUR, Suriname • Business Continuity: Emerging Telecommunications Risks, Heather Wallen-Bryan, CANTO Committee Chair • Kieran Meskell, Digicel • ISO Certification, Shields • Take back programmes in the Region, Jonelle Jones, BCRC <p style="text-align: center;"><i>Signing of MOU between Julian Wilkins, CANTO Chairman and Dr. Ahmad Aly Khan Director Basel Convention Regional Centre (BCRC)</i></p>

11:15 – 11:30	COFFEE BREAK – Riverfront South
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SESSION 3: Caribbean Women In ICTs - Empowering Caribbean Women through ICT – Riverfront South	
11:30 – 1:00	Moderator: Ayanna Samuels , Regional Coordinator, Broadband Infrastructure Inventory and Public Awareness in the Caribbean Project; ICT for Development Consultant; Technology Policy Specialist; Aerospace Engineer <ul style="list-style-type: none"> • CWIC in Focus, Regenie Fraser, Secretary General, CANTO • CWIC Connecting the Caribbean, Jennifer Britton – Deputy Programme Manager ICT4D, CARICOM • Ambassador Audrey Marks, Jamaica • Programmes for Women in ICT, Curacao, Hon. Minister Suzanne Camelia Romer, Minister of Telecommunications Curacao • Mindel De La Torre, Chief International Bureau, International Bureau Federal Communications Commission – WE LEAD

1:15 – 2:30	Lunch & Exhibition Viewing – 1:15 – 5:00 Riverside North & Central
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SESSION 4: M2M and IoT Strategies – Riverfront South	
2:30 – 4:00	A discussion on the future of the M2M industry Chair: Charles Carter, CANTO Director <ul style="list-style-type: none"> • Luis Adolfo Guillot Duenas, Vertical Solution Architect, Hauwei • Pay as you Grow – the Modular Approach, Steve Conner, Nutanix Inc • Bringing it all together – People, Devices and Services, Assaf Cohen, IDT Telecom

4:00 – 4:15	COFFEE BREAK – Riverfront South
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DSS Sponsored Hackathon Update 1 In Exhibition Hall	
4:15 – 4:30	Update on teams competing in Hackathon to develop Profiling Software <ul style="list-style-type: none"> • EJay Saunders, Founder and Chairman of DSS

7:00-10:00	Members and Sponsors Networking Dinner Jasmine
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Wednesday 29 July 2015

Session 6: Regulators Roundtable: Regulating Innovation - Riverfront South	
9:00 – 11:00	<p>Moderator: Carlton Samuels, ICT Consultant</p> <ul style="list-style-type: none"> • Network Performance, an Operators Competitive Differentiator, Christian Cassino, Mobile Broadband Expert, Latin America and Caribbean, Ericsson • Giovanni King, Bureau Telecommunications & Post, St. Maarten • Considerations for Maximizing Return on your Spectrum Investments, John Vetta Sunlight • Regulatory Frameworks that facilitates Innovation; Mark Reynolds, Digicel, • John Avery, Public Utilities Commission, Belize (<i>to be confirmed</i>) • Broadband adoption and innovation in ECTEL Member States, Embert Charles, ECTEL • Exploring the Promise of a Bill and Keep Regime for Mobile Call Termination, John Thompson, Independent Consultant on ICT

11:00 - 11:15	COFFEE BREAK - Riverfront North & Central
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Session 7: Capturing the Mobile Content Market in the Caribbean - Riverfront South	
11:15 – 1:15	<p>Session Chair: Lyrio Gomez, CANTO Director</p> <ul style="list-style-type: none"> • 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 • When to launch VoLTE? Pablo Strika, Mitel

Session 8: The New Mobile Identity - Tuttle/Monroe <i>New business opportunities for mobile operators created by the convergence of mobile and IT</i>	
Session Chair: Rochelle Cameron, CANTO Director	
<ul style="list-style-type: none"> • KEYNOTE – Leveraging Mobile Apps to reach and engage intended audience, Sekou Okwesa, CrowdCompass • The role of Telcos in Mobile Wallet, Diana Sirila, Digicel • Wi-Fi Hotspot Deployment Triumphs and Tribulations, Scott Argue, Sasktel International • How Software Defined Wide Area Networks will enable broadband innovation that shape information access and communication strategies across the Caribbean, Jeff Lubore, Talari Networks 	

1:15 – 2:15	Lunch & Exhibition Viewing - 9:00 am - 2:00 pm Riverside North & Central
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Session 9: The ever Changing ICT Ecosystem - Riverfront South	
2:15 – 4:15	<p>A Detailed Look into the Fundamental Changes in the Industry Session Chair: Dirk Currie, CANTO Director</p> <ul style="list-style-type: none"> • Richard Jimmerson, Chief Information Officer ARIN • Kevon Swift, LACNIC • Shernon Osepa, ISOC • Albert Daniels, ICANN

Announcement of Hackathon Winners and Demo of Prototype; Announcement of Venues for AGM & CANTO 2016 – Riverfront South	
4:30 – 5:00	<ul style="list-style-type: none"> • Announcement of CANTO AGM 2016; Julian Wilkins, Chairman, CANTO • Announcement of CANTO 2016, Regenie Fraser, Secretary General, CANTO • Announcement of Winner, Demo of Prototype and Prize Giving , EJay Saunders, Founder and CEO, DSS

7:00 – 9:00	Closing Cocktails
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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

THURSDAY 30th JULY, 2015 - **Orchid C&D**

SCHEDULE	TOPIC	SPEAKER
8:00am - 9:00 am	REGISTRATION	
8:30 am - 9:00 am	Opening Remarks:	<ul style="list-style-type: none"> ✓ Julian Wilkins - Chairman, CANTO ✓ Linus Rogers, HR Consultant ✓ Ian Blanchard, CILC ActionCOACH
9:00 am - 10: 15 am	Welcome & Introduction	<ul style="list-style-type: none"> ✓ Dare to DREAM - M. Ian Blanchard
10:15 am - 10: 30 am	Coffee Break Orchid C&D	
10:30 am - 11:30 am	ROUND TABLE - A CEO's Perspective What the CEO requires from his HR Executive	<ul style="list-style-type: none"> ✓ Leon Williams - BTC ✓ Dirk Currie - Telesur ✓ Anwar Barrow - BTL ✓ EJ Saunders - DSS
11: 30 am - 12:00 pm	Self-Image and 5 Key Principles of Inspirational Leadership	<ul style="list-style-type: none"> ✓ Sydney Best, Manager of the Advanced Programmes Training Unit at the Police Academy, Trinidad and Tobago
12:00 pm - 1:00 pm	Lunch Break Orchid A&B	
1:00 pm -2:00 pm	Technology Trends in Telecommunications for HR Professionals	<ul style="list-style-type: none"> ✓ Carlyle Roberts - To be confirmed
11:30 am - 12:0 Pm	HR's Role in competitive and shrinking telecom markets	<ul style="list-style-type: none"> ✓ Jacqueline Floro-Forde - HR Director Cable & Wireless Communications
3:00 pm - 3:30 pm	Coffee Break Orchid C&D	
3:30 pm - 4:45 pm	Trends and Emerging Best Practices for Succession Planning	
4:45 pm - 5:00 pm	Wrap Up	<ul style="list-style-type: none"> ✓

FRIDAY 31st JULY, 2015 - Orchid C&D

SCHEDULE	TOPIC	SPEAKER
9:00 am - 10:00 am	Workplace Mentoring & Coaching Programs	✓ Bahamas HR Association
10:00 am - 10:30 am	Coffee Break <i>Orchid C&D</i>	
10:30 am - 11:30 pm	“Securing Your Workforce”	✓ Anthony Rocheford General Manager/Safety Management Specialist B.A.G. Consulting Ltd.
11:30 am - 12:15	Digitalization of HR – The SETAR Experience	✓ Christel Croes - Training Mgr. SETAR N.V.
12:15 pm - 1:00 pm	SYBVEN – Topic to be confirmed	✓ Thomas Garcia
1:00 pm - 2:00 pm	Lunch Break <i>Orchid A&B</i>	
2:00 pm - 2:30 pm	Quantifying and Connecting the ROI and Financial Impact of an Engaged Workforce	
2:30 pm - 3:30 pm	Awaiting speaker confirmation	
3:30 pm - 4:00 pm	Coffee Break <i>Orchid C&D</i>	
4:00 pm - 4:30 pm	TBD	
4:30 pm - 5:00 pm	Action plan for moving forward	✓ M. Ian Blanchard CILC ActionCOACH
5:00 pm - 5:30 pm	Wrap-Up Including presentation of Certificates and Group Photo	✓ M. Ian Blanchard, CILC ActionCOACH

CANTO – 2nd Annual Marketing Forum
“Customer Experience Management to Increase Loyalty and Profitability”

Agenda – First Draft

July 30th, 2015 – Monroe

Day 1: July 30th – 8:30 am – 5:00 pm Monroe Meeting Room	Time Frame	Schedule
Registration and Coffee	30 minutes	8:30 am – 9:00 am
<ul style="list-style-type: none"> Opening Remarks from the Chair – Melissa Harris, President, Telecom Training Corporation (Confirmed) 	10 minutes	9:00 am – 9:10 am
<ul style="list-style-type: none"> Welcome Address – Julian Wilkins, Head of Group Telecoms Public Policy, Digicel and Chairman of CANTO (Confirmed) 	10 minutes	9:10 am – 9:20 am
<ul style="list-style-type: none"> Presentation 1(CASE STUDY) – Mariano Legaz, Florida Region President, Verizon (Confirmed) <i>“How Verizon Creates Winning Propositions That Deliver Value To Both The Business And The Customer”</i> 	45 minutes	9:20 am – 10:05 am
<ul style="list-style-type: none"> 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
<ul style="list-style-type: none"> Presentation 2 - Rolando Oliver, Title TBD, Alcatel-Lucent (Confirmed) Topic TBD 	45 minutes	11:05 am – 11:50 am
<ul style="list-style-type: none"> Presentation 3 – Dionne Chamberlain Miranda, Managing Director/Lead Consultant, Chamberlain Consulting (Former Chief Customer Service Officer of Belize Telemedia) <i>“Inspiring Employee Happiness and Engagement to Build a Customer Focused Culture and Wow Your Customers”</i> 	45 minutes	11:50 am – 12:35 pm
Networking Lunch – Tuttle South Meeting Room	60 minutes	12:35 pm – 1:35 pm
<ul style="list-style-type: none"> Presentation 4(CASE STUDY) – Sandeep Shashikant, Manager, Product Marketing, Frontier Communications (Pending Confirmation) <i>“How ‘Frontier Secure’ Has Reduced Churn at Frontier Communications”</i> 	45 minutes	1:35 pm – 2:20 pm
<ul style="list-style-type: none"> Presentation 5 (CASE STUDY) - Sunny Dogra, Managing Director, and Ulrich Reinecker, Associate Principal, Rawlings Consultants (Confirmed) <i>“Customer Experience Initiative – Global Lessons Learnt”</i> 	45 minutes	2:20 pm – 3:05 pm
Networking Refreshment Break	30 minutes	3:05 pm – 3:35 pm
<ul style="list-style-type: none"> Presentation 6 - Tequea Batson Diaz, President, Visible Dreams Coaching(Former Call Center Director, Sprint) (Confirmed) <i>“Empowered Employees Maximize the Customer Experience”</i> 	45 minutes	3:35 pm – 4:20 pm
<ul style="list-style-type: none"> Kelly Bute-Seaton, Manager Caribbean Global Business and Partner Development, Laureate Online Education <i>“Benefits of Laureate Online Education to CANTO Members”</i> 	20 minutes	4:20 pm – 4:40 pm
<ul style="list-style-type: none"> Interactive Wrap-Up Activity 	15 minutes	4:40 pm – 4:55 pm
<ul style="list-style-type: none"> Closing Remarks from the Chair 	5 minutes	4:55 pm – 5:00 pm
Optional – Group Drinks/Dinner (“Dutch Treat”)	TBD	6:00 pm - TBD

Day 2: July 31st – 8:30 am – 5:30 pm Monroe Meeting Room	Time Frame	Schedule
Registration and Coffee	30 minutes	8:30 am – 9:00 am
<ul style="list-style-type: none"> Opening Remarks from the Chair 	10 minutes	9:00 am – 9:10 am
<ul style="list-style-type: none"> Presentation 7 (CASE STUDY): Leon Williams, CEO, Bahamas Telecommunications Company and CANTO Director (Pending Confirmation) <i>“Strategies to Improve BTC’s Net Promoter Score(NPS)”</i> 	45 minutes	9:10 am – 9:55 am
<ul style="list-style-type: none"> Panel Presentation (3 panel members to address 3 of the following topics) <ul style="list-style-type: none"> Marlushka Scheper, Manager Customer Interfaces SETAR N.V. (Aruba Telecommunications Operator) (Pending Confirmation) Brett Calder, Senior Director of Sales – Wireless, Globecomm Systems Inc. (Pending Confirmation) 3rd Panel Member To Be Determined <i>Techniques to Improve:</i> <ul style="list-style-type: none"> <i>Customer Journey Roadmaps</i> <i>Net Promoter Scores (NPS)</i> <i>Voice of the Customer (VOC)</i> <i>Customer Satisfaction (CSAT)</i> <i>How To Break Down Departmental Silos And Stimulate Cross-Functional Collaboration In Order To Improve The Customer Experience</i> <i>How to Obtain Company-Wide Commitment for CEM Success</i> <i>How To Make The Customer Experience Relevant To Staff Within Departments That Are Not Traditionally Associated With Customer Care</i> <i>Determining How To Incentivize Your Employees And Drive Accountability For Improving The Customer Experience</i> <i>How to Use CEM as a Competitive Differentiator</i> <i>How To Use Your Data To Better Understand Your Customers And Use This Intelligence To Improve The Customer Experience</i> <i>How to Deliver Effective And Empathetic Customer Service While Maximizing Cross-Selling And Up-Selling Opportunities</i> 	45 minutes	9:55 am – 10:40 am
Networking Refreshment Break	30 minutes	10:40 am – 11:10 am
<ul style="list-style-type: none"> Presentation 8: Bert Oliva, Human Behavior Expert, BOWAworld (Confirmed) <i>“Branding Your Digital Care Strategy”</i> 	45 minutes	11:10 am – 11:55 pm
<ul style="list-style-type: none"> Presentation 9: Melissa Harris, CEO, Telecom Training Corporation (Confirmed) <i>“CEM & Retention Strategies to Increase Loyalty and Profitability”</i> 	45 minutes	11:55 pm – 12:40 pm
Networking Lunch – Tuttle South Meeting Room	60 minutes	12:40 pm – 1:40 pm
<ul style="list-style-type: none"> Presentation 10: Dominic Carubba, Director, Performance Solutions Center, LLC (Formerly with AT&T Wireless, Verizon Wireless, and BellSouth) (Pending Confirmation) <i>“Using Technology to Improve CEM”</i> 	45 minutes	1:40 pm – 2:25 pm
<ul style="list-style-type: none"> Interactive Customer Issue Resolving Session – Facilitator, 	60 minutes	2:25 pm – 3:25 pm

Melissa Harris, Telecom Training Corporation <i>The group will identify and prioritize key CEM issues and then develop potential solutions with their colleagues</i>		
Networking Refreshment Break	15 minutes	3:25 pm – 3:40 pm
<ul style="list-style-type: none"> • Presentation 11: Kevin Pitts, President, Performance Consulting Group (Confirmed) <i>“Corporate Growth: The Three Levels of Differentiation Leading to Three Levels of Customer Loyalty”</i> 	45 minutes	3:40 pm – 4:25 pm
<ul style="list-style-type: none"> • Interactive Wrap Up Session 	15 minutes	4:25 pm – 4:40 pm
<ul style="list-style-type: none"> • Action Plan Development 	15 minutes	4:40 pm – 4:55 pm
<ul style="list-style-type: none"> • Closing Remarks from the Chair 	5 minutes	4:55 pm – 5:00 pm