



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 – 28th July, 2015

Saturday 25 July 2015

Closed Session: CANTO Board of Directors Meeting Orchid C	
9:00 – 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 - CANTO Song • Welcome Remarks: Ms Regenie Fräser, Secretary General, CANTO • Remarks: Mr. Julian Wilkins, Chairman, CANTO Board of Directors • Keynote Address: • Mr. Shola Taylor, Secretary General Elect, Commonwealth Telecommunications Organization. • Cultural performance • Vote of Thanks: Helma Etnel, CANTO Treasurer
7:30	Opening of Exhibition and Cocktail Reception – Riverfront North & Central

Monday 27 July 2015

	Closed Session: Ministerial Breakfast: LIME SPONSORED: Improving Lives through Broadband Innovation
	Session Chair: <ul style="list-style-type: none"> Keynote: Carlo Alloni, Group Chief Technology and Information Officer

Ministerial Roundtable 1: LIME SPONSORED: Improving Lives through Broadband Innovation - Riverfront South	
9:00 – 11:00	Moderators: Julian Wilkins, CANTO Chair & Leon Williams, CANTO Vice Chair <ul style="list-style-type: none"> KEYNOTE – Huawei Feature speaker - Diane McAuliffe, VP, Markets, LIME Hon. Perry Gladstone Christie, Prime Minister and Minister of Finance, Bahamas Hon. Melford Nicholas, Minister of State Information, Broadcasting & Telecommunications, Antigua/Barbuda (confirmed) Dr. Jerrol Thompson, Director of Special Project in Telecommunications, Science, Technology & Industry, St. Vincent & The Grenadines (confirmed) Hon. Curtis A. Richardson, Min of Infrastructure, Communications & Utilities, Anguilla (confirmed) Hon. Mr. Mike de Meza, Minister of Finance & Communications, Utilities & Energy, Aruba Hon. Darcy Boyce, Min of State Responsible for Telecom, Barbados (confirmed) Hon. Joy Grant, Min Energy Science & Tech. & Pub Utilities Belize (confirmed) Hon. Rupert T. Griffith, Minister of Science & Technology with Responsibility for ICT, Trinidad and Tobago (confirmed) Hon. Falisie Pinas, Minister of Transport, Communication & Tourism, Suriname

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	Moderators: Julian Wilkins, CANTO Chair & Leon Williams, CANTO Vice Chair <ul style="list-style-type: none"> KEYNOTE – Value Creation with Network Quality, Clayton Cruz, Vice President, Latin America and Caribbean Ericsson Feature Speaker – Digicel Hon. George Lightbourne, Minister of Government Support Services, Turks and Caicos (confirmed) 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 (confirmed) Hon. Kelter Darroux, Minister for Information, Science, Telecommunication Technology Commonwealth of Dominica (confirmed) Hon. Phillip Paulwell, Minister of Science Technology Energy & Mining, Jamaica (confirmed) Hon. Paul Lewis, Minister of Communications & Works, Montserrat (confirmed) Hon. James Fletcher, Minister for Public Service, Sustainable Development, Energy, Science & Technology, Information & Broadcasting, St. Lucia (confirmed) Hon. Minister Suzanne Camelia Romer, Minister of Telecommunications Curacao (confirmed)

1:15 – 2:15	Lunch & Exhibition Viewing - 1:15 – 5:00 Riverside North & Central
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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, International Bureau Federal Communications Commission • Mr. Shola Taylor, Secretary General Elect, Commonwealth Telecommunications Organization • Luciana Camargos, GSMA • Carmelo Rivera, CITELE • Selby Wilson, CTU • GVF
4:00 – 4:15	COFFEE BREAK in Exhibition Hall
CANTO/DOMUS SEMO SANCUS 1ST Annual Hackathon Launch	
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</p> <p>Riverwalk Outdoor Terrace</p> <p>Sponsored by Ericsson</p>

Tuesday 28 July 2015

7:30 – 8:30	Closed Session: Ministerial Breakfast: ARIN/LACNIC SPONSORED – Brickell South
	<ul style="list-style-type: none"> Richard Jimmerson, Chief Information Officer ARIN Oscar Robles, CEO, LACNIC

	SESSION 2 :Operators Roundtable: The Innovation Edge – Riverfront South
9:00 – 11:15	<p><i>Insights from Caribbean Operators</i></p> <p>Moderator: Opal Neil, Columbus Communications</p> <ul style="list-style-type: none"> Keynote: Mr. Dirk Currie, TELESUR, Suriname Business Continuity: Emerging Telecommunications Risks, Heather Wallen-Bryan, CANTO Committee Chair Kieran Meskill, Digicel Take back programmes in the Region, Jonelle Jones, BCRC ISO Certification, Shields <p style="text-align: right;"><i>Signing of MOU between Julian Wilkins, CANTO Chairman and Ahmad A. 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	<p>Moderator: Ayanna Samuels, Regional Coordinator, Broadband Infrastructure Inventory and Public Awareness in the Caribbean Project; ICT for Development Consultant; Technology Policy Specialist; Aerospace Engineer</p> <ul style="list-style-type: none"> CWIC in Focus, Regenie Fraser, Secretary General, CANTO (confirmed) Tysha Tonii Roches – WTISD 2015 Video Competition Winner – Saint Catherine Academy, Belize (confirmed) CWIC Connecting the Caribbean, Jennifer Britton – Deputy Programme Manager ICT4D, CARICOM (confirmed) Programmes for Women in ICT, Curacao, Hon. Minister Suzanne Camelia Romer, Minister of Telecommunications Curacao (confirmed) ITU Focal Point

1:15 – 2:30	<p style="text-align: center;">Lunch & Exhibition Viewing – 1:15 – 5:00 Riverside North & Central</p>
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	SESSION 4: M2M and IoT Strategies – Riverfront South
2:30 – 4:00	<p><i>A discussion on the future of the M2M industry</i></p> <p><i>Chair: Charles Carter, CANTO Director</i></p> <ul style="list-style-type: none"> • Network Performance, an Operators Competitive Differentiator, Christian Cassino, Mobile Broadband Expert, Latin America and Caribbean, Ericsson • 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	<p>Update on teams competing in Hackathon to develop Profiling Software</p> <ul style="list-style-type: none"> • EJay Saunders, Founder and Chairman of DSS

7:00-10:00	<p>Members and Sponsors Networking Dinner</p> <p>Jasmine</p>
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Wednesday 29 July 2015

Session 6: Regulators Roundtable: Regulating Innovation - Riverfront South

9:00 – 11:00

Moderator: Carlton Samuels, ICT Consultant

- Giovanni King, Bureau Telecommunications & Post, St. Maarten
- **Considerations for Maximizing Return on your Spectrum Investments**, John Vetta Sunsight
- Guy Malone, Telecommunications Regulatory Commission, BVI (*to be confirmed*)
- Regulatory Frameworks that facilitates Innovation; Mark Reynolds, Digicel,
- Chris Seecharan, Telecommunications Authority of Trinidad & Tobago (*to be confirmed*)
- John Avery, Public Utilities Commission, Belize (*to be confirmed*)
- **Bill and Keep**, John Thompson, Consultant

11:00 – 11:15

COFFEE BREAK - Riverfront North & Central

Session 7: Capturing the Mobile Content Marketing in the Caribbean - Riverfront South

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**
- **When to launch VoLTE?** Pablo Strika, **Mitel**

Session 8: The New Mobile Identity - Turtle/Monroe

New and important business opportunities for mobile operators created by the convergence of mobile and IT

- 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 - 1:15 – 5:00 Riverside North & Central

Session 9: The ever Changing ICT Ecosystem

2:15 – 4:15

A Detailed Look into the Fundamental Changes in the Industry

Session Chair: Dirk Currie, CANTO Director

- Richard Jimmerson, Chief Information Officer ARIN
- ARIN
- LACNIC
- ISOC
- ICANN

4:15 – 4:30

COFFEE BREAK - Riverfront South

Announcement of Hackthon Winners and Demo of Prototype; Announcement of Venues for AGM & CANTO 2016

4:30 – 5:00

- 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

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**

S C H E D U L E	TOPIC	SPEAKER
8:00 am - 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	✓
10:15 am - 10:30 am	Coffee Break - Orchid C&D	
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 - Orchid C&D	
1:00 pm - 1:30 pm	HR's Role in competitive and shrinking telecom markets	✓
1:30 pm - 3:00 pm	A CEO's Perspective What the CEO requires from his HR Executive	<ul style="list-style-type: none"> ✓ Leon Williams, BTC ✓ Digicel
3:00 pm - 3:30 pm	Coffee Break - Orchid C&D	
3:30 pm - 4:30 pm	Trends and Emerging Best Practices for Succession Planning	

4:30 pm - 5:00 pm	Wrap Up	✓
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FRIDAY 31st JULY, 2015 - Orchid C&D

S C H E D U L E	TOPIC	SPEAKER
9:00 am - 10:00 am		✓
10:00 am - 10:30 am	Coffee Break - Orchid C&D	
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 Break - Orchid C&D	
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 - Orchid C&D	
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, <i>CILC ActionCOACH</i>

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

April 1, 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 – Turtle 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 31 th – 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, Globecom 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 – Turtle 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