



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

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

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

Official Opening of CANTO 2015 – Riverfront South	
6:00 – 7:30	Government Ministers, CANTO Executives, Members, and other Dignitaries in attendance Opening Ceremony: <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: • 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

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

- KEYNOTE – Huawei
- **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**
- **Hon. Falisie Pinas**, Minister of Transport, Communication & Tourism, **Suriname**

11:00 – 11:15

COFFEE BREAK - Riverfront South

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

- KEYNOTE – Ericsson
- **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. Ted Richardson**, Minister of Tourism, Economic Affairs, Traffic and Telecommunication, **St. Maarten (confirmed)**
- **Hon. Kelper 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

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 • Luciana Camargos, GSMA • Carmelo Rivera, CITEL • 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 Riverwalk Outdoor Terrace Sponsored by Ericsson</p>

Tuesday 28 July 2015

7:30 – 8:30 **Closed Session: Ministerial Breakfast: ARIN/LACNIC SPONSORED – Brickell South**

SESSION 2 :Operators Roundtable: The Innovation Edge	
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 • Maimir Mesa Ramos, ETECSA, Cuba • Kieran Meskell, Digicel • Take back programmes in the Region, Jonelle Jones, BCRC <p style="text-align: center;"><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**

SESSION 3: Caribbean Women In ICTs - Improving Lives through Broadband Innovation – Riverfront South	
11:30 – 1:00	<p><i>The impact of ICTs on empowering Women in the Region</i></p> <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"> • Regenie Fraser, Secretary General, CANTO • Hon. Joy Grant, Min Energy Science & Tech. & Pub Utilities Belize • Hon. Minister Suzanne Camelia Romer, Minister of Telecommunications Curacao • ITU Focal Point • Jennifer Britton – Deputy Programme Manager ICT4D, CARICOM • Tysha Tonii Roches – WTISD 2015 Video Competition Winner – Saint Catherine Academy, Belize

1:15 – 2:30 **Lunch & Exhibition Viewing – 1:15 – 5:00
Riverside North & Central**

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>Chair: Charles Carter, CANTO Director</p> <ul style="list-style-type: none"> • Tim Heffernan, Cable and Wireless • Ericsson

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	
9:00 – 11:00	<p>Moderator: Carlton Samuels, ICT Consultant</p> <ul style="list-style-type: none"> • Considerations for Maximizing Return on your Spectrum Investments, Sunlight • Guy Malone, Telecommunications Regulatory Commission, BVI <i>(to be confirmed)</i> • Regulatory Frameworks that facilitates Innovation; Mark Reynolds, Digicel, • Chris Seecharan, Telecommunications Authority of Trinidad & Tobago <i>(to be confirmed)</i> • John Avery, Public Utilities Commission, Belize <i>(to be confirmed)</i> • Giovanni King, Bureau Telecommunications & Post, St. Maarten

11:00 - 11:15	COFFEE BREAK - Riverfront North & Central
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Session 7: Capturing the Mobile Content Marketing in the Caribbean – Riverfront South	
11:15 – 1:15	<p>Session Chair; John Reid, CANTO Director</p> <ul style="list-style-type: none"> • 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 • Pablo Strika, Mitel

Session 8: The New Mobile Identity - Turtle/Monroe	
<p><i>New and important business opportunities for mobile operators created by the convergence of mobile and IT</i></p> <ul style="list-style-type: none"> • KEYNOTE – • The role of Telcos in Mobile Wallet, Diana Sirila, Digicel • Wi-Fi Hotspot Deployment Triumphs and Tribulations, Scott Argue, Sasktel International 	

1:15 – 2:15	<p>Lunch & Exhibition Viewing - 1:15 - 5:00 Riverside North & Central</p>
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Session 9: The ever Changing ICT Ecosystem	
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"> • ARIN • LACNIC • ISOC • ICANN

4:15 – 4:30	COFFEE BREAK - Riverfront South
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Announcement of Hackthon Winners and Demo of Prototype; Announcement of Venues for AGM & CANTO 2016	
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

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
8:00 am - 9:00 am	REGISTRATION	
8:30 am - 9:00 am	Opening Remarks:	<ul style="list-style-type: none"> ✓ 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 - Orchid C&D	
10:30 am - 12:00 pm	Aligning HR Technology with Business Objectives	✓
12:00 pm - 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	✓

FRIDAY 31st JULY, 2015 - Orchid C&D

SCHEDULE	TOPIC	SPEAKER
9:00 am - 10:00 am		✓
10:00 am - 10:30 am	Coffee Break - <i>Orchid C&D</i>	
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 - <i>Orchid C&D</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		
3:30 pm - 4:00 pm	Coffee Break - <i>Orchid C&D</i>	
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		
Registration and Coffee	30 minutes	8:30 am – 9:00 am
<ul style="list-style-type: none"> Welcome Address by Regenie Fräser, Secretary General , CANTO 	10 minutes	9:00 am – 9:10 am
<ul style="list-style-type: none"> Opening Remarks from Julian Wilkins, Chairman, CANTO 	10 minutes	9:10 am – 9:20 am
<ul style="list-style-type: none"> Presentation 1(CASE STUDY)– Mariano Legaz, Florida Region President, Verizon <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 Monroe	30 minutes	10:35 am – 11:05 am
<ul style="list-style-type: none"> Moderated Panel Discussion (3 Presenters TBD such as from Cable & Wireless/LIME, Digicel, SETAR Aruba) <i>“Techniques to Improve Customer Journey Roadmaps, Net Promoter Scores (NPS), Voice of the Customer (VOC), and Customer Satisfaction (CSAT)”</i> 	90 minutes	11:05 am – 12:35 pm
Networking Lunch Turtle South	60 minutes	12:35 pm – 1:35 pm
<ul style="list-style-type: none"> Presentation 2 – Dionne Chamberlain Miranda, Managing Director/Lead Consultant, Chamberlain Consulting (Formerly Chief Customer Service Officer, Belize Telemedia) <i>“Relationship Building with Employees to Create More Loyal Customers”</i> 	45 minutes	1:35 pm – 2:20 pm
<ul style="list-style-type: none"> Interactive Round Table Discussions (4Topics &4Facilitators TBD) <ul style="list-style-type: none"> <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> 	60 minutes	2:20 pm – 3:20 pm

<ul style="list-style-type: none"> • <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> 		
Networking Refreshment Break Monroe	30 minutes	3:20 pm – 3:50 pm
<ul style="list-style-type: none"> • Presentation 3 - Tequea Batson Diaz, Visible Dreams Coaching (Formerly Call Center Director, Sprint) <i>“Empowered Employees Maximize the Customer Experience”</i> 	45 minutes	3:50 pm – 4:35 pm
<ul style="list-style-type: none"> • Interactive Wrap-Up Activity 	15 minutes	4:35 pm – 4:50 pm
<ul style="list-style-type: none"> • Closing Remarks from the Chair 	10 minutes	4:50 pm – 5:00 pm

Day 2: July 31th – 8:30 am – 5:30 pm		
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 4 (CASE STUDY): Leon Williams, CEO Bahamas Telecommunications Company <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"> • 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 Monroe	30 minutes	10:55 am – 11:25 am
<ul style="list-style-type: none"> • Presentation 5: Carlos Bosch, GSM Association <i>“Using Technology to Improve CEM”</i> 	45 minutes	11:25 am – 12:10 pm
<ul style="list-style-type: none"> • Presentation 6: Melissa Harris, CEO Telecom Training Corporation <i>“CEM &Retention Strategies to Increase Loyalty and Profitability”</i> 	45 minutes	12:10 pm – 12:55 pm
Networking Lunch Turtle South	60 minutes	12:55 pm – 1:55 pm
<ul style="list-style-type: none"> • Interactive Roundtable Discussions (3 topics) <ul style="list-style-type: none"> • <i>How to Use CEM as a Competitive Differentiator?</i> • <i>How To Use Your Data To Better Understand</i> 	60 minutes	1:55 pm – 2:55 pm

<p><i>Your Customers And Use This Intelligence To Improve The Customer Experience?</i></p> <ul style="list-style-type: none"> <i>How to Deliver Effective And Empathetic Customer Service While Maximizing Cross-Selling And Up-Selling Opportunities?</i> 		
<ul style="list-style-type: none"> Presentation 7: Doug Pals, CEO, Are You Resourceful <i>“Establishing How To Radically Improve The Customer Experience Through The Use Of Social Media”</i> 	45 minutes	2:55 pm – 3:40 pm
<p>Networking Refreshment Break Monroe</p>	30 minutes	3:40 pm – 4:20 pm
<ul style="list-style-type: none"> Interactive Wrap Up Session 	15 minutes	4:20 pm – 4:35 pm
<ul style="list-style-type: none"> Action Plan Development 	15 minutes	4:35 pm – 4:50 pm
<ul style="list-style-type: none"> Closing Remarks from the Chair 	10 minutes	4:50 pm – 5:00 pm