

31st Annual Conference and Trade Exhibition

**26th – 29th July, 2015**

2nd Annual Marketing Forum

**30th – 31st July, 2015**

1ST DSS/CANTO Caribbean Hackathon

**27th – 28th July, 2015**

9th Annual Human Resources 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 – 1:00 | Marketing and Communications Committee Meeting - 9:00 am  Regulations and Emerging Technologies Committee Meeting - 10:30 am  Financial Advisory Committee Meeting – 12:00 noon  Disaster Recovery Planning Committee Meeting – 9:00 am  Human Resource Committee Meeting - 10:30 am  Corporate Social Responsibility Committee Meeting – 12:00 pm  Vendor/Supplier Working Committee – 1:00 pm |

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| **Closed Session: CANTO Committee Chairs Presentation to the Board** | |
| 2:00 -3:00 | Marketing and Communications Committee Meeting - 2:00pm  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 |
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| **Welcome Session** | |
| 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 |

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| **Official Opening of CANTO 2015** | |
| 6:00 – 7:30 | Government Ministers, CANTO Executives, Members, and other Dignitaries in attendance  Opening Ceremony:   * 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** |

**Monday 27 July 2015**

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| **Ministerial Roundtable 1: LIME SPONSORED: Improving Lives through Broadband Innovation** | |
| 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** * **Hon. Mr. Mike de Meza**, Minister of Finance & Communications, Utilities & Energy, **Aruba** * **Hon. Darcy Boyce**, Min of State Responsible for Telecom, **Barbados** * **Hon. Joy Grant**, Min of Pub Utilities, Information & Brd. **Belize** * **Hon. Rupert T. Griffith,** Minister of Science & Technology with Responsibility for ICT, **Trinidad and Tobago** * **Hon. Falisie Pinas**, Minister of Transport, Communication & Tourism, **Suriname** |
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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 | **Moderators: Julian Wilkins, CANTO Chair & Leon Williams, CANTO Vice Chair**   * KEYNOTE – Ericsson * **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. Ted Richardson**, Minister of Tourism, Economic Affairs, Traffic and Telecommunication**, St. Maarten** * **Hon.  Ambrose George,** Minister of Information, Telecommunications and Constituency Empowerment, **Commonwealth of Dominica** * **Hon.  Phillip Paulwell,** Minister of Science Technology Energy & Mining**, Jamaica** * **Hon  Charles Kirnon,** Minister of Communications & Works**, Montserrat** * **Hon. James Fletcher,** Minister for Public Service, Sustainable Development, Energy, Science & Technology, Information & Broadcasting**, St. Lucia** |
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| 1:15 – 2:15 | **Lunch and Exhibition Viewing** |

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| **Session 1: WRC/15 Caribbean Stakeholders Preparatory Discussions** | |
| 2:15 – 4:00 | ***Chair: Melesia Sutherland Campbell, CANTO Committee Chair***   * CANTO * GSMA * CITEL * CTU * GVF |
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| 4:00 – 4:15 | **COFFEE BREAK in Exhibition Hall** |
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| **CANTO/DOMUS SEMO SANCUS 1ST Annual Hackathon Launch** | |
| 4:15 – 5:00 | The best programmers from the region come together to work in teams to develop pre identified business solutions : a Profiling Software |
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|  | Social Networking Dinner |
| 6:00 | Sponsored by: Ericsson |

**Tuesday 28 July 2015**

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|  | **SESSION 2 :Operators Roundtable: The Innovation Edge** |
| 9:00 – 11:15 | ***Insights from Caribbean Operators***  **Moderator: Opal Neil, Columbus Networks**   * Enterprise Continuity for CANTO Members, Heather Wallen-Bryan, CANTO Committee Chair * Digicel * Cable and Wireless * Telesur * Belize |

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| 11:15 – 11:30 | **COFFEE BREAK** |

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|  | **SESSION 3: Alcatel-Lucent SPONSORED:**  **Caribbean Women In ICTs - Improving Lives through Broadband Innovation** | | |
| 11:30 – 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 4: M2M and IoT Strategies** |  | **Session 5: Future Networks Systems and Security** |
| 2:30 – 4:00 | ***A discussion on the future of the M2M industry***  ***Chair: Charles Carter, CANTO Director***   * ***Tim Heffernan, Cable and Wireless*** |  | ***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** | | |
| 4:15 – 4:30 | Update on teams competing in Hackathon to develop Profiling Software   * **EJay Saunders, Founder and Chairman of DSS** | | |
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|  | Social Networking Dinner | | |
| 7:00 |  | | |

**Wednesday 29 July 2015**

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| **Session 6: 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 * Belize * Trinidad and Tobago | | | |
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| 11:00 - 11:15 | **COFFEE BREAK** | | | |
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|  | **Session 7: Capturing the Mobile Content Marketing in the Caribbean** |  | **Session 8: The New Mobile Identity** |
| 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 |  | *New and important business opportunities for mobile operators created by the convergence of mobile and IT*  **Session Chair: Dirk Currie, CANTO Director**   * KEYNOTE – * The role of Telcos in Mobile Wallet, Diana Sirila, Digicel |
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| 1:15 – 2:15 | **LUNCH AND EXHIBITION VIEWING** | | | | |
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|  | **Session 9: The ever Changing ICT Ecosystem** | | | | |
| 2:15 – 4:15 | **A Detailed Look into the Fundamental Changes in the Industry**  **Session Chair: Leon Williams, CANTO Vice Chair**   * **ARIN** * **LACNIC** * **ISOC** * **Corporate Social Responsibility**   **Singing of MOU between CANTO and BCRC (Basel Convention Regional Centre)** | | | | |
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| 4:15 – 4:30 | **COFFEE BREAK** | | | | |
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| **Announcement of Hackthon Winners and Demo of Prototype** | | | | | |
| 4:30 – 5:00 | Announcement of Winner, Demo of Prototype and Prize Giving , EJay Saunders, Founder and CEO, DSS | | | | |
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|  | Closing Networking Event | | | | |
| 7:00 pm |  | | | | |

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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 Perspective  What 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 Break  Room: | | |
| 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* | |

**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 Regenie Fräser, Secretary General , CANTO | 10 minutes | 9:00 am – 9:10 am |
| * Opening Remarks from Julian Wilkins, Chairman, CANTO | 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 |