



Inspiring ICT Innovations
"Building an Entrepreneurial Ecosystem through Sustainable Strategic Partnerships"
32nd Annual Conference and Trade Exhibition and Supporting Activities
31st July - 5th August 2016
Sheraton Puerto Rico Hotel and Casino

Saturday 30th July 2016

7:00 – 6:00

Secretariat Offices - San Geronimo Room

10:00 – 5:00

Closed Session: CANTO Board of Directors Meeting - Sol Boardroom

Sunday 31st July 2016

9:00 – 1:00

CANTO Committee Meetings

Marketing and Communications Committee Meeting - 9:00 am - 10:30 am – **Bahia 1**

Vendor/Supplier Working Committee – 9:00 am – 10:00 am - **Laguna 1**

Disaster Recovery Planning Committee Meeting – 9:00 am – 10:30 am – **Bahia 2**

Regulations Committee - 10:30 am - 12:00 noon - **Laguna 1**

Technology Trends Working Committee – 10:30 am – 11:30 am – **Bahia 1**

Human Resource Committee Meeting - 10:30 am – 11:30 am - **Laguna 2**

Financial Advisory Committee Meeting – 12:00 noon – 1:00 pm – **Laguna 2**

Corporate Social Responsibility Committee Meeting – 12:00 noon – 1:30 pm - **Bahia 2**

2:00 -3:30

Closed Session - CANTO Committee Chairs Presentation to the Board - Sol Boardroom

Marketing and Communications Committee Meeting - 2:00pm

Regulations 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

Technology Trends Working Committee Meeting – 3:10pm

3:30 - 4:30

Welcome Session – CANTO Welcome and Networking Session – Bahia 1

A complimentary information and networking session to maximize your experience; Melissa Harris, Telecom Training Corporation

4:00 - 5:30

Closed Session - CANTO Directors and ICT Ministers - **Laguna 1**

6:00 – 7:30

Official Opening of CANTO 2016 – **Miramar 1, 2 & 3**

Government Ministers, CANTO Executives, Members, and other Dignitaries in attendance

Opening Ceremony:

- MC: Elon Parkinson, Digicel, Jamaica
- Presentation of National Flags
- CANTO Song
- Invocation
- Welcome Remarks: Teresa Wankin, Secretary General CANTO
- Remarks: Julian Wilkins, Chairman, CANTO Board of Directors
- Remarks from Puerto Rico - Javier Rúa Jovet, Chairman Regulatory Board of Puerto Rico
- Remarks from Huawei, Headline Sponsor of CANTO 2016: Stephen Ma, President, Huawei Technologies, Caribbean
- Feature Address: Honourable Dr. Keith Mitchell, Prime Minister, Grenada with responsibility for ICT in CARICOM
- Cultural performance
- Vote of Thanks:

7:30 – 9:00

Exhibition Viewing and Cocktail Reception Sponsored by Huawei

San Juan Grand Ballroom

Monday 1st August 2016

7:45 – 8:45

Ministerial Breakfast: Sponsored by CW Communications - **San Felipe**

Chair: Cable and Wireless

Keynote: Manuel Kohnstamn, Senior Vice President and Chief Corporate Affairs Officer – Liberty Global

9:00 – 11:00

Ministerial Roundtable 1: C&W SPONSORED – **Miramar 1, 2 & 3**

Moderator: Julian Wilkins, CANTO Chairman & Leon Williams, CANTO Vice Chair

- Keynote: Smart Nations, On the Way – Joe So, Huawei Technologies
- Feature: John Reid, Interim Chief Executive Officer, C&W Communications
- Hon. Medford Nicholas, Minister of State and Information, *Antigua & Barbuda*
- Hon. Catherine Hughes, Minister of Communications, *Guyana*
- Hon. Maxie Cuffie, Minister of Public Administration and Communication, *Trinidad and Tobago*
- St. Lucia

11:00 – 11:15

Coffee Break - Miramar Corridor

11:15 – 11:30

Signing Ceremony – Voluntary Code of Practice on Safeguarding the Open Internet. **Miramar 1,2 & 3**

Chaired by: Julian Wilkins, CANTO Chairman

11:30 – 1:00

Panel: Converged Regulation **Miramar 1, 2 & 3**

- Moderator: Philippe Defraigne, Cullen International
- Mani Manimohan, GSMA
- C&W
- The Internet Value Chain - David Geary, Digicel

1:00 – 1:30

Feature Address: Denis O'Brien, Chairman, Digicel - **Miramar 1,2 & 3**

1:30 – 2:30

Lunch - San Juan Grand Ballroom

1:30 – 5:00

Exhibition Viewing - San Juan Grand Ballroom

2:30 – 4:00

Session 1: Technology on Steroids – Living in a Modern World – **Miramar 1, 2 & 3**

Session Chair: Opal Neil, CANTO Director

- How Cloud Unified Communications and Contact Centers are Driving Growth - Chris Carabello, Senior Director of Product Marketing, Metaswitch
- Smart Islands, Intelligent Nations - Carlyle Roberts, Bahamas Telecommunications Company
- Digital Impact on Omni-Channel Experience - Renato Osato, Amdocs
- Telco 2020: The Digital Lifestyle Opportunity - Rodrigo Cuello, Oracle
- Technology Changes Everythink - Anil Sadhoeram, Nxt Wave Inc

3:15 – 3:30

Coffee Break in Exhibition Hall - Miramar Corridor

4:00 – 5:00	<p>Session 2 :Corporate Social Responsibility Project Awareness Initiatives in the Caribbean & Strengthening Cooperation between Telecommunications Operators and National Disaster Offices</p> <p>Chair: Heather Wallen-Bryan, CANTO DRP Committee Chair</p> <p>Miramar 1, 2 & 3</p> <ul style="list-style-type: none"> • Keynote: Reduction of Power Backup Costs and Maintenance, Rick Burant, Altergy • Julian Wilkins CANTO Chairman, • Robert Williams, ECLAC 	<p>GSMA CAPACITY BUILDING TRAINING - Miramar 4</p> <p>Modernising Regulatory Frameworks</p> <p>Facilitator: Mani Manimohan, GSMA</p> <ul style="list-style-type: none"> • The emergence of Internet players and the digital ecosystem and its impact on Regulations • Legacy regulations designed for the “voice era” are no longer appropriate and need to be modernised • Market dynamics and the recognition of policy implications of deeper digitalisations provide policymakers with the best opportunity to create a new digital policy and regulatory framework
6:00 – 6:55	Ministerial Cocktail Sponsored by Cyient (By Invitation Only) Miramar 4	
7:00 – 10:00	<p>Social Networking Dinner Sponsored by AMDOCS</p> <p>Pool Deck/Bella Vista Terrace</p>	

Tuesday 2nd August 2016

7:30 – 8:30

Ministerial Breakfast: Digicel sponsored - San Felipe – By Invitation Only

Chair: Elon Parkinson, Digicel, Jamaica

- **Digicel Business: Helping to Transform Government** – Martin Keogh, General Manager Digicel Business Solutions Barbados
- **e-Government in Antigua and Barbuda,**
Hon. Medford Nicholas, Minister of State and Information, *Antigua & Barbuda*

9:00 – 10:30

Panel Discussion: Securing investment in broadband networks in developing countries & an open internet

Miramar 1,2 & 3

Moderated by: Philippe Defraigne, Cullen International

- **Jared Carlson** – Ericsson VP Public Affairs & Regulations
- **Doug Bonner**, Partner, Womble, Carlyle, Sandrige & Rice
- **Richard Feasey**, Independent Consultant, Associate, Frontier Economics & Senior Advisor to Wiley Rein LLP, Washington DC
- **Mani Manimohan**, GSMA

10:30– 11:00

Coffee Break – San Juan Grand Ballroom

11:00 – 1:00

Ministerial Roundtable 2: Digicel Sponsored - Miramar 1, 2 & 3

Moderator: Julian Wilkins, CANTO Chairman

- **Keynote: Leading New ICT, Making Cities Safer** – Luis Guillot, Huawei Technologies
- **Corinne Philip**, Legal & Regulatory Advisor, Digicel
- **Sen. Hon. Darcy Boyce**, Minister in the Prime Minister's Office, Responsible for Telecommunications Immigration, Energy and Invest Barbados, *Barbados*
- **Hon. Andrew Wheatley**, Minister of Science, Energy and Technology, *Jamaica*
- **Hon. Paul J. Lewis**, Minister of Communications and Works, *Montserrat*
- **Dr. Jerrol Thompson**, Advisor to the Prime Minister on ICT and Energy, *St. Vincent & the Grenadines*

1:00 – 2: 00

Lunch - San Juan Grand Ballroom

1:00 – 5:00

Exhibition Viewing - San Juan Grand Ballroom

3:30 – 4:00

Coffee Break in Exhibition Hall - San Juan Grand Ballroom

2:30 – 5:30

Global Telecoms Trends - Miramar 1, 2 & 3

IoT, Big Data, M2M, Financial/Banking mergers

Chair: Rochelle Cameron, CANTO Director

- **Exploit Algorithms and Global Knowledge to boost Productivity in Network Quality Assurance** - Lars Moltsen, **2 operate**
- **Diana Sirila**, Head of L&R - Financial Services, **Digicel Group**
- **John Brooks**, **Subex**
- **How You Can Take Cost Out of Complexity and Improve Customer Experience with Service Automation** - Scott Argue, **SaskTel International**
- **James Collier**, **Shine**

Announcement of Hackathon Winners and Demo of Prototype - Miramar 4

- CANTO
- DSS
- PIEDATA
- **Announcement of Winner, Demo of Prototype and Prize Giving**

7:00-10:00

Recognition and Awards Ceremony & Networking Dinner
Paseo La Princesa, Old San Juan (Offsite)

Wednesday 3rd August 2016

8:30 – 9:30 Session 3: CWIC – Caribbean Women in ICT - **Miramar 1, 2 & 3**
 Jennifer Britton, CARICOM
 Rochelle Cameron, CW Jamaica
 Siobhan C. James-Alexander – CEO Digicel St. Lucia
 Hon Catherine Hughes, Minister of Communications, Guyana

9:30 – 12:30 SESSION 4: Next Generation Communications
Miramar 1, 2 & 3

- Next Generation Communications (5G) - Jose Otero, 5GAmericas,
- Collaborative Engineering Solutions for Effective Multi-Access Technologies Rollout - Kiran Solipuram, Cyient.
- Embedded SIM (eSIM) present and future - Jose Luis Horna ConverLogic
- Fixed LTE – Delivering BB with a Positive ROI - Telrad
- C&W communications

SESSION 5: GSMA CAPACITY BUILDING TRAINING
Miramar 4

Weighing the Benefits of Universal Service Funds
Sponsored by GSMA

Facilitator: Mani Manimohan, GSMA

- Overcoming the challenges in connecting the rest of society
- Case studies on successful use of USF
- A look into more effective alternatives to USF

10:00 – 10:15

Coffee Break - San Juan Grand Ballroom
 Sponsored by ICANN & Oberthur Technologies

9:00 – 2:00

Exhibition Viewing - San Juan Grand Ballroom

12:30 – 1:30

Lunch - San Juan Grand Ballroom

1:30 – 4:30 Session 6: Aligning the Caribbean ICT Calendar
 Chair: Melesia Sutherland, CANTO Director
Miramar 1, 2 & 3

- Internet Society
- Daniel Albert, ICANN
- LACNIC
- ARIN

SESSION 7: GSMA CAPACITY BUILDING TRAINING
Miramar 4

Mobile Sector Taxation Sponsored by GSMA

Facilitator: Mani Manimohan, GSMA

- The global mobile economy and theories of taxation
- Mobile Sector Taxation and its impact on consumers and society
- Over taxation and the benefits of roll back taxation

7:00 – 9:00

Closing Cocktails
Bella Vista Terrace



**Building a High Profile Human Resource Executive
10th Annual Human Resource Forum
August 4-5, 2016 at Sheraton Puerto Rico Hotel & Casino**

THURSDAY 4th AUGUST, 2016 - **Laguna 1**

SCHEDULE	TOPIC	SPEAKER
8:00am – 9:00 am	REGISTRATION	
8:30 am – 9:00 am	Opening Remarks:	✓ Teresa Wankin – Secretary General, CANTO
9:00 am - 10: 15 am	Welcome & Introduction	✓ Path to Your Future – M. Ian Blanchard
10:15 am – 10: 30 am	Coffee Break	
10:30 am – 12:00 am	Current Trends in the Communications, Mobile, IT & Cable TV Industries	
12: 00 am – 1:00 pm	The HR Professional Response Group Discussion - Moderated by M. Ian Blanchard	
1:00 pm – 2:00 pm	Lunch Break - Laguna 2	
1 : 0 0 – 1 : 3 0	Laureate Personal Development options	
1:00 pm –2:00 pm	Legal and Regulatory Concerns Number Portability, Spectrum Management, Interconnection and Accounting Separation	
2:00 am – 3:00 Pm	The implication of trends on the people and systems in telecommunication organizations	
3:00 pm – 3:30 pm	Coffee Break	
3:30 pm – 4:45 pm	Talent Management – Managing Multiple generations in the workplace	
4:45 pm – 5:00 pm	Wrap Up	

FRIDAY 5TH AUGUST, 2016 – Laguna 1

SCHEDULE	TOPIC	SPEAKER
9:00 am – 10:00 am	Understanding Telecom and Technology Operations	
10:00 am – 10:30 am	Coffee Break	
10:30 am - 11:45 pm	Finance for HR Professionals Finance to include understanding the Balance Sheet, Income Statement and Key Financial Ratios M. Ian Blanchard – CILC ActionCOACH	
11:45 am – 1:00	Managing Workplace Diversity	
1:00 pm – 2:00 pm	Lunch Break Room: Laguna 2	
2:00 pm – 2:30 pm	Managing Change & Culture Transformation Deta Constantine	
2:30 pm – 3:30 pm		
3:30 pm – 4:00 pm	Coffee Break	
4:00 pm – 4:30 pm	Managing Change & Culture Transformation Deta Constantine	
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	✓ Mrs. Teresa Wankin – Secretary General CANTO ✓ M. Ian Blanchard, CILC ActionCOACH



**Agenda for 3rd Annual CANTO Sales, Marketing & Customer Care Forum
August 4-5, 2016 at Sheraton Puerto Rico Hotel & Casino**

Day 1: Thursday, August 4th – 8:30 am – 5:00 pm, Meeting Room - Bahia 2	Timing	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, CEO, Telecom Training Corporation 	10 minutes	9:00 am – 9:10 am
<ul style="list-style-type: none"> Welcome Address – 	10 minutes	9:10 am – 9:20 am
<ul style="list-style-type: none"> Presentation 1 – TBD 	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 – BRING PLENTY OF BUSINESS CARDS!) 	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 – Melissa Harris, CEO, Telecom Training Corporation <i>“Everyone in Your Organization is a Sales Ambassador”</i> 	45 minutes	11:05 am – 11:50 am
<ul style="list-style-type: none"> Presentation 3 – Adriana Waterston, Senior Vice President, Insights and Strategy, Horowitz Research <i>“Multichannel Matters: Attracting and Retaining Millennials in the Age of OTT”</i> 	45 minutes	11:50 am – 12:35 pm
Networking Lunch – Bahia 1	60 minutes	12:35 pm – 1:35 pm
<ul style="list-style-type: none"> <u>Laureate International Universities Laureate Education</u> <i>Laureate's network of more than 80 institutions offers quality, accessible education to students around the world. Laureate offers discounts for CANTO Members.</i> 	15 minutes	1:35 pm – 1:50 pm
<ul style="list-style-type: none"> Presentation 4 - Igor Glavanic, Managing Director, Parcus Group <i>“Telecom Product Development Industry Best Practices”</i> 	45 minutes	1:50 pm – 2:35 pm
<ul style="list-style-type: none"> Presentation 5 – Juan Vela, Senior Solutions Marketing Director, Calix <i>“Managing Customer Experience – Putting Customer Data in the Hands of Frontline Marketing, Customer Service and Sales Representatives”</i> 	45 minutes	2:35 pm – 3:20 pm
Networking Refreshment Break	30 minutes	3:20 pm – 3:50 pm
<ul style="list-style-type: none"> Presentation 6 - Anuska V. Sonai, Internet Marketing Evangelist, Spang Makandra Studio NV <i>“Mobile Technology Enabled Marketing”</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 	5 minutes	4:35 pm – 4:40 pm
Optional – Group Drinks/Dinner (“Dutch Treat”)	TBD	5:30 pm - TBD

Day 2: Friday, August 5th – 8:30 am – 5:00 pm, Meeting Room – Bahia 2	Timing	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 – Melissa Harris, CEO, Telecom Training Corporation <i>“Upselling/ Cross Selling Strategies for Customer Care”</i> 	45 minutes	9:10 am – 9:55 am
<ul style="list-style-type: none"> Presentation 8 – Sudeesh Yezhuvath, CEO, Pelatro <i>“Precision Marketing”</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 9 – To Be Announced 	45 minutes	11:10 am – 11:55 pm
<ul style="list-style-type: none"> Presentation 10 – To Be Announced 	45 minutes	11:55 pm – 12:40 pm
Networking Lunch – Bahia 1	60 minutes	12:40 pm – 1:40 pm
<ul style="list-style-type: none"> Presentation 11 – Melissa Harris, CEO, Telecom Training Corporation <i>“World Class Retail Selling Strategies”,</i> 	45 minutes	1:40 pm – 2:25 pm
<ul style="list-style-type: none"> Interactive Sales, Marketing and Customer Services Issues Resolving Session – Facilitator, Melissa Harris, Telecom Training Corporation <i>The group will identify and prioritize key Sales, Marketing and Customer Care issues and then develop potential solutions with their colleagues</i> 	60 minutes	2:25 pm – 3:25 pm
Networking Refreshment Break	15 minutes	3:25 pm – 3:40 pm
<ul style="list-style-type: none"> Presentation 12 – To Be Announced 	45 minutes	3:40 pm – 4:25 pm
<ul style="list-style-type: none"> Wrap Up Activity 	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"> Presentation of Certificates and Group Photo 	30 minutes	4:55 pm – 5:25 pm
<ul style="list-style-type: none"> Closing Remarks from the Chair 	5 minutes	5:25 pm – 5:30 pm