



## Inspiring ICT Innovations

*"Building an Entrepreneurial Ecosystem through Sustainable Strategic Partnerships"*

**32<sup>nd</sup> Annual Conference and Trade Exhibition and Supporting Activities**

**31<sup>st</sup> July - 5<sup>th</sup> August 2016**

**Sheraton Puerto Rico Hotel and Casino**

### Saturday 30<sup>th</sup> 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 31<sup>st</sup> July 2016

**9:00 – 1:00**

**CANTO Committee Meetings**

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

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

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

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

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

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

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

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

**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 – How to Maximize your Trade Show Potential – San Cristobal**

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: Mr. 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
- Feature Address: Honorable Keith Mitchell, Prime Minister, Grenada with responsibility for ICT in CARICOM (*confirmed*)
- Cultural performance
- Vote of Thanks:

7:30 – 9:00

**Exhibition Viewing and Cocktail Reception Sponsored by Huawei**  
**San Juan Grand Ballroom**

## Monday 1<sup>st</sup> August 2016

<b>7:45 – 8:45</b>	<b>Ministerial Breakfast: Sponsored by CW Communications - San Felipe</b> <b>Chair: Cable and Wireless</b> <b>Keynote: Manuel Kohnstamn, Senior Vice President and Chief Corporate Affairs Officer – Liberty Global</b>
<b>9:00 – 11:00</b>	<b>Ministerial Roundtable 1: C&amp;W SPONSORED – Miramar 1, 2 &amp; 3</b> <b>Moderator: Julian Wilkins, CANTO Chairman &amp; Leon Williams, CANTO Vice Chair</b> <ul style="list-style-type: none"> <li>• <b>Keynote: Managing Security in Cyberspace, Huawei</b></li> <li>• <b>John Reid, Interim Chief Executive Officer, C&amp;W Communications</b></li> <li>• Hon. Medford Nicholas, Minister of State and Information, <i>Antigua &amp; Barbuda</i> (confirmed)</li> <li>• Hon. Catherine Hughes, Minister of Communications, <i>Guyana</i></li> <li>• Hon. Maxie Cuffie, Minister of Public Administration and Communication, <i>Trinidad and Tobago</i> (confirmed)</li> <li>• St. Lucia</li> </ul>
<b>11:00 – 11:15</b>	<b>Coffee Break</b>
<b>11:15 – 12:00</b>	<b>Presentation on Converged Regulation Miramar 1, 2 &amp; 3</b> <b>Mani Manimohan, GSMA</b> <b>C&amp;W Shrine</b>
<b>12:00 – 1:00</b>	<b>Lunch - San Juan Grand Ballroom</b>
<b>12:00 – 5:00</b>	<b>Exhibition Viewing - San Juan Grand Ballroom</b>
<b>1:00 – 2:30</b>	<b>Session 1: Technology on Steroids – Living in a Modern World – Miramar 1, 2 &amp; 3</b> <b>Session Chair: Opal Neil, CANTO Director</b> <ul style="list-style-type: none"> <li>• <b>How Cloud Unified Communications and Contact Centers are Driving Growth</b> - Chris Carabello, Senior Director of Product Marketing, Metaswitch</li> <li>• <b>Smart Islands, Intelligent Nations</b> - Carlyle Roberts, Bahamas Telecommunications Company</li> <li>• <b>Amdocs</b></li> <li>• <b>Technology Changes Everything</b> - Anil van Maretraite</li> <li>• <b>Oracle</b></li> </ul>
<b>2:30 – 4:00</b>	<b>Project Awareness: Strengthening Cooperation between Telecommunications Operators and National Disaster Offices in Caribbean countries Miramar 1, 2 &amp; 3</b> <b>Session Chair: Heather Wallen-Bryan, CANTO DRP Committee Chair</b> <b>Julian Wilkins CANTO Chairman,</b> <b>Robert Williams, ECLAC</b> <b>CEDEMA</b>
<b>3:15 – 3:30</b>	<b>Coffee Break in Exhibition Hall</b> <b>San Juan Grand Ballroom</b>
<b>4:00 – 5:30</b>	<b>Session 2: Corporate Social Responsibilities Initiatives in the Caribbean Miramar 1, 2 &amp; 3</b> <b>Showcase of CSR Projects in the Region</b> <b>Chair: Gervon Abraham, CANTO CSR Committee Vice Chair</b> <ul style="list-style-type: none"> <li>• <b>Keynote: Reduction of Power Backup Costs and Maintenance, Vito Coletto, Altergy</b></li> </ul>

6:00 – 6:55

Ministerial Cocktail Sponsored by Cyient Technologies

7:00 – 10:00

Social Networking Dinner Sponsored by AMDOCS  
Pool Deck/Bella Vista Terrace

## Tuesday 2<sup>nd</sup> August 2016

7:30 – 8:30

**Ministerial Breakfast: Digicel sponsored - San Felipe**

**Chair:** Elon Parkinson, Digicel, Jamaica

- **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
- C&W

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:** Huawei
- **Corinne Philip**, Legal & Regulatory Advisor, Digicel
- **Hon. Darcy Boyce**, Minister of State with responsibility for Telecom, *Barbados (confirmed)*
- **Hon. Andrew Wheatley**, Minister of Science, Energy and Technology, *Jamaica (confirmed)*
- **Hon. Paul J. Lewis**, Minister of Communications and Works, *Montserrat (confirmed)*
- **Hon. Camillo Gonsalves**, Minister of Foreign Affairs, Foreign Trade and Information Technologies, *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 – 5:00

**Coffee Break in Exhibition Hall - San Juan Grand Ballroom**

2:30 – 4:00

**Global Telecoms Trends - Miramar 1, 2 & 3**

Big Data, M2M, Sharing Economy, Wearables, IoT

- **2 operate**
- **IoT, Big Data, M2M, Financial/Banking merges with Telecom, Subex**
- **Sacktel Int**

**Announcement of Hackathon Winners and Demo of Prototype**

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

7:00-10:00

**Recognition and Awards Ceremony & Networking Dinner**  
**PR Music Conservatory**

## Wednesday 3<sup>rd</sup> August 2016

**8:30 – 9:30** Session 3: CWIC – Caribbean Women in ICT - **Miramar 1, 2 & 3**  
Jennifer Britton, CARICOM  
Rochelle Cameron, CW Jamaica  
Hon Catherine Hughes, Minister of Communications, Guyana

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

- Keynote: Garnet Hanly, Special Counsel, Wireline Competition Bureau, FCC
- **Jose Otero, 5GAmericas, Next Generation Communications (5G)**
- **Jose Lusi Horna ConverLogic**
- **Managing security in cyberspace**
- **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**

- *Radio Frequency Management Division*
- Internet Society
- 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  
10<sup>th</sup> Annual Human Resource Forum  
August 4-5, 2016 at Sheraton Puerto Rico Hotel & Casino**

THURSDAY 4<sup>th</sup> AUGUST, 2016 - **Laguna**

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

**FRIDAY 5<sup>TH</sup> AUGUST, 2016 – Laguna**

SCHEDULE	TOPIC	SPEAKER
9:00 am – 10:00 am	<b>Understanding Telecom and Technology Operations</b>	
10:00 am – 10:30 am	<b>Coffee Break</b>	
10:30 am - 11:45 pm	<b>Finance for HR Professionals</b> Finance to include understanding the Balance Sheet, Income Statement and Key Financial Ratios M. Ian Blanchard – CILC ActionCOACH	
11:45 am – 1:00	<b>Managing Workplace Diversity</b>	
1:00 pm – 2:00 pm	<b>Lunch Break</b> <b>Room:</b>	
2:00 pm – 2:30 pm	<b>Managing Change &amp; Culture Transformation</b> Deta Constantine	
2:30 pm – 3:30 pm		
3:30 pm – 4:00 pm	<b>Coffee Break</b>	
4:00 pm – 4:30 pm	<b>Managing Change &amp; Culture Transformation</b> Deta Constantine	
4:30 pm – 5:00 pm	<b>Action plan for moving forward</b>	✓ M. Ian Blanchard CILC ActionCOACH
5:00 pm – 5:30 pm	<b>Wrap-Up Including presentation of Certificates and Group Photo</b>	✓ Mrs. Teresa Wankin – Secretary General CANTO ✓ M. Ian Blanchard, CILC ActionCOACH



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

<b>Day 1: Thursday, August 4<sup>th</sup> – 8:30 am – 5:00 pm, Meeting Room - <b>Bahia</b></b>	<b>Timing</b>	<b>Schedule</b>
<b>Registration and Coffee</b>	30 minutes	8:30 am – 9:00 am
<ul style="list-style-type: none"> <li>Opening Remarks from the Chair – Melissa Harris, CEO, Telecom Training Corporation</li> </ul>	10 minutes	9:00 am – 9:10 am
<ul style="list-style-type: none"> <li>Welcome Address – Teresa Wankin, Secretary General, CANTO</li> </ul>	10 minutes	9:10 am – 9:20 am
<ul style="list-style-type: none"> <li>Presentation 1 – TBD</li> </ul>	45 minutes	9:20 am – 10:05 am
<ul style="list-style-type: none"> <li>Speed Networking Session (Interactive Activity to Meet As Many Attendees as Possible – BRING PLENTY OF BUSINESS CARDS!)</li> </ul>	30 minutes	10:05 am – 10:35 am
<b>Networking Refreshment Break</b>	30 minutes	10:35 am – 11:05 am
<ul style="list-style-type: none"> <li>Presentation 2 – Melissa Harris, CEO, Telecom Training Corporation <i>“Everyone in Your Organization is a Sales Ambassador”</i></li> </ul>	45 minutes	11:05 am – 11:50 am
<ul style="list-style-type: none"> <li>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></li> </ul>	45 minutes	11:50 am – 12:35 pm
<b>Networking Lunch – Meeting Room TBD</b>	60 minutes	12:35 pm – 1:35 pm
<ul style="list-style-type: none"> <li><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></li> </ul>	15 minutes	1:35 pm – 1:50 pm
<ul style="list-style-type: none"> <li>Presentation 4 - Igor Glavanic, Managing Director, Parcus Group <i>“Telecom Product Development Industry Best Practices”</i></li> </ul>	45 minutes	1:50 pm – 2:35 pm
<ul style="list-style-type: none"> <li>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></li> </ul>	45 minutes	2:35 pm – 3:20 pm
<b>Networking Refreshment Break</b>	30 minutes	3:20 pm – 3:50 pm
<ul style="list-style-type: none"> <li>Presentation 6 - Anuska V. Sonai, Internet Marketing Evangelist, Spang Makandra Studio NV <i>“Mobile Technology Enabled Marketing”</i></li> </ul>	45 minutes	3:50 pm – 4:35 pm
<ul style="list-style-type: none"> <li>Interactive Wrap-Up Activity</li> </ul>	15 minutes	4:35 pm – 4:50 pm
<ul style="list-style-type: none"> <li>Closing Remarks from the Chair</li> </ul>	5 minutes	4:35 pm – 4:40 pm
<b>Optional – Group Drinks/Dinner (“Dutch Treat”)</b>	TBD	5:30 pm - TBD

<b>Day 2: Friday, August 5th – 8:30 am – 5:00 pm, Meeting Room – Bahia</b>	<b>Timing</b>	<b>Schedule</b>
<b>Registration and Coffee</b>	30 minutes	8:30 am – 9:00 am
<ul style="list-style-type: none"> <li>Opening Remarks from the Chair</li> </ul>	10 minutes	9:00 am – 9:10 am
<ul style="list-style-type: none"> <li>Presentation 7 – Melissa Harris, CEO, Telecom Training Corporation <i>“Upselling/ Cross Selling Strategies for Customer Care”</i></li> </ul>	45 minutes	9:10 am – 9:55 am
<ul style="list-style-type: none"> <li>Presentation 8 – Sudeesh Yezhuvath, CEO, Pelatro <i>“Precision Marketing”</i></li> </ul>	45 minutes	9:55 am – 10:40 am
<b>Networking Refreshment Break</b>	30 minutes	10:40 am – 11:10 am
<ul style="list-style-type: none"> <li>Presentation 9 – To Be Announced</li> </ul>	45 minutes	11:10 am – 11:55 pm
<ul style="list-style-type: none"> <li>Presentation 10 – To Be Announced</li> </ul>	45 minutes	11:55 pm – 12:40 pm
<b>Networking Lunch – Meeting Room TBD</b>	60 minutes	12:40 pm – 1:40 pm
<ul style="list-style-type: none"> <li>Presentation 11 – Melissa Harris, CEO, Telecom Training Corporation <i>“World Class Retail Selling Strategies”,</i></li> </ul>	45 minutes	1:40 pm – 2:25 pm
<ul style="list-style-type: none"> <li>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></li> </ul>	60 minutes	2:25 pm – 3:25 pm
<b>Networking Refreshment Break</b>	15 minutes	3:25 pm – 3:40 pm
<ul style="list-style-type: none"> <li>Presentation 12 – To Be Announced</li> </ul>	45 minutes	3:40 pm – 4:25 pm
<ul style="list-style-type: none"> <li>Wrap Up Activity</li> </ul>	15 minutes	4:25 pm – 4:40 pm
<ul style="list-style-type: none"> <li>Action Plan Development</li> </ul>	15 minutes	4:40 pm – 4:55 pm
<ul style="list-style-type: none"> <li>Presentation of Certificates and Group Photo</li> </ul>	30 minutes	4:55 pm – 5:25 pm
<ul style="list-style-type: none"> <li>Closing Remarks from the Chair</li> </ul>	5 minutes	5:25 pm – 5:30 pm