PITA 19th AGM & TRADESHOW: Outline of Program
Date: 20-24 April 2015
Venue: Fa'onelua Convention Center, Nuku’alofa TONGA

**Theme – Developing Smart Islands**

**Day 1 Monday 20 April 2015: Theme – Developing Smart Islands**
0800- registration opens
0900-1030: **CEO Forum** (closed to CEOs Full Members only)
1030-1100: **Morning Tea break sponsored by Host (Tonga Communications Corporation)**
1100-1230: **Fraud Forum meeting** (closed to PITA Fraud Forum members and invitations)
1230-1400: **Lunch Break sponsored by Tonga Cable Limited**
1400-1500: **Opening of the PITA 19th AGM: Welcome, Officiating & Keynote Addresses**
  - Chief Guest – Honorable Akilisi Pohiva, Prime Minister of Tonga.
  - Program:
    - 1400pm: All seated
    - 1402pm: Chief Guest arrives
    - Master of Ceremony: Mr Timote Katoanga, COO Tonga Cable Ltd
    - Devotion: Rev Dr ‘Ahio, President FWC Tonga
    - Welcome by Host: Rizvi Jurangpathy, CEO Tonga Communications Corporation
    - Welcome by PITA: Ivan Fong, President PITA
    - Opening Address by Chief Guest
    - Cultural item: Paki-moe-To’i Youth Group
    - Vote of Thanks: Ms Aloma Johansson, Chairperson: Tonga Communications Corporation
    - Benediction
1500-1530: **Photo & Tea Break**
1530-1730: **Regional Telecommunication quick update & report, development & initiatives**
  1. Regional Report on recent Disasters: by Prakash Bheekhoo CEO Telecom Vanuatu
  2. GSMA; John Guisti, Head of Policy
  3. ITU; Ioane Koroivuki; Regional Director, ITU Office for the Asia Pacific Region
  4. APT; Dr. Stephen Sheehan, Program Officer
  5. ICAAN; Savenaca Vocea, Vice President GSE - Oceania
  6. APNIC; Ms Elly Tawhai, Senior Internet Resources Analyst
1800- **Tradeshow tour & opening**

Day 2 Tuesday 21 April 2015: Theme – Developing Smart Islands

0900-1030: **Plenary Session 1: Panel Discussion on Enabling Policies for Pacific Islands**
  This session aims to review thinking and approach to enable smart initiatives, development and applications with policy, regulation and industry.
  - **Keynote Presentations followed by Panel sessions:**
    - **Moderator:** Paula Mau, CEO Ministry of Communications Tonga
    - **Keynote presentations:**
      1. Hon Siaosi Sovaleni; Deputy Prime Minister & Minister of Communications, Tonga
      2. John Giusti, Head of Policies GSMA
    - **Panelists:**
      1. Ivan Fong; President, PITA
      2. Natasha Beschoner, World Bank
      3. Laurie Doyle, Alcatel Lucent Submarine Networks
      4. Jackson Kariko, Manager International Affairs, NICTA
      5. Jackson Miake, ICT Program Manager, OGCIO
1030-1100: Morning Tea break sponsored by ACCLINKS

1100-1230: Plenary Session 2: Panel Discussion on Industry & Operator Challenges
Sharing by industry and service providers of key goals and challenges
Keynote presentations followed by Panel sessions:
Moderator: John Giusti; Head of Policy, GSMA
Keynote presentations:
1. Country Case presentation; by Keir Preedy, CTO Solomon Telekom
2. Future Generation Technologies & Networks; by Barry Lerner, Huawei Technologies
Panelists:
1. Loyley Ngira CEO Solomon Telekom
2. Fredy Perman Vice President & COO FSM Telecom
3. Adolfo Montenegro, President CEO Bluesky Communications Group
4. Rizv Jurangpathy, CEO Tonga Communications Corporation
5. Teannaki Tongaua, CEO Telecom Services Kiribati Ltd

1230-1400: Lunch Break sponsored by WESTPAC Banking Corporation, TONGA

1400-1530: Break out: Industry & Commercial Presentations 1
Presentations:
1. Customer Experience Management for Developing Smart Islands
   This session will discuss the need and why customer experience management are crucial to business in this era with stiff competition, increasing costs, and need to improve customer base and bottom lines. The session will cover implementing effective processes and innovative, affordable technologies to provide exceptional experience to Customers and their needs.
   P Nimalan, Informatics
2. Connectivity propositions
   i. Smart connections
      This session will discuss how innovative technology with positive actions and smart business models can achieve the much needed goals for broadband connectivity and access
      Christian Patouraux, Kacific Broadband Satellite
   ii. The satellite advantage & complimentary role for rural, remote & essential services
      This session will discuss the positioning of AB Satellites for lower cost and innovative provisioning to rural, remote and essential services, discussing also the unique advantages and capability such as multicasting of AB Satellites to these service areas and needs.
      John Hawker, AB Satellites
   iii. Maritime services
      Growth in VSAT applications to serve the maritime industry and the number of maritime satellite terminals are increasing, but the demand for bandwidth for both private and commercial services will increase faster. This increasing demand will be met by C-band, KU, KA and soon O3B capacity. This session will discuss how Pacific Island Telcos can leverage their position and provide maritime services for vessels at sea and when in port with higher bandwidth lower cost services seamlessly.
      Peter Dowers, Speedcast Pacific

1530-1600: Afternoon Tea Break sponsored by Trendtek Australia Pty Ltd

1600-1730: Break out: Industry & Commercial Presentations 2
   This presentation will discuss share international trends in mobile subscriber behavior and data consumption, and how from these new challenges facing mobile network operators today can satellite potentially help MNOs overcome
these challenges; this is an high overview in lead up to the Intelsat Tutorial/workshop on Friday

John Suber, Intelsat

v. Package for Pacific: Extending connectivity to access
The new ViaSat Skylinx Quad with GSM extension has been specifically designed to address the unique conditions and challenges of providing communications to remote African and Pacific Island communities. The SLQ-GSM was specifically designed to address these challenges, thus making the deployments self-sustainable. Through the use of large scale integrated chipset, power consumption has been radically reduced while satellite bandwidth usage has been cut in half while maintaining excellent voice quality. Featuring an all outdoor, integrated BTS-VSAT equipment complement no shelters or air conditioning is required. An additional benefit of this decentralized solution is the ability to locally switch calls and allow calls to be completed in a single hop between islands, something centralized networks cannot do.

Dennis Jerram, VIASAT

vi. Submarine Cable communications
This session will provide a technology update with new submarine cable projects in the region and upgrades then discuss opportunities with submarine cable communications such as reuse of existing cables (pros and cons – ASN view) and possible new approach for Pacific cable on how to move from an individual cable to a shared cable with new topologies thanks to new technologies. It will discuss also Marine maintenance in the South Pacific: the Ile de Ré, tools and services.

Antoine Queval, Alcatel Lucent Submarine Networks

3. Smart Islands:-

a) Case study of Wireless solutions
This presentation will discuss Wireless Smart city solution to enhance community services, public safety” already deployed and live for Liverpool city council (Government) in Australia including Free public WIFI to enhance community services, CCTV to improve Public safety and reduce vandalism of public properties all running on the latest wireless backhaul technologies providing multiple Gigabit throughput without fibre optic cable

Krisztian Som, NEC

1800- Social Reception sponsored by Speedcast: Tongan Night @ ‘Oholei Beach Resort

Day 3 Wednesday 22 April 2015: Theme – Developing Smart Islands

0900-1030: Plenary Session 3: Panel discussion on Towards Ubiquitous Networks

Everything anywhere, On the go & Savvy customers, what can the industry in the small islands do to tap into this market trends and a growing social and economic enabler

Introductory presentations followed by Panel Discussion

Moderator: Ivan Fong President PITA

Introductory presentations:
1. New opportunities with smart islands; JD Hall, American Samoa Telecom
2. Data trends with new customer habits and impacts; by Luca Saccana MITTO AG

Panelists:
1. Alex Abraham, CTO Bluesky Samoa
2. Keir Preedy, COO Solomon Telekom
3. Autiko Loulou, CIO, Telecom Fiji
4. Sanjeewa Perera, CMO Vodafone Fiji
5. Barlen Lutchmoodoo, CMO/CCO Telecom Vanuatu
1030-1100: **Morning Tea break sponsored by Peachtree Networks**

1100-1230: **Plenary Session 4: Panel Discussion on Co-existence & Strategies**

Case studies on strategies and successful stories of how co-existence, ecosystems, sustainable innovations and engagements played crucial role in new business implementations and ICT

**Presentations and Panel/Workshop**

**Facilitator** Sue Bryant; Huawei Technologies

**Panellists:**
1. Sanjeewa Perera Vodafone Fiji; mobile money economy and ecosystems
2. Barlen Lutchmoodoo, CMO/CCO Telecom Vanuatu: apps economy and rollout
3. Dave Main, CMO Bluesky Samoa: IPTV rollout what has worked and next stages?
4. Autiko Loulou; CIO Telecom Fiji; Rural applications and engagement
5. Sione Veikoso, Manager Engineering, Tonga Communications Corp; 3G rollout

1230-1400: **Lunch Break sponsored by Parcus Group**

1400-1530: **Break out: Industry & Commercial Presentations 3**

**Presentations:**

b) **Internet based VAS, Devices & Apps**

The penetration of Smart Devices will put ICT in the hands of island citizens; bridging the digital divide and changing the way they communicate, collaborate, buy goods and services, view content and generally improve the their living standard. This represents both opportunities and challenges to Pacific Island Telecom Operators; particularly in relation to the required investment to support a small subscriber base, lack of local ICT skills and OTT service partnerships. This presentation will explore how Island Telecom Operators could enter this market with a range of service packages supported by an affordable VAS platform and operations model.

**Barry Lerner, Huawei Technologies**

4. **Global Internet Phenomena, facts, fad, trends**

The Global Internet Phenomena Report (2H2014) shines a light on fixed and mobile data networks around the world, identifying facts, fads and the future trends that will shape the Internet’s future. In this report, Sandvine presents a mix of high-level observations, regionally-focused analysis, deep-dives into specific subjects and educational tidbits. As with reports in recent years, real-time entertainment (comprised of streaming video and audio) continues to be the largest traffic category on almost every network examined. We expect its continued growth to lead to the emergence of longer-form video on mobile networks globally into 2015

**Theresa Corballis, Sandvine**

5. **Cloud model for Pacific Islands**

This presentation will explore how Cloud Computing could take the complications out and how the Cloud Model might work in the Pacific Islands and value to the Island Nation, as well as what types of applications and services Telecom Operators could offer and how to get started in the Cloud Business.

**Sue Bryant, Huawei Technologies**

6. **Emergency services/911;**

Overview of emergency services and the REDCOM solution with Crucial Connect, and Link Command

**Charles DeRoller, REDCOM Laboratories**

1530-1600: **Afternoon Tea Break sponsored by REDCOM Laboratories**

1600-1730: **Break out: Industry & Commercial Presentations 4**
7. **Stopping fraud at its initiation**
   To minimize fraud loss by stopping fraud at its initiation. SIM Cloning, PRS fraud and IDD fraud cause the major part of loss. With heavy financial losses, network congest, and customers loss due to fraud, how to defeat fraud is meaningful for operators. Fraud Management System (FMS) is a system with abundant data and warning rules, which has detected much fraud and secured the income for operators.
   
   **Helen Luo, ACCLINKS**

8. **Defending Pacific Islands against Cyber Attacks**
   Cyber-attacks are becoming the new norm these days, it not a question of "if" but "when" organisations will be effected. DDoS is often used as a diversionary tactic, but with attack sizes on the rise, sometimes in the order of 100G+, these attacks can have devastating effects on whole countries, esp. within the Pacific region. This talk looks at some statistics of recent attacks within the Pacific region and outlines of strategies organisations can adopt in order to defend themselves.
   
   **Nick Race, Arbor Networks**

9. **Alternative Energy**
   Providing reliable power at low cost to the entire network of sites is a key challenge for most Telecoms operators in the Pacific Islands. This presentation will focus on how reliable power supply can be achieved and cost of energy can be reduced by a combination of solar panels or wind turbines with cyclic batteries, and how an entire Telecom power networks can be monitored anywhere from a remote client PC and optimised to reduce the number of site visits, and how power system upgrades can be financed cost effectively.
   
   **Thomas Hellmich, ELTEK**

10. **Gain competitive advantage through customer experience**
    This presentation aims to discuss the crucial role of customer experiences and how new smart devices and applications can positively impact on this. The presentation will also highlight some strategy and roadmaps into achieving these advantages with customer experiences.
    
    **Justin Lobb; Pacificcomm**

1800-

**Social Reception jointly sponsored by Alcatel Lucent & Kacific Broadband:**

**Cocktail @ Scenic Hotel**

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**Day 4 Thursday 23 April 2015: Theme – Developing Smart Islands**

**0900-1030am: Plenary Session 5: Panel discussion on Resourcing, Financing, Research and Continuity**

Very limited resources, fragile economies, lack of capital and research for development remain one of the key causes in inabilities of small island countries to advance beyond the many challenges they face. Consolidation, cooperation and mergers with common resourcing, combining assets and increased scale would be some of the topics that the panelists may discuss, not only for needs in advancing towards smart islands, but also on buffers, continuity and handling disasters and emergencies of national and regional scale.

**Panel Discussion**

**Moderator:** Sione Veikoso, Vice President PITA

**Panelists:**
1. Prakash Bheekhoo CEO Telecom Vanuatu
2. Fredy Perman COO FSM Telecom, Micronesia
3. Ivan Fong, GM ATH group
4. Adolfo Montenegro, President & CEO Bluesky Communications Group
5. Rizvi Jurangpathy, CEO Tonga Communications Corporation
1030-1100:  *Morning Tea break sponsored by Telstra*

1100-1230:  *PITA Annual General Meeting*

   Administrative session for PITA; Refer Agenda PITA 19\textsuperscript{th} AGM;

1230-1400:  *Lunch Break sponsored by Telecom New Zealand International*

1400-1700:  *Kayak Racing Sporting event sponsored by TATA Communications*

   Refreshments at Kayak Race Sporting event sponsored by TATA Communications

1800-:  *Social Reception sponsored by Informatics International; PACIFIC ISLAND NIGHT @ Vakaloa Beach Resort*

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**Day 5 Friday 24 April 2015**

0900-1030:  *Concurrent Workshops* (see syllabus below)

   i. Satellite Tutorial
   
   ii. Roaming Managers workshop (closed)
   
   iii. GSMA Policy workshop

1030-1100:  *Morning Tea break sponsored by Pacificcomm*

1100-1230:  *Concurrent Workshops* (see syllabus below)

   iv. Satellite Tutorial *(cont’d)*
   
   v. Roaming Managers workshop (closed) *(cont’d)*
   
   vi. DNS Abuse and Mitigation Handling

1230-1400:  *Lunch Break Sponsored by INTELSAT*

1400-1700:  *Tradeshow Closes/Tour*

1800-:  *Closing Dinner sponsored by O3B Networks @ Mamta Indian*

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**Workshop Syllabus & Synopsis: Day 5 Friday 24 April**

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<tr>
<th>Satellite Tutorials</th>
<th>Roaming Managers workshop</th>
<th>GSMA Policy forum</th>
<th>DNS Abuse &amp; Mitigation handling</th>
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<tbody>
<tr>
<td>• Cellular Backhaul Solutions over Satellite (Technical Overview and Introduction)</td>
<td>0930-1000: Presentations on Roaming, Trends, wholesale business 1000-1030: MNO case study &amp; country presentations 1030-1045: Tea break 1045-1145: wholesale negotiation (theory &amp; exercise) 1145-1215: Next steps (roundtable discussions)</td>
<td>Trending policy matters and emerging needs, GSMA programs &amp; developments on Spectrum, Personal data, and Mobile Money. <em>(high level &amp; policy)</em></td>
<td>* Use various strategies, techniques and tools to handle abuses related to Internet Identifier Systems * Challenges of distinguishing abuses from legitimate uses of DNS * Accessing DNS, domain registration, and IP related information available through authoritative public sources * Incident Responses, examples, use cases, and case studies <em>(operational, policy &amp; technical)</em></td>
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<tr>
<td>• Trends in High Capacity / Aggregated Cellular Backhaul (SCPC);</td>
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<td>• Trends in Cellular Backhaul using Shared Bandwidth VSAT.</td>
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<tr>
<td>*Service Provider Presentations: Spark, SpeedCast, ITC Global <em>(technical &amp; operational)</em></td>
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All day Coffee, Water, Meeting facilities including Internet & Business Centre, Airport pick up and daily hotel transfers & secretariat are provided with the compliments of the host, Tonga Communications Corporation

**Acknowledgement**

The Executive Committee and all members of PITA would like to thank the host organisation TCC, the Government and friendly Citizens of the Kingdom of Tonga, Sponsors, Tradeshow Exhibitors, Speakers, and all Participants for making this PITA 19\textsuperscript{th} AGM and Tradeshow a very successful event for everyone.

The various social activities and program enhancements at the PITA 19\textsuperscript{th} AGM & Tradeshow would not be possible if not for the kind support of our sponsors.