

**Tuesday, April 30<sup>th</sup>, 2019**

- 8:30 AM Registration Opens  
Vendor Exposition Opens
- 9:00 AM **BC Broadband Conference 2019 Opens**
- 9:00 AM **Opening remarks from the Master of Ceremonies**  
*Chris Allen, President – ABC Communications*
- 9:15 AM **Welcome Address/Introduction of the Keynote Speaker**  
*Bob Allen, President – BC Broadband Association*
- 9:25 AM **Keynote Speaker**  
*Chris Seidl, Executive Director Telecommunications - CRTC*
- 9:45 AM **Connectivity and Connected Communities BC -**  
*Susan Stanford, ADM, Information Communication Technologies (ICT) Division, Ministry of Citizens' Services and*  
*Howard Randell, Executive Director, NetworkBC, Ministry of Citizens' Services*
- 10:30 AM Coffee Break & Vendor Exposition
- 10:45 AM **De-Mystifying Artificial Intelligence in the CX space**  
*Jim Radzicki, TELUS International*
- 11:20 AM **Elevating the Customer Experience: Best Practices from around North America**, *Pam Ferguson, AVP Product Marketing Cloud and Premises - CALIX*
- 12:00 PM Lunch & Vendor Exposition
- 1:00 PM **The Next Level Of Customer Experience - Conquering the New Battleground for Customer Loyalty**, *Elya McCleave, Founder of Elya McCleave Consulting and Innovorg*
- 1:40 PM **Annual Legal and Regulatory Update**, *Chris Allen, President - ABC Communications and Christian Tacit, Barrister & Solicitor*
- 2:25 PM Coffee Break & Vendor Exposition
- 2:40 PM **ISED Canada Radio Spectrum Management Update**  
*Michael Fu, Western Region Director - ISED*
- 3:15 PM **Why and How to Peer at VANIX**  
*Tom Samplonius, VP of Technology - Urban Communications*
- 3:45PM **Exhibitor Blitz**  
*5-Minute Product Presentation from 6 of our Exhibitors*
- 4:15 PM **Closing Remarks**  
*Chris Allen, President- ABC Communications*
- 4:30 PM **Reception and Vendor Exposition**  
*Mike Faddou, Senior Director – Sales – Bell Canada*
- 7:00 PM: **Conference Dinner (President Ballroom)**  
**Dinner Speaker - Mark Buell, Regional Bureau Director -North America - Internet Society**
- 8:30 PM **Hospitality Reception (Richmond Room)**

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Wednesday, May 1<sup>st</sup>, 2019

- 7:15 AM: Breakfast *\*(to be served at the Pre-function area)*  
Breakfast for BCBA members attending the AGM will be served at 7:15 AM and Conference Attendees will breakfast at 8:00 AM
- 7:30 AM **BCBA Annual General Meeting** (Cambie Rooms 1&2)
- 8:30 AM Vendor Exposition Opens (President Ballroom)
- 9:00 AM **Day 2 - BC Broadband Conference 2019 Opens**  
*President Ballroom*  
**Opening remarks**  
*Chris Allen, President – ABC Communications*
- 9:10 AM **Connected Coast Project – Collaboration and Update**  
*Donovan Dias, VP Sales & Project Management–CityWest and Victoria Smith, Manager -Strategic Initiatives Strathcona Regional District*
- 9:40 AM **Fibre Optic Valuation for Assessment Purposes**  
*Barton Bourassa, Senior Appraiser – BC Assessment*
- 10:20 AM Coffee Break & Vendor Exposition
- 10:45AM **WISP Business Requirements, Wireless NW and RAN Evolution**  
*Bing Wu, Director of Product and Solution – Huawei Canada*
- 11:15 AM **Connecting the Future “Using self-organizing mmWave to deliver 5G services”**, *Jonathan Brady, Sales Director Cambridge Communications Systems*
- 12:00 PM Lunch & Vendor Exposition
- 1:00 PM **Cyber Security: A Multi-Player Co-op**, *Colin Belcourt, Director - Risk Mitigation Programs – Canadian Centre Cyber Security*
- 1:40 PM **Challenges and Issues in deploying Fibre in Kaslo, BC**  
*Tim Ryan, Board of Director–Kaslo Infonet and BCBA*
- 2:15 PM **Network security & ownership autonomy for SMEs**  
*Nader Kashani ,Founder of Solimedia Technology Inc.*
- 2:50 PM Coffee Break & Vendor Exposition
- 3:15 PM **Advances in Underground Construction Methodologies**  
*Scott Grant, VP-Global Sales - Lite AccessTechnologies*
- 3:45 PM **An Introduction to How Spectrum Auctions Work**,  
*Brenda Bouchette P. Eng. - ABC Communications*
- 4:15 PM **Conference Closing**  
*Chris Allen, President- ABC Communications*

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