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# **FIFTH SUMMIT OF THE AMERICAS**

Port of Spain, Trinidad and Tobago  
April 17-19, 2009

**Information Bulletin No. 2**

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## **1. Purpose**

The purpose of this bulletin is to provide detailed logistical information on the Fifth Summit of the Americas, which will take place over the period April 17-19, 2009 in Port of Spain, Republic of Trinidad and Tobago.

## **2. Requirements for Entry into the Republic of Trinidad and Tobago**

### **Passports**

All participants in the Fifth Summit of the Americas must be in possession of a valid passport and completed Arrival/Departure (A/D) Card to enter the Republic of Trinidad and Tobago. The A/D Card will be provided by commercial airlines upon arrival in the country. For persons travelling on non-commercial aircraft, these forms will be provided on arrival and assistance in completing them will be provided by designated personnel at Piarco International Airport.

### **Visas**

Holders of passports issued by the following countries require visas for entry into the Republic of Trinidad and Tobago:

- Bolivia
- Haiti
- Paraguay

Holders of passports issued by the following countries do not require visas for entry into the Republic of Trinidad and Tobago for visits of up to ninety (90) days for vacation or business:

- Argentina
- Brazil
- Canada
- Chile
- Colombia
- Costa Rica
- Dominican Republic
- Ecuador
- El Salvador
- Guatemala
- Honduras
- Mexico
- Nicaragua
- Panama
- Peru
- United States of America
- Uruguay
- Venezuela

Citizens of CARICOM Member States, with the exception of Haiti, do not require visas.

Delegates who are required to transit another country should contact the relevant immigration authorities regarding visa requirements.

### **Vaccinations**

A yellow fever vaccination certificate is required from travellers over 1 year of age coming from countries with risk of yellow fever transmission.

### **3. Summit Venues**

The **Hyatt Regency Trinidad** and the **Diplomatic Centre** have been identified as the official venues for the Fifth Summit of the Americas. The addresses of both venues are listed below:

#### **Hyatt Regency Trinidad<sup>1</sup>**

No. 1 Wrightson Road  
Port of Spain  
Republic of Trinidad and Tobago  
[www.trinidad.hyatt.com](http://www.trinidad.hyatt.com)

#### **Diplomatic Centre**

La Fantasie Road  
St Anns  
Port of Spain  
Republic of Trinidad and Tobago

### **4. General Services Area**

To meet all logistical needs of persons participating in the Fifth Summit of the Americas, a General Services Area will be established at the **International Financial Centre** (IFC), which is located on the same compound as the **Hyatt Regency Trinidad** at the address indicated below:

#### **International Financial Centre**

No. 1 A Wrightson Road  
Port of Spain  
Republic of Trinidad and Tobago

The following services will be available at the IFC:

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<sup>1</sup> Please see Annexes D3 and D4 for layouts of the Hyatt Regency Trinidad

- **Information Desks:** Information desks will be located in the General Services Area at the International Financial Centre. Hotel concierges and reception desks at the designated hotels may also provide information.
- 
- **Automatic Teller Machines (ATMs):** ATMs will be available on a 24 hour basis for cash transactions. All major Credit Cards will be accepted.
- **Currency Exchange:** Foreign currency exchange services for all major currencies will be available. Foreign Currency transactions require a passport.
- **Mail and Courier Services:** Services will be available for mail, document and package delivery.
- **Travel Agency:** A Travel Agency will be available to handle any travel arrangements.
- **Car Rental:** A car rental service will be available to participants.
- **Mobile Phone Sales and Rentals:** Sale and rental services will be available, along with the sale of air time through pre-paid cards for mobile phones.
- **Delegation Offices:** Each delegation will be provided with an office equipped with one (1) computer, one (1) printer and one (1) telephone line for local calls. Arrangements for international calls must be made by individual delegations, at their cost, in accordance with the procedures outlined in Section 13 of this Bulletin.

Delegations which require additional office space or equipment should provide a list of requirements to the contact person listed below, no later than **February 28, 2009**:

**Ms. Meera Ramesar**

Accommodations Manager

[meera.ramesar@opm.gov.tt](mailto:meera.ramesar@opm.gov.tt)

## 5. Air Transportation

### Commercial Aircraft

The Airlines that serve the Republic of Trinidad and Tobago are identified below.

Participants in the Fifth Summit of the Americas who will be travelling by commercial airline are advised to check with the relevant carriers at the opportunity to ascertain their schedules and to make the appropriate reservations.

#### AIRLINES

AIR TAHOMA INC.  
AIRBORNE EXPRESS INC.  
AMERICAN AIRLINES INC.  
AMERICAN EAGLE INC.  
AMERIFLIGHT INC.  
AMERIJET INTERNATIONAL  
AVIONES DE ORIENTE  
BRITISH AIRWAYS  
BRITISH AIRWAYS  
CARIBBEAN AIRLINES  
COMPANIA PANAMENA DE AVIACISA  
CONTINENTAL AIRLINES INC  
CONVIASA  
CORPORATE AIR INC.  
DELTA  
KING FISHER AIR SERVICES  
LEEWARD ISLANDS AIR TRANSPORT (LIAT)  
RORAIMA AIRWAYS  
SKY SERVICE  
SPIRIT  
SURINAAMSE LUCHTVAART MAATSCHAPPIJ  
VENEZOLANA SERVICIOS EXPRESOS DE CAREGA

### Non- Commercial Aircraft

Entry into the territory of the Republic of Trinidad and Tobago by Non-Commercial aircraft requires the approval of the Government of the Republic of Trinidad and Tobago.

Delegations must make their over-flight and landing arrangements by **February 28, 2009**, through the Ministry of Foreign Affairs of the Republic of Trinidad and Tobago and subsequently inform the National Secretariat through the Director of Protocol.

**Mr. Carl Francis**

Director of Protocol

[protocol@opm.gov.tt](mailto:protocol@opm.gov.tt)

Delegations will be responsible for all ground handling arrangements related to the use of Non-Commercial aircraft, including ground support and fuel, as well as all costs incurred in the process.

Where required, arrangements will be made to facilitate parking of aircraft at the Piarco International Airport. Delegations are requested to make these arrangements with the Airports Authority of Trinidad and Tobago by **February 28, 2009**.

**Parking of Non-Commercial Aircraft**

The Piarco International Airport, Caroni North Bank Road, Trinidad, has been designated as the point of entry and departure for all visiting Heads of State and/or Government and Delegations for the Fifth Summit of the Americas (See Annexes D1 for a map showing the location of Piarco International Airport in relation to the main Summit Venue). Arrangements are being made to accommodate the parking of non-commercial aircraft at Piarco International Airport (See Annex D2 for layout of terminals and parking at Piarco International Airport).

In the event that more space is required, details of alternative arrangements will be provided in Information Bulletin No. 3.

The Piarco International Airport has two main terminals, the North Terminal and the South Terminal. The North Terminal has been designated as the main point of entry and departure for Delegations and all commercial aircraft, while the South Terminal has been designated as the only point of entry and departure for Heads of State and/or Government and accompanying passengers on their respective private aircraft (See Annex D2 for layout of terminals).

**Fuelling of Non-Commercial Aircraft**

Fuelling of planes will be facilitated in the following ways:

1. Through Fuel Cards (details will be provided in Information Bulletin No. 3)
2. Direct contact with National Petroleum Company Limited of Trinidad and Tobago (NP). Information is available on NP's website at <http://www.np.co.tt/>; and
3. Direct contact with World Fuel Services or Chevron Texaco.

## 6. Duty Free Entry of Goods

Visitors to the Republic of Trinidad and Tobago are allowed to enter the country with articles for personal use. These articles are exempt from duty and taxes if they are declared on arrival and exported on departure. Such personal articles include clothing, personal computers and cameras. A limited quantity of alcoholic beverages and tobacco products for personal use are also allowed duty and tax free entry. These products are limited to:

Alcoholic beverages (amount per person):

- wine or spirits not exceeding 1.5 litres

Tobacco products (amount per person):

- tobacco not exceeding 250 grams or
- cigars not exceeding 50 in number or
- cigarettes not exceeding 200 in number

Delegations wishing to enter the country with items in excess of these allowances should notify the National Secretariat at least two weeks prior to their travel to the Republic of Trinidad and Tobago.

## 7. Importation and Use of Firearms and Ammunition

The importation and use of firearms and ammunition for security personnel are subject to the following procedures:

### Police Requirements

An application must be made to the Commissioner of Police for a Firearm Import Permit, outlining the quantity, type, serial number and calibre of the firearm and ammunition.

An application must also be made to the Commissioner of Police for a Firearm User's Licence. The application form must be accompanied by two (2) passport sized, colour photographs of the person to whom the licence is to be granted and must be signed by the user.

Additionally, in order to re-export a firearm, an application must be made to the Commissioner of Police, outlining type, calibre, serial number, reason and destination of the firearm and ammunition. This is necessary for all firearms leaving the country.

All of the documentation required for submission of these applications will be provided in Information Bulletin No. 3. These forms should be accompanied by a

covering letter from the respective Ministry of Foreign Affairs detailing the dates and times of arrival and departure of the security personnel.

Application forms must be submitted for processing and approval at least one (1) month before the commencement of the Summit. It is advisable, however, that applications be submitted earlier in order to ensure processing before arrival of Delegations.

The Commissioner of Police will assign a senior police officer to deliver the permits/certificates to the security personnel upon arrival in the Republic of Trinidad and Tobago and before interaction with Customs authorities.

Once the approved documents are delivered, armed personnel will be required to keep and carry same while in the Republic of Trinidad and Tobago and hand them over to a designated Customs Officer at the point of departure.

It should be noted that Section 34 (1) of the Firearms Act of the Republic of Trinidad and Tobago makes it an offence for anyone without lawful authority to have on his person or under his personal control, any firearm or ammunition while boarding or attempting to board or when disembarking from any aircraft.

### **Customs Requirements**

Section 17 of the Firearms Act 1970 of the Laws of the Republic of Trinidad and Tobago gives the Commissioner of Police discretion in the granting of all licences, certificates or permits, relative to the importation, exportation and carrying of any type of firearm and ammunition.

Further, Section 31 (1) provides that no person may import into the Republic of Trinidad and Tobago any firearm or ammunition except under, and in accordance with, the terms of a Firearm Import Permit.

Upon arrival in the country, both the Captain/Master of the aircraft or ship and the passenger importing the item(s) must declare these items to the Customs and Excise Division.

The passenger must declare the item(s) on his/her Passenger Arrival Form and the Captain/Master must make the declaration on the manifest submitted to the authorised Customs Officer.

A full physical inspection of the firearm must be carried out by the Customs and Excise Division to verify that the type, quantity and, where applicable, that the serial numbers of the items conform to the import permit before they are admitted.

An export licence must also be obtained for the re-exportation of the firearms and ammunition along with a physical inspection. Firearms and ammunition on board military aircrafts or vessels are exempt from the above requirement.

Once all the requirements are met, the Customs and Excise Division will facilitate timely and expeditious processing.

## **8. Reception at the Airport**

A short Ceremonial Welcome will be held at the Piarco International Airport for all Heads of State and/or Government and their Spouses.

Other members of Delegations will be greeted at the airport. Transport to their respective hotels will be provided.

### **Welcoming Parties**

Welcoming Parties for Heads of State and/or Government and their Spouses will comprise senior representatives of the Government of the Republic of Trinidad and Tobago, the respective Head of Mission accredited to the Republic of Trinidad and Tobago.

Representatives of Diplomatic/Consular Missions wishing to welcome other delegates should address such requests to the Director of Protocol at the National Secretariat at least two weeks in advance of the arrival so that the appropriate arrangements may be made for access to the restricted areas. The number of representatives per Mission will be limited to two (2).

To effectively coordinate arrivals and departures, the Director of Protocol at the National Secretariat should be informed of:

- The respective flight schedules;
- Information concerning the use of Non-Commercial Aircraft; and
- The number and composition of Delegations accompanying the Head of State and/or Government.

All information should be addressed to the National Secretariat through the Director of Protocol.

The contact person at the National Secretariat for all matters related to the Reception at the Piarco International Airport is:

**Mr. Carl Francis**

Director of Protocol

[protocol@opm.gov.tt](mailto:protocol@opm.gov.tt)

## 9. Delegation Coordinator

All Delegations must identify a Delegation Coordinator (DC) who will be the official point of contact for the coordination of all logistical aspects of the Delegation's participation in the Summit. The DC must have full responsibility for the accreditation of Delegates and must be the only person authorized to verify accreditation. The DC shall also have overall responsibility for accommodation and baggage. Countries are requested to submit the name and contact information of their respective Delegation Coordinators by **February 8, 2009**.

## 10. Baggage

It is recommended that each Delegation appoint a *Baggage Coordinator* to work closely with the Delegation Coordinator and be responsible for receiving delegates' baggage and accompanying said baggage to the delegates' accommodation. Special baggage tags will be distributed by the National Secretariat to delegates in advance of their arrival in the Republic of Trinidad and Tobago.

### ***Heads of State and/or Government***

The baggage of each Head of State and/or Government or Head of Delegation will be transported in the vehicles assigned to him/her and will be the responsibility of his/her security detail.

### ***Delegates***

The Baggage Coordinator will be responsible for accompanying the delegates' baggage throughout the screening process and will be provided with the requisite manpower to move the delegates' luggage during the screening process.

Vehicles will be provided at the Piarco International Airport for the transport of delegates' baggage to the hotels/cruise ships. The Baggage Coordinator will accompany the delegates' baggage from the screening area to the vehicles and to the respective hotels.

For delegates staying on the cruise ships, baggage will be deposited at a secure venue on the Port of Port of Spain, prior to delivery to delegates' rooms.

## 11. Protocol and Liaison Officers

Protocol and Liaison Officers will be appointed to facilitate communication between the Delegations and the National Secretariat.

Protocol and/or Liaison Officers will be assigned to each Delegation as follows:

- 1 Protocol Officer for the Head of State and/or Government, or Head of Delegation;
- 1 Protocol Officer for the Spouse of the Head of State and/or Government;
- 1 or 2 Liaison Officers for the other members of each Delegation, depending on the number.

The names of the assigned Protocol and/or Liaison Officers will be provided to the Delegation Coordinator upon the Delegation's arrival in the Republic of Trinidad and Tobago. The Liaison Officers will be presented to their respective Delegations upon arrival at the hotels.

Services provided by Liaison Officers will include:

- Facilitation of communication between the Delegation and the National Secretariat;
- Logistical support to Delegations attending the Summit;
- Provision of information concerning, *inter alia*, meetings, venues, hotels, schedules, time adjustments, transportation, flight schedules, security issues, the accreditation process, social and cultural events; and
- Provision of general information on the Republic of Trinidad and Tobago and the City of Port of Spain in particular.

All enquiries regarding the Protocol and/or Liaison Officers should be directed to the Director of Protocol at:

**Mr. Carl Francis**  
Director of Protocol  
[protocol@opm.gov.tt](mailto:protocol@opm.gov.tt)

## 12. Transportation

The Government of the Republic of Trinidad and Tobago will provide official vehicles for:

- Each Head of State and/or Government, or Head of Delegation;
- Spouse of Head of State and/or Government;
- Ministers of Foreign Affairs; and
- Heads of International Organizations.

Official vehicles will be provided on arrival until departure.

A complimentary bus service between Piarco International Airport and designated hotels will be provided for delegates, media representatives and the organisations accredited to the event. Additionally a complimentary shuttle bus service will be provided between the designated hotels and the Summit venues.

## 13. Accreditation

All persons participating in the Summit of the Americas must be accredited by the National Secretariat. A personal, non-transferable Identification (ID) badge will be issued to each person participating in the Fifth Summit of the Americas. This ID badge must be worn at all times and must be clearly visible in order to access official Summit Sites. Delegations should note that different levels of access will be granted to Summit venues and events.

### Pre-Conference Registration

In order to guarantee accreditation, each participant must register prior to **March 15, 2009**. Accreditation forms received after this deadline will be subject to processing delays and the National Secretariat cannot guarantee thereafter that accreditation will be provided in time for the Summit.

On-line registration for accreditation purposes will be available. The National Secretariat will provide each Delegation Coordinator (DC) with the E-mail address, code and password required to register all participants from his/her Delegation. The registration of Delegates must be authorized by the DC in order for accreditation to proceed.

On-line registration for delegates commences **February 15, 2009**. The on-line link information will be provided by **February 9, 2009**.

All queries regarding Accreditation should be addressed to:

**Mr. Wayne Ngui**

Accreditation Manager

[wayne.ngui@opm.gov.tt](mailto:wayne.ngui@opm.gov.tt)

The Accreditation Manager will also act as the contact for the DC at the National Secretariat. The DC and the Accreditation Manager will be in regular contact throughout the accreditation process in order to facilitate the registration of delegates and to maintain accuracy of information. The DC is advised to provide the Accreditation Manager with the following information:

- Name and contact information for the Delegation Coordinator;
- Completed accreditation forms for each delegate;
- Arrival/Departure schedules;
- Information on State/Dedicated aircraft; and
- List of Order of Precedence in the Delegation.

Delegation Coordinators (DCs), are required to attach a digital photograph of all persons to be registered.

Submissions must comply with the photograph specifications listed below:

- JPEG format, no larger than 50KB;
- Colour and passport sized (50 mm x 70 mm);
- Taken in the past six months;
- Image must be clear, well defined and clean;
- Image must be set against a light-coloured, plain background and must occupy at least two thirds of the space;
- File name for digital images must be identified as follows: **surname\_given name\_date of birth**;
- Any printed photographs must be identified on the reverse with the surname, given name, and date of birth.

The ID badges for those participants accredited prior to their arrival will be delivered to the DC upon his/her arrival in Port of Spain. The DC will be given an appointment at the Accreditation Centre, at which point all ID badges will be verified and signed by the DC for distribution to his/her delegates. The DC will be asked to identify himself/herself to the Accreditation staff, showing his/her valid passport or an official ID. Information kits will be available at the Conference Site for individual pick up by each delegate after receipt of badges.

### **On-Site Accreditation**

An Accreditation Centre will be situated in Port of Spain for the duration of the event to deal with any accreditation matters. It will be open from April 13 to 19, 2009. Hours of operation will be provided in Information Bulletin No. 3.

Those delegates arriving in Port of Spain without prior accreditation will be asked to visit the Accreditation Centre where accreditation services will be made available to them. The DC should accompany any such delegates to the Accreditation Centre in order to authorize commencement of the accreditation process, which will take place after he/she signs the delegate's registration form.

Once the DC grants the authorization, the delegate will be asked to approach the photo counter and show his/her valid passport or official ID. Data entry will be done at the same time.

The Accreditation Centre staff will give the delegate his/her issued ID badge.

For any modifications on printed badges or to report lost or stolen badges, delegates are asked to submit the relevant information in person to the Accreditation Centre.

### **Vehicle Accreditation**

All vehicles to be used in the activities related to the Fifth Summit of the Americas, other than those officially provided to the Delegations, must be registered with the National Secretariat.

The DC will be responsible for these arrangements at the Accreditation Centre.

Only accredited vehicles will have access to the security zone around the official Summit Venues.

### **Media Accreditation**

Members of the media who wish to cover the Fifth Summit of the Americas should note the following:

- Media accreditation forms will be available in three categories: National, CARICOM and International Media;
- Forms will be available on the website of the Fifth Summit of the Americas and should be downloaded, completed and signed by each media representative prior to submission to the Accreditation Centre of the National Secretariat;
- Signing of the form authorizes the National Secretariat to conduct a security background check which is required in order to grant accreditation to the participant;

- Each media representative must comply with the National Secretariat bona fide guidelines (Please see Annex F); and
- Once bona fide and security criteria are met, a message will be sent by the Accreditation Manager to the media representative informing that his/her accreditation has been approved.

Along with the accreditation form, each media representative has to attach a digital-photograph of the person to be registered.

Please adhere to the photograph specifications listed below:

- JPEG format, no larger than 50KB;
- Colour and passport sized (50 mm x 70 mm);
- Taken in the past six months;
- Image must be clear, well defined and clean;
- Image must be set against a light-coloured, plain background and occupy at least two thirds of the space;
- File name for digital images must be identified as follows: **surname\_given name\_date of birth**; and
- Any printed photograph must be identified on the reverse with the surname, given name and date of birth.

The Media Accreditation Centre will be established in Port of Spain at a location to be confirmed in Information Bulletin No. 3. It will operate from April 13 to April 19. Hours of operation will be provided in Information Bulletin No. 3.

Upon arrival in Port of Spain, each media representative must present himself/herself at the Accreditation Centre and provide a valid form of identification, bearing a photograph, in order to collect the Summit ID badge. The media kit will be distributed at that time.

For media representatives who have not previously registered or whose accreditation information is incomplete, the accreditation process will be done on-site. A valid identification document with photograph will be required to process the application.

For further information on media registration contact:

**Mr. Wayne Ngui**  
 Accreditation Manager  
[wayne.ngui@opm.gov.tt](mailto:wayne.ngui@opm.gov.tt)

#### **14. Access to Official Summit Venues**

Access to the Official Summit Venues (listed in Section 2 of this bulletin) will be controlled through the accreditation process.

All Delegations attending the Summit must be accredited in accordance with the official accreditation procedure.

Access to Plenary Sessions will be restricted to **five** persons per Delegation. The Head of State and/or Government and the Minister of Foreign Affairs will be issued with special identification pins. Three **overpasses** will be issued for other members of the Delegation. Persons without **overpasses** will not be admitted to Plenary Sessions.

Two of these **overpasses** will be transferable so as to allow alternates to enter the Plenary Room. Additionally, two passes will be issued per Delegation for access to the Holding Room for alternates, adjacent to the Plenary Room.

Access to official event venues during the Fifth Summit of the Americas will be restricted for security reasons, and the same will operate for the hotels designated to accommodate the different Delegations.

It is important to note that in order to access meetings or events participants must wear and visibly display the appropriate identification badge.

#### Access to Meetings/Official Events

Date	Meeting/Event	Venue	Participants
Friday, April 17 2009	<b>Opening Ceremony and Cultural Show</b>	Hyatt Regency Trinidad: Regency Ballroom	- Head of State and /or Government <b>plus 4 passes</b> - Spouse <b>plus 1 pass</b> - JSWG Organizations: 3 passes
Saturday, April 18, 2009	<b>Plenary Session I:</b>	Hyatt Regency Trinidad Port of Spain Ballroom	- Head of State and /or Government <b>plus 4 passes</b> - JSWG Organizations: 2 passes
		Holding Room for Alternates	- Delegation: 2 passes - JSWG Organizations: 1 pass
	<b>Working Lunch</b> Hosted by the Prime Minister of the Republic of Trinidad and Tobago	Hyatt Regency Trinidad: Regency Ballroom	Details to be provided in Information Bulletin 3
		Hyatt Regency Trinidad: Port of Spain Ballroom	- Head of State and /or Government <b>plus 4 passes</b> - JSWG Organizations: 2

	<b>Plenary Session II:</b>		<i>passes</i>
		Holding Room for Alternates	- Delegation: 2 <i>passes</i> - JSWG Organizations: 1 <i>pass</i>
	<b>Plenary Session III</b>	Hyatt Regency Trinidad: Port of Spain Ballroom	- Head of State and /or Government <b>plus 4</b> <i>passes</i> - JSWG Organizations: 2 <i>passes</i>
		Holding Room for Alternates	- Delegation: 2 <i>passes</i> - JSWG Organizations: 1 <i>pass</i>
	<b>Official Dinner</b> Hosted by the Prime Minister of the Republic of Trinidad and Tobago	Hyatt Regency Trinidad: Regency Ballroom	- Head of State and/or Government <b>plus 5</b> <i>passes</i> - JSWG Organizations: 2 <i>passes</i>
Sunday, April 19, 2009	<b>Retreat for Heads of State and Government</b>	Conference Room: Diplomatic Centre	<b>Heads of State and/or Government only</b> <b>No additional</b> <i>delegation passes will be granted for this session.</i>
	<b>Closing Ceremony and Signing of the Declaration of Commitment of Port of Spain</b>	Diplomatic Centre: Ballroom	- Head of State and/or Government <b>plus 4</b> <i>passes</i> - Spouse <b>plus 1</b> <i>pass</i> - JSWG Organizations: 2 <i>passes</i>
	<b>Final Press Conference</b>	Diplomatic Centre: Press Room	- Media and delegates Details to be provided in Information Bulletin No. 3

## 15. Accommodation

It is recommended that each delegation designate an **Accommodation Coordinator** who will be responsible for preparing and submitting a list of delegates to the National Secretariat.

### **Designated Hotel for Heads of State and/or Government or Heads of Delegation**

Each country delegation will be allocated one suite for the Head of State and/or Government or Head of Delegation and six (6) additional rooms at the ***Hyatt Regency Trinidad***, the venue for the Opening and Closing Ceremonies and Plenary Sessions of the Fifth Summit of the Americas.

The suite for the Head of Delegation plus one executive room will be provided courtesy the Government of the Republic of Trinidad and Tobago. The cost of the other five rooms allocated to each Delegation will be borne by the respective Delegation.

### **International Organizations of the Joint Summit Working Group (JSWG)**

Organisations that are members of the Joint Summit Working Group will be allocated two (2) rooms each at the ***Hyatt Regency Trinidad***. The cost will be borne by the respective organisation. Additional rooms are available on the cruise ships as outlined in the section on cruise ships.

### **Reservations**

Reservation of rooms at the ***Hyatt Regency Trinidad*** will be made through the National Secretariat. The respective room confirmation codes will be provided by the National Secretariat to the Delegations' Accommodation Coordinator.

Reservations for suites and rooms at the ***Hyatt Regency Trinidad*** must be made by **February 28, 2009**. Rooms at the ***Hyatt Regency Trinidad*** which are not reserved by this date will be reallocated to other delegates.

Delegations requiring additional rooms at the ***Hyatt Regency Trinidad*** must make a formal request to the National Secretariat by **February 28, 2009**. Additional rooms will be granted subject to availability.

All queries and requests regarding accommodation should be made directly to the Accommodation Manager at the National Secretariat:

#### **Ms. Meera Ramesar**

Accommodation Manager

[meera.ramesar@opm.gov.tt](mailto:meera.ramesar@opm.gov.tt)

### **Cruise Ships**

Additional accommodation for delegations as well as International Organizations, and persons attending the Private Sector, Civil Society and Young Americas Fora will be provided on the **Caribbean Princess** and the **Carnival Victory**. These ships will be anchored in the Port of Spain harbour in the vicinity of the ***Hyatt Regency Trinidad***.

### ***Reservation Process for Cruise Ships***

For delegations staying on board the **Caribbean Princess** and the **Carnival Victory**, all reservations including payments, will be facilitated online through a “*Cruise Ship Reservations*” web link, via the Fifth Summit of the Americas’ webpage [www.fifthsummitoftheamericas.org.tt](http://www.fifthsummitoftheamericas.org.tt). Online reservations are expected to commence on or before **February 16, 2009** and will close on **March 16, 2009**. Persons registering after the **March 16, 2009** deadline are not guaranteed accommodation on either ship.

In the interest of ensuring that all Delegations are able to access rooms closest to the Summit Meeting Venue, the National Secretariat has commenced allotting the number of rooms on board the cruise ships per Delegation, based on the following criteria:

- Categories of rooms available (suites, inner rooms);
- Size of the delegations and accommodation requirements (double/single occupancy); and
- Minimization of separation of country delegations.

Participants are requested to confirm the size of delegation **and** accommodation requirements with the Accommodation Manager of the National Secretariat, no later than **February 6, 2009**.

#### ***Check in and Check out at the Caribbean Princess and the Carnival Victory***

Delegates will be allowed to check-in on the **Caribbean Princess** and **Carnival Victory** from **8:00 p.m.** on **April 13, 2009**. All delegates are required to check out by 12:00 noon on April 20, 2009.

For all matters related to accommodation on the cruise ships, please contact the Accommodation Manager.

**Ms. Meera Ramesar**

Accommodation Manager

[meera.ramesar@opm.gov.tt](mailto:meera.ramesar@opm.gov.tt)

#### **Media Accommodation:**

Accommodation for the media will be provided exclusively on the **Carnival Victory** Cruise Ship, which will be anchored at the Port of Port of Spain in the vicinity of the Conference Centre.

#### ***Reservation process for Media Representatives***

The reservation process for media representatives for **Carnival Victory** is as outlined above.

All media houses are asked to inform Ms. Meera Ramesar, Accommodation Manager ([meera.ramesar@opm.gov.tt](mailto:meera.ramesar@opm.gov.tt)), of the size of their group, **no later than February 6, 2009**.

## 16. Telecommunications

Telecommunications Services of Trinidad and Tobago, (TSTT) Limited, a full service provider, will offer services to cover the full suite of telecommunications needs of the participants. These services include:

- fixed lines;
- mobile, wired and wireless broadband; and
- video conferencing services, and integral solutions.

TSTT deploys both wireless and wired next generation networks with multimedia capabilities. The range of TSTT services is varied, and if additional services are needed, TSTT can be contacted directly at: 1-868-800-TSTT or [tstt\\_service@tstt.co.tt](mailto:tstt_service@tstt.co.tt).

Information may also be obtained by visiting the website:  
[www.tsttntconferences2009.co.tt](http://www.tsttntconferences2009.co.tt).

### ***TSTT Products and Services***

In order to optimize on time service delivery, TSTT will accept orders for services until **February 14, 2009** for the Fifth Summit of the Americas.

All orders received after that date will be dealt with on a commercial “best effort” basis; however delivery in time for the Summit cannot be guaranteed for requests submitted after **February 14, 2009**.

A detailed outline of all services offered by TSTT and their costs can be found in Annex E.

For additional information on all available TSTT services and contact information to facilitate the procurement of services is available via the TSTT Website.

## 17. Media Facilities

The International Media Centre for the Fifth Summit of the Americas will be located at:

### **International Financial Centre**

No. 1 A Wrightson Road  
Port of Spain  
Republic of Trinidad and Tobago

The International Media Centre will be available for use from **April 14-20, 2009** and will operate on a 24 hours basis. The following services will be available:

- Press room;
- Working areas/booths with computer access;
- Dial-up (laptop) connections;
- Network (laptop) connections;
- Printers;
- Fax machines;
- Photocopying services;
- Closed-circuit television;
- Briefing rooms;
- Private working areas;
- Signal distributor;
- Base in Band (international signal to the booth);
- One on one interview area;
- Editing services;
- Copy services; and
- Areas for mobile units and broadcasting equipment.

It is important to note that the costs resulting from the services mentioned above are to be paid in advance to the Host Broadcaster. A Rate card will be posted on the National Secretariat's website at: [www.fifthsummitoftheamericas.org](http://www.fifthsummitoftheamericas.org)

#### **Media Centre Working Areas/Booths**

Media representatives who wish to reserve a working area/booth should submit a request to the National Secretariat's Host Broadcaster via a requisition form to be posted on the National Secretariat's website: [www.fifthsummitoftheamericas.org](http://www.fifthsummitoftheamericas.org)

Services available in the working area/booth include:

- Video and Audio circuits (international signal to the booth);
- Closed circuit television;
- Telephone lines;
- Ethernet network points;
- Communications to Master Control;
- Editing services.

#### ***Media Centre - request for extra space***

In cases where there is need for extra space for mobile unit or transmission equipment, the appropriate form should be submitted to the Host Broadcaster in order to request both the extra space and the approval for the movement of additional equipment into and out of the International Media Centre.

Forms will be made available on the National Secretariat's website: [www.fifthsummitoftheamericas.org](http://www.fifthsummitoftheamericas.org)

### **Interpretation**

Simultaneous interpretation will be available for the official meeting in the following languages: English, Spanish, French and Portuguese.

### **Transport for the Media**

A complimentary bus service will be provided for media representatives from the Piarco International Airport to the cruise ship. Shuttle services will also be operating between designated hotels and the Summit .

### **Access to Summit Venues**

Access to Summit Venues will be granted to Media Pools only. All members of approved Media Pools will be required to assemble at a meeting point designated by the Manager of the International Media Centre. Media Pools will be required to go through security checks before being escorted to Summit events. At the end of each event, the group will be escorted back to the meeting point. No Pool member will be able to access the venues of the meetings on his/her own, or leave a meeting before it is completed. Further information on Media Pools will be provided in a subsequent bulletin.

### **Channel of the Americas**

Dates and times of the Transmissions of the Channel of the Americas will be provided in Information Bulletin No. 3. Programming will be based on the activities of the Summit, and will include briefings on the Republic of Trinidad and Tobago and the event in general.

ALL forms will be made available at the National Secretariat's website:

[www.fifthsummitoftheamericas.org](http://www.fifthsummitoftheamericas.org)

The contact person at the National Secretariat for all matters related to media is:

**Mr. Felipe Noguera**

**Communications Coordinator**

[felipe.noguera@opm.gov.tt](mailto:felipe.noguera@opm.gov.tt)

## 18. Security

In accordance with the security requirements for hosting the Summit, the Government of the Republic of Trinidad and Tobago has mobilised local, regional and international resources to ensure maximum security for the Summit and all its associated sites and events.

In addition, appropriate close protection arrangements will be in place for individual Heads of State and/or Government and their respective Spouses.

Details of the security arrangements will be communicated directly to the security personnel of participating delegations.

The contact person at the National Secretariat for all matters related to Security is:

**Major Dexter Francis**  
**Security Coordinator**  
[dexter.francis@opm.gov.tt](mailto:dexter.francis@opm.gov.tt)

## 19. Medical Services

The Republic of Trinidad and Tobago has a network of health care services for adults and children. Medical services are available on a 24 hour basis, both at public and private medical facilities. International medical insurance is recommended. Healthcare services, including medication, are provided free of charge at public health institutions. However, healthcare services, as well as medication, at private institutions will be available at a cost to participants.

There will also be medical stations at all Summit Venues and events, with ambulance services available for transport to an appropriate health facility as required. Emergency services will be available at all times.

It is advisable that participants travel with any relevant medical details and medication.

An air ambulance emergency evacuation service will be available.

## 20. Disability Access

The Government of the Republic of Trinidad and Tobago will make the necessary arrangements to facilitate full access for all participants to goods, services and places of interest during their attendance at functions and programmes organised by the National Secretariat.

Hearing enhancement equipment, sign language interpreters, and other accommodation for guests with disabilities will be available for Summit events. Persons who have particular or special needs should contact Ms. Meera Ramesar, [meera.ramesar@opm.gov.tt](mailto:meera.ramesar@opm.gov.tt), at the National Secretariat approximately **one month in advance**.

## 21. Pre-Summit Fora

In the days prior to the Fifth Summit of the Americas, three fora will take place, which will engage private sector organizations, civil society and youth from across the Hemisphere. These fora will run concurrently from April 15-16, 2009 aboard the two Cruise Ships- the **Caribbean Princess** and the **Carnival Victory**.

### Private Sector Forum

The Forum, which will bring together business leaders and investors from across the Americas, has the following objectives:

- promote dialogue on a new competitive agenda in light of the current financial crisis and the uncertain global economic situation;
- review success cases and exchange experiences and ideas on ways for businesses to meet these challenges and remain competitive;
- identify areas for public/private sector partnerships; and
- provide an opportunity for business networking for companies across the Americas.

The contact person at the National Secretariat for all matters related to the Private Sector Forum is:

**Mr. Richard Ramsawak**

**Summit Support Specialist (Private Sector)**

[richard.ramsawak@opm.gov.tt](mailto:richard.ramsawak@opm.gov.tt)

### Civil Society Forum

The Civil Society Forum will bring together civil society representatives and organizations from across the Hemisphere to discuss the issues on the Summit agenda. The Forum has the following objectives:

- Build the capacity for civil society actors to play an increased role in governance and in particular implementing mandates of the Summit; and
- Encourage collaboration among civil society representatives in the Americas.

The contact person at the National Secretariat for all matters related to the Civil Society Forum is:

**Ms. Maxine Harris**  
**Advisor (Civil Society)**  
[maxine.harris@opm.gov.tt](mailto:maxine.harris@opm.gov.tt)

**Young Americas Forum**

The Young Americas Forum will bring together youth from across the Americas in an effort to promote leadership, entrepreneurship, innovation and self-empowerment.

The contact person at the National Secretariat for all matters related to the Young Americas Forum is:

**Ms. Christalle Gemon**  
**Summit Support Specialist (Youth Forum)**  
[christalle.gemon@opm.gov.tt](mailto:christalle.gemon@opm.gov.tt)

**22. Greening of the Fifth Summit of the Americas**

In keeping with the Summit's theme, "Securing Our Citizens' Future by Promoting Human Prosperity, Energy Security and Environmental Sustainability," the Government of the Republic of Trinidad and Tobago is pleased to announce its plan to "Green" the Fifth Summit of the Americas.

Efforts are being made to integrate sustainable development considerations into all aspects of the Summit's operations and decision-making. A "greening" programme is being implemented to reduce large paper trails, encourage recycling and promote environmentally friendly materials for all Summit activities. The programme also includes the use of 100% recycled paper for all working documents, as well as engagement with hotels and Summit Venues to encourage conscientious usage of water and electricity.

The *Delegate's Handbook*, which will be made available at the end of February, 2009 will outline the programme for greening in detail. The Government of the Republic of Trinidad and Tobago invites you, the delegates, to share in the "greening" of the Fifth Summit of the Americas.

## 23. ANNEXES

### **ANNEX A: Provisional Programme for Heads of State and/or Government, or Heads of Delegation - Thursday, April 16 – Monday, April 20, 2009**

#### **Thursday, April 16**

All day **Arrival of the Heads of State and/or Government, or Heads of Delegation**

**Bilateral Meetings and/or Briefing Meetings**

#### **Friday, April 17**

All day **Arrival of the Heads of State and/or Government, or Heads of Delegation**

5:00-6:00 p.m. **Opening Ceremony**

6:00- 7:00 p.m. **Cultural Show**

7:00-9:00 p.m. **Cocktail Reception for Heads of State and/or Government or Heads of Delegation, their spouses and special guests hosted by the Prime Minister of the Republic of Trinidad and Tobago, the Honourable Patrick Manning and Senator the Honourable Hazel Manning**

#### **Saturday, April 18**

8:00- 9:30 a.m. **Bilateral Discussions**

9:30– 12:30 p.m. **Plenary Session I**

12:30 p.m. **Official Photograph of Heads of State and/or Government or Heads of Delegation**

12:30-3:00 p.m. **Working Lunch**

3:00- 5:15 p.m. **Plenary Session II**

5:15- 6:45 p.m. **Plenary Session III**

8:00 p.m. **Official Dinner and Cultural Show hosted by the Prime Minister of the Republic of Trinidad and Tobago the Honourable Patrick Manning and Senator, the Honourable Hazel Manning in honour of the Heads of State and/or Government, or Heads of Delegation, their spouses and special guests.**

**Sunday, April 19**

8:00- 11.00 p.m. **Retreat**

11:00- 12:00 p.m. **Closing Ceremony**

12.15 p.m. **Press Conference**

**Departure of Heads of State and/or Government**

**Monday, April 20**

All day **Departure of Heads of State and/or Government, and Delegations**

## **ANNEX B: Provisional Programme for Spouses**

The Spouses' Programme for the Fifth Summit of the Americas has been designed to provide the Spouses of the Heads of State and/or Government of the Americas with the opportunity to witness the country's innovative path to development and engage in discussions relevant to the development of their own nations.

### **Programme**

#### **Day 1- Friday, April 17**

All day	Arrivals of Heads of State and/or Government and Spouses Piarco International Airport
5:00- 7:30 p.m.	Opening Ceremony Cultural Show
7:00-9:00 p.m.	<b>Cocktail Reception for Heads of State and/or Government or Heads of Delegation, their spouses and special guests hosted by the Prime Minister of the Republic of Trinidad and Tobago, the Honourable Patrick Manning and Senator the Honourable Hazel Manning</b>

#### **Day 2- Saturday, April 18**

8:30 a.m.	Transfer from Port of Spain to Nature Reserve
9:45 a.m.-12:10 p.m.	Informal Retreat
12:10- 12:30 p.m.	Official photograph
12:30-1:45 p.m.	Lunch
2:00-3:00 p.m.	Tour of Nature Reserve
4:30 p.m.	Return to Hotel Hyatt Regency Trinidad
8:00 p.m.	<b>Official Dinner and Cultural Show hosted by the Prime Minister of the Republic of Trinidad and Tobago the Honourable Patrick Manning and Senator, the Honourable Hazel Manning in</b>

**honour of the Heads of State and/or Government, or Heads of Delegation, their spouses and special guests.**

**Day 3 Sunday, April 19th**

- |            |  |
|------------|--|
| 9:30 a.m.  | Port of Spain City Tour                |
| 10:00 a.m. | Guest Speaker & Fashion Show and Lunch |
| 1:30 p.m.  | Return to Hyatt Regency Trinidad       |

## **ANNEX C: Bona Fide Guidelines for Media Representatives**

1. To be accredited to the Fifth Summit of the Americas, media representatives must provide a letter of assignment from a recognized news gathering organization and complete the online accreditation form.
2. The form must be completed and signed by news agency manager.
3. Forms must be mailed to the National Secretariat Communications Unit with appropriate requested photos (name printed on back of photo) to the Media Accreditation Coordinator (Mr. Wayne Ngui, [wayne.ngui@opm.gov.tt](mailto:wayne.ngui@opm.gov.tt) ).
4. Applications for accreditation are submitted with the understanding that accreditation shall be granted at the sole discretion of the National Secretariat for the Fifth Summit of the Americas.
5. Information requested on the accreditation form is provided on a voluntary basis and will be used to determine whether or not the applicant is eligible to obtain accreditation. Should the applicant refuse to provide information requested, accreditation cannot be granted.
6. Applicant must consent by signing their completed form to undergo criminal/security check.
7. Private interest organizations personnel, government officials and observers will not be accredited as media representatives.
8. Applications submitted after the published due date may not be accepted.
9. Applicants will be notified by e-mail or fax of accreditation refusal or acceptance with a general statement **only** by Media Accreditation Coordinator.

10. Once accepted the applicant will be provided with specific details by which he/she must confirm personal arrangements for accommodation using their own credit card.

**Time line/deadlines for media accreditation forms**

1. All forms and guidelines will be posted on the web site, [www.fifthsummitoftheamericas.org](http://www.fifthsummitoftheamericas.org) by February 5, 2009
2. Deadline for receipt of Media Accreditation forms is March 25, 2009
3. Reminder will be posted on website on March 1, 2009
4. Badge distribution will begin on April 13, 2009

## ANNEX D: Telecommunication Services Offered by TSTT

### Commercial Direct Lines

There will be four types of direct commercial lines available for Delegations:

1. *Commercial direct line charged to a TSTT account - (Existing Customers)*

For those clients who are existing customers with a recurring monthly bill from TSTT, the contract, rental, measured service, and long distance expenses of the services requested during this event will be charged through the existing monthly bill. The long distance fees are set according to the contracted discount plan.

All Rates quoted in Trinidad and Tobago Dollars

Service	One time Installation Charge	*Monthly Rental
Direct line	\$419.00	\$203.55
Trunk line	\$419.00	\$304.75

Note: \*This does not include additional special features which attract an additional cost.

2. *Commercial direct line charged to a credit card- (New Customers)*

For clients who do not have a monthly contract with TSTT, pricing includes:

- Commercial line;
- Internal wiring;
- Service rental during the event; and
- Equipment.

All Rates quoted in Trinidad and Tobago Dollars:

Service	One time Charge – includes installation & rental
One temporary direct line	\$826.85 ( Payable in advance)

Note: Long distance phone calls, along with the measured service calls, will be charged according to usage.

3. *Pre-paid calling cards for use with fixed lines*

Pre-paid cards to facilitate both local and international calls from a fixed line or public phone are available for purchase throughout the country. “Companion” calling cards for overseas calls to any part of the world may be purchased at various locations, including Piarco International Airport, **bmobile** stores, and selected hotels.

4. *Pre-paid Fixed Line Services – New and Existing Customers*

Upon request, TSTT will accommodate and install fixed lines to facilitate the receipt of all incoming calls whilst restricting outgoing calls with the use of pre-paid cards only.

For any additional telecommunications services which are not covered in this document, please contact TSTT at: 1-868-800-TSTT or via email at [tstt\\_service@tstt.co.tt](mailto:tstt_service@tstt.co.tt)

### Internet Access

TSTT will make multiple modes of Internet access available to Delegates.

1. *Basic Dial-Up Access*

Internet access service through a direct commercial phone line, using a personal code assigned when the service is contracted.

This is charged at per minute usage rates and requires no account registration with TSTT.

2. *Broadband Access*

Fixed broadband service (BLINK Broadband) is available where an existing or temporary fixed line connection is available. The following speeds and prices apply:

All Rates quoted in Trinidad and Tobago Dollars

Speed	Rental
1Mb	\$1,249.00
1Mb (synchronous)	\$1,799.00
2Mb	\$2,099.00
3Mb	\$2,399.00
4Mb	\$2,599.00
6Mb	\$4,793.62

This service includes a permanent broadband Internet connection with dual functionality. One phone line allows for simultaneous Internet and voice access. Toll charges are only applicable for voice calls placed, as there is no toll charge associated with connections to the Internet.

3. *Mobile Wireless Broadband*

Mobile Blink Broadband or “Blink On-The-Go” will allow for wireless broadband mobility.

All Rates quoted in Trinidad and Tobago Dollars

Service Description	
Monthly Allowance Mega Bytes (Mb) /month	2000 Mb
Mega Byte rate (Mb) after Allowance	\$0.40
Activation Fee	\$600.00
Modem Fee	\$1,200.00

4. *WiFi*

Visitors with compatible WiFi enabled devices including mobile phones will be able to access WiFi services wherever signs display that it is available. Usernames and passwords will be made available to Delegates prior to the Summit via the National Secretariat, or users can access the service via an open network.

The same username and password will be used at all TSTT powered WiFi hotspots for the added value of a roaming experience.

TSTT will establish WiFi hotspots in several restaurants, hotels, clubs, guest houses and other businesses, which may be frequented by the Delegates and support staff, so that wireless broadband coverage will extend beyond the core conference areas.

The WiFi standard available is IEEE 802.11 B and G.

For any additional telecommunications services which are not covered in this document, please contact TSTT at: 1-868-800-TSTT or via email at [tstt\\_service@tstt.co.tt](mailto:tstt_service@tstt.co.tt)

**Mobile Services**

1. *Roaming*

TSTT currently operates a mobile network under the *bmobile* brand, with GSM service on three bands, 850/1900/1800 MHz, as well as limited voice international roaming service on a CDMA 850 network. To facilitate seamless accessibility for the participants of the Fifth Summit of the Americas, TSTT has roaming partnership agreements with 302 GSM carriers, as well as CDMA carriers.

These partnerships/agreements will facilitate inbound roaming for the participants of the Fifth Summit of the Americas allowing for Delegates’ ease of access with their own mobile handsets operating on either of these frequencies. Access to mobile Internet, blackberry services, voice calls or any other mobile service will be available island wide. However, for participants who prefer not to use the roaming

facility, TSTT will allocate a free bmobile GSM SIM card for use in Trinidad and Tobago. (Please note that Delegates accessing the GSM SIM card must be in possession of an unlocked GSM handset.)

Additionally all delegates for the Fifth Summit of the Americas will be provided with a bmobile voucher which will enable them to obtain free GSM SIM cards preloaded with mobile airtime. This GSM SIM card will be valid for the duration of one month. The bmobile vouchers will be distributed via packages made available through the National Secretariat.

2. *On-Site Telecommunications Centre for Delegates*

To maximize productivity during the conference, TSTT will facilitate on-site assistance for the following mobile services:

- Sale of GSM mobile handsets;
- Sale of GSM prepaid SIMs (for persons wishing to obtain their personal SIMs after the event);
- Sale of GSM mobile airtime; and
- Sale of prepaid calling cards.

A Telecommunications Help Desk at the International Financial Centre will also be manned by TSTT staffers to assist with any technical issues Delegates may have.

3. *Pre-paid cards for mobile telephones*

Visitors may access mobile services via the purchase of GSM Pre-paid mobile airtime cards. With prices ranging from \$5.00 to \$575.00 Trinidad and Tobago Dollars, (VAT exclusive), these can easily facilitate the needs of all Delegates.

The respective airtime bundles are outlined below:

Cost of Airtime (TT\$)	Airtime in (minutes)	Price per min(TT\$) Local voice calls)
TT\$ 5.00	Avg. 5 minutes (local voice calls)	\$1.00 per minute
TT\$575.00	Avg. 575 minutes (local voice calls)	\$1.00 per minute

TSTT (bmobile) rate for Local calls (TT\$)

Plan	Voice Day	Voice Evening	Voice Weekend	SMS to Bmobile	SMS to Other networks
Conference Plan	\$1.00	\$1.00	\$1.00	\$0.30	\$0.50

The voice rate applicable after the first 3 minutes is \$0.50 including calls within the bmobile network, as well as to fixed lines and other local mobile networks. This rate is VAT exclusive.

TSTT (bmobile) rate for International calls (TT\$)

Description	(TT\$)	(TT\$)	(TT\$)
Destination	Day	Evening	Weekend
USA, Canada, UK & Ireland	\$1.25	\$1.00	\$0.50
Caribbean, Venezuela & India	\$1.50	\$1.00	\$0.75
Rest of the World (See exceptions in Notes 2 below) *	\$2.50	\$2.00	\$1.50

Notes:

International calls terminating on mobile phones attract a surcharge of \$1.00 per minute except for mobile phones with receiving party pays plans such as in the USA or Canada.

A \$6.00 per minute charge is applicable to the following countries: Antartica, Ascension, Christmas & Cocos Keeling Islands, Comoros, Cook Island, Cuba, Falkland Islands, Greenland, Guinea Bissau, Kiribati, Nauru Island, Niue Island, Norfolk Islands, Papua New Guinea, Sao Tome and Principe, Solomon Islands, Somalia, St Helena, Tokelau, Tuvalu, Vanuatu, Wallis and Futuna.

All rates are VAT exclusive

#### 4. e-Store and Special Packages

TSTT will have an exclusive website ([www.tstttntconferences2009.co.tt](http://www.tstttntconferences2009.co.tt)) to allow for easy access to information on telecommunications services as well as a special E-store.

The website will facilitate online access to conference packages for Delegates and media personnel attending the Fifth Summit of the Americas. The Conference package includes the following:

- Sale of GSM mobile handsets, GSM prepaid SIM cards and mobile airtime inclusive of international rates and local rates;
- Delivery service of conference packages to respective hotels or arrangements for collection at ports of entry (Airport/Seaport) or at the Conference location (IFC building);
- Full details on all bmobile services offered including roaming and other mobile data services; and

- An interactive map outlining the major routes from Airport / Seaport to other delegate areas of interest such as major participating hotels, bmobile stores and top-up locations along this route.

### **Customer Service and Support**

The following support services will be in place before the start of the Summit in order to ensure that Delegates are able to have seamless access to telecommunications services and full service support:

1. *On-site Services*

Trained telecommunications resource personnel will operate at key conference facilities. These Customer Service Representatives (CSRs) will address all customer enquiries as they relate to TSTT’s products and services and will be fully supported by a dedicated technical team.

2. *Customized Help Access Number*

TSTT will have a customized number available for quick and easy access to our services. This number is 1-868-800-TSTT. The number will be fully manned from 8.00 a.m. to 4.00 p.m. daily for the duration of the Fifth Summit of the Americas.

3. *Multilingual Menus*

For ease of access TSTT will provide multilingual menu options for all its services in the week prior to and during the Conference.

4. *Technical Support*

Back office support will operate 24 hours per day and as such be able to provide all services after on-site locations have closed.

5. *Interpretation Services*

From the week prior to the Conference, interpreters will operate from all key customer service touch points to facilitate exchanges with CSRs. These interpreters will not only be deployed on-site but will also be co-located with our Directory Assistance, Mobile, Internet (Wired and Wireless) and Overseas Operator Services staff in the event that a Delegate or guest decides to use any of these services.

### **Other Telecommunications Services**

For telecommunications services, which are not specifically covered here, please contact Telecommunications Services of Trinidad and Tobago – TSTT.

CONTACT US	
Telephone	1-868-800-TSTT
Email	<a href="mailto:tstt_service@tstt.co.tt">tstt_service@tstt.co.tt</a>
Website	<a href="http://www.tsttntconferences2009.co.tt">www.tsttntconferences2009.co.tt</a>

NOTE: The business arrangement between any telephone service provider and the member Delegations is the direct responsibility of both parties.