

Draft Minutes of 34th Annual General Meeting
Tuesday 6th February 2018
Co-hosted by TSTT
Hyatt Regency, Trinidad & Tobago

The 34th Annual General Meeting commenced at 1.22pm.

In attendance were:

Directors

Mr. Julian Wilkins	-	Chairman - Digicel, Trinidad & Tobago
Mrs. Helma Etnel	-	Treasurer - Telem Group, St. Maarten
Mr. Charles Carter	-	Director - TSTT, Trinidad & Tobago
Mr. Lyrio Gomez	-	Director – UTS, Curacao
Ms. Opal Neil	-	Director - Cable & Wireless Communications
Ms. Melesia Sutherland	-	Director- Cable & Wireless Antigua & Barbuda Ltd.
Mr. Delreo Newman	-	Director - Guyana Telephone & Telegraph
Ms. Corinne Philip	-	Director - Digicel, Turks & Caicos Ltd.
Mrs. Teresa Wankin	-	Secretary General - CANTO

Excused

Ms. Rochelle Cameron	-	Vice Chairman - Cable & Wireless Grenada Ltd.
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Full Members Present

There were thirteen (13) members present:

1. Aliv
2. Antigua Public Utilities Authority (APUA)
3. C&W Antigua & Barbuda
4. C&W Communications, USA
5. C&W Grenada
6. Digicel, Trinidad & Tobago
7. Digicel, Turks & Caicos
8. GT&T, Guyana
9. SETAR, Aruba
10. TELEM, St. Maarten
11. TELESUR, Suriname
12. TSTT, Trinidad & Tobago
13. UTS, Curacao

Members Represented by Proxy Holders

There were twenty-six (26) members represented by proxy:

1. Caribbean Cable Telecommunications
2. Belize Telemedia Limited
3. BTC Bahamas
4. C&W, Anguilla
5. C&W, Barbados
6. C&W, Dominica
7. C&W Flow TCI
8. C&W, Jamaica
9. C&W, St. Kitts & Nevis
10. C&W, St. Lucia
11. C&W, Turks & Caicos
12. C&W, St. Vincent
13. Digicel, Anguilla
14. Digicel, Aruba
15. Digicel, Bermuda
16. Digicel Bonaire
17. Digicel, BVI
18. Digicel, Cayman Islands
19. Digicel, Dominica
20. Digicel, Jamaica
21. Digicel, Haiti
22. Digicel, St. Kitts & Nevis
23. Digicel, St Lucia
24. Digicel, St. Vincent & The Grenadines
25. Guyana Telephone & Telegraph
26. Speednet Ltd Belize

Call to Order & Welcome

The Chairman, Mr. Julian Wilkins welcomed all present to the 34th Annual General Meeting on behalf of the Board of Directors and the Secretariat.

The Chairman reported that the Notice of the 34th Annual General Meeting was circulated on 20th December 2017 and proposed such as being read by all members in attendance. Members in attendance were reminded that only Full Members were entitled to vote and hold office in the Association. Any member in arrears for more than six months was not considered financial and therefore the directors may order the name be struck off the list of members whereupon that member

shall cease to be a member of the Association. The Secretariat had informed the members whose subscription payments were not up to date; however, the Chairman advised that these members will be entitled to vote as the Board of Directors had not struck any organizations off the list of membership.

He noted that several Directors were present at the AGM meeting and introduced each to the membership. He further reported that Ms. Rochelle Cameron sent her apologies and regret that she could not be present.

Introduction of Directors

Directors at the Head Table: Mr. Julian Wilkins, Chairman (Digicel Trinidad & Tobago); Mrs. Helma Etnel, Treasurer (Telem Group) who was asked to sit as Vice Chair in the absence of Ms. Rochelle Cameron and Mrs. Teresa Wankin, Secretary General of CANTO.

Present at the Meeting: Mr. Charles Carter, Director, (TSTT), Mr. Lyrio Gomez (UTS), Ms. Melesia Sutherland, Director (C&W Antigua & Barbuda); Ms. Opal Neil, Director (C&W Communications Ltd); and Mrs. Corinne Philip, Director (Digicel Turks & Caicos)

Meeting Quorum

In accordance with the By-laws a quorum was established for the commencement of the meeting. The Secretary General announced that there were thirteen (13) full members present and twenty-six (26) full members were represented by proxy amounting to a total of thirty-nine (39) members representing 89% of the membership.

ITEM 1: Confirmation of Minutes

The Chairman advised all present that they would have received the minutes of the 33rd Annual General Meeting and as such it was taken as being read. He then asked if there were any amendments to the text. With there being none, he moved a motion to confirm the minutes of the 33rd AGM. On a motion moved by UTS, Curacao and seconded by TSTT, Trinidad & Tobago; the minutes were approved as presented.

ITEM 2: Matters Arising from the Minutes

The Chairman opened the floor to members for questions and matters arising. There being no questions or matters arising, this Agenda item was closed.

ITEM 3: Presentation of Committee Reports

1. Disaster Risk Management Committee

The Committee Chair, Ms. Heather Wallen-Bryan reported on 2018 Activities of the committee as follows:

- **Monthly Meetings**

- **Supported CDEMA's 2017 Hurricane Restoration efforts**
- Digitized DRM Response form
- Developed Draft CANTO DRM Plan (for approval by the board)
- Completed Hurricane Simulation
- Facilitated Review of ECLAC's Report on Strengthening cooperation between telecommunications operators and national disaster offices in Caribbean countries (booklet distributed at the conference)
- BCM Training in Jamaica support was not successful and was deferred to this meeting

In closing, the Chair invited the membership to join the DRM Committee, informing them to contact Mrs. Gail Edwards of the CANTO Secretariat via email gedwards@canto.org.

Director Sutherland congratulated the Disaster Relief Management Committee for a phenomenal job in increasing the support of CANTO throughout the region, after the latest hurricane season, having team assessing damages and working with CDEMA; noting that this was a great achievement.

2. **Financial Advisory Committee**

The Chairman, Mr. Denelle Richards introduced the core members of the committee and reported that the responsibilities of the FAC are to advise the Board on the Financial Operations and to:

- Review annual reports, including the budget
- Identifying any new investment opportunities
- Ensure the internal controls are adequate to safe guard the assets
- Work with the different committee to increase revenue and cash flow
- Recommend new sources of funding
- Working with other committees to increase revenue and cash flow

Recommendations for Revenue Increase

- Collaborative efforts between committees to facilitate new revenue generating ideas that could compliment both the AGM and Annual Conference.
 - E.g. Regulatory Session, Disaster Preparedness, Certified Technical Training in IT related topics, Cyber Security, Spectrum, Fiber Optics etc.
- Working with other committees to increase the revenue

Debt Collection

- Delinquent Members and Non-Members
 - Accounts receivables for Sept 2017 amounted to \$809,226

- A comprehensive collections strategy should be implemented to address the outstanding arrears
 - A new strategy will allow CANTO to pursue delinquent accounts that exceeds 90 days in arrears.
 - The possibility of employing a diligent temp staff to assist the Finance Manager with the contacting of delinquent members.

Balance Sheet :

- Collection of accounts receivable needs continues attention
- The organization has no long term liabilities
- CANTO’s Liquidity position is healthy

Income statement

- Continuous monitoring of Exhibitor’s Income.
- New income generating ideas are needed to maintain growth.
- Maintenance of expense control.

In concluding his presentation, the FAC Chair reported on the need to get controls in place to safe guard assets and reiterated the need to collect accounts receivable in order to prevent future bad debts. He reported that the liquidity is healthy, there are no long term liability which is a good position, noting and it is imperative to monitor exhibition income and review generating ideas to ensure there is growth in order to withstand future expenses.

3. Marketing and Communications Committee

Committee Chair, Joseph Samuel introduced core members and reported as follows:

Meetings and Committee Challenges

- The devastating impact of the 2017 hurricane season contributed to a decline in meetings over the past 6 months – remained in contact with the representative from the Secretariat
- There were, however, meetings and other forms of communication when necessary between the chairman and the Secretariat representative on the MCC
- Meeting participation continues to be a challenge. Need significantly more active participants to execute plans

Current Initiatives

Changes to the Silent Auction:

In the interest of full disclosure and transparency it proposed the Silent Auction now be an open event to take place at a set time and date during the 2018 Conference in Panama

Competitions:

CANTO & PIEDATA Hackathon: Proposed cost reduction by redesigning the competition.

WTISD Video Competition:

Proposing change to competition timeline to the period September – December 2019 and extend participants between ages 13 – 21; announce winner at CANTO 2019 AGM; distribute prizes at 2019 Conference , will be launched in the near future.

CANTO Innovation Awards 2018

- The launch of the Annual ‘CANTO Innovation Awards 2018’
- Biennial event commencing Conference July 2018
- Celebrate members that demonstrate excellence and innovation in service creation and delivery
- **Key Dates:**
 - Deadline for Entries: 15thMay 2018 11:59 AST
 - Presentation of Awards: 24th-July 2018, Panama
- Information will be placed on CANTO’s website

Improving CANTO’S visibility

1. Utilize and hold MCC Liaison personnel in each member territory accountable for the following:
 - ❖ Public announcements of CANTO Competitions, Achievements and other news worthy notifications – this is still not reaching out to the membership
2. CANTO Board Members and Secretary General to assist in the following:
 - ❖ Visiting with CEOs of member organizations (advance the work of CANTO)
 - ❖ Visiting with as many CEOs of operators in countries hosting CANTO events
 - ❖ Visiting with CEOs of companies attending global events

In closing he explained the product life cycle of CANTO indicating that CANTO is in a place where its product life cycle is in its maturity stage, after maturity there was a decline and certain areas needed to be improved or extend the benefit of the members. He emphasized on the need to look at ways to improve our service to members and improve our product. He indicated that growth was experienced from where it started and has plateau somewhat, noting this is our profile. He reported that on need to find an extension to our product, suggesting that to add value, the following strategies are proposed:

1. Adding value – add new features to the current product – requires how this to be done, produce questionnaire for each member, ask how it can be improved
2. Explore New Markets – try selling to new markets/industries (open market not limited to telecoms, explore interest eg. Airlines, Health, Aviation& hotel industries.)
3. Price Adjustments – to be more attractive to members and prospective members
4. **Regulations Committee**
 The Committee Chair, Ms. Melesia Sutherland, reported that the overall mandate of CANTO is Lead, Engage and Advocate, indicating that this is what the regulations committee has taken on as its broad mandate. She took the opportunity to remind the membership of the Terms of Reference of the Committee are:
 1. To keep abreast of developments in member countries
 2. To prioritize issues and concerns of members related to regulatory developments and emerging technologies
 3. Develop CANTO's position on emerging issues for approval by the Board
 4. Identify areas for capacity development

The members were invited to join the committee. The Committee Chair then introduced the core members of the committee and asked them to stand.

She reported the committee activities from 2017 as outlined on screen in her presentation will be continued for 2018

Committee Activities 2017

- Prepared discussion paper on Universal Service Funding regarding the increase in funding from operators being contemplated by ECTEL. Addressing the status of use and accountability of these funds.
- Partnering with CTU to make our voices be heard on Net Neutrality for Creation of level playing field for OTTs and traditional telecommunication providers.
- Developed a response and participated in ITU Open Forum, paper prepared entitled: CANTO Response to Public Policy Considerations for OTTs- ITU
- Paper prepared Titled: Towards a Better Understanding of the Regulatory Response to Cybersecurity on the Telecommunications Industry in the Caribbean

2018 Committee Activities:

Universal Service Funds

- Update members on the proposed increase of USF by ECTEL for operators
- Develop an agenda and advocacy plan to address the increase of funds by ECTEL

- Update universal services paper with latest development
- Encourage members who are affected and has an interest in this area to come on board to develop a position to advocate in their respective countries

Net Neutrality/Open Internet

The Chair reported that, the major discussion at the forum at the AGM is the FCC issue on Net Neutrality paid prioritization. Noting that the problem in the Caribbean and USA is that the OTTs online platform (Netflix, WhatsApp, Facebook etc) do not pay to use the operators' network as such, there is no reason for the Caribbean to invest in their network.

The committee outlined the areas on Net Neutrality/Open Internet as activities for 2018:

- Develop a platform on paid prioritization which the FCC has implemented to take to the regulators
- Discuss ways of doing things to become acceptable and allow Caribbean operators to invest in their network for better quality of service for the region

WRC 2019

The Committee Chair reported that this item will be included in our activities for 2018. She emphasized

that the region needs more spectrum and broadband for mobile services, indicating that this an interest for the development of the Caribbean region. CANTO will be partnering with CTU to make its voices be heard at this forum. Members who are interested in any particular matters were encouraged to be part of this meeting and to liaise with regulators and other interested parties to advance the development of the telecom sector in the region.

In closing the Chair remarked that where they find a platform they would continue to advocate on behalf of the members. She urged members to work with the committee if they are to progress and called on representatives from Internet Society – Shernon Osepa; UTS – Lyrio Gomez; APUA – Francois Sutton; SETAR – Suzanna Maduro to join or send people to work with the committee to progress the work of the telecom operators of the region. She also reminded the members that CANTO presented a position paper at ITU's Open Consultation on OTTs in August 2017.

5. Corporate Social Responsibility Committee

The Committee Vice Chair, Mr. Gervon Abraham, was excused, Ms. Jennis Asraf assisted in the presentation on his behalf. She reported on the committee major concerns/suggestions:

- Found that visibility among the membership is an issue
- Need to maximize exposure and benefits of each other experience
- Challenges in sharing of information
- Increasing committee members
- Pay attention to person with disabilities, what we can do as operators to give back to the community as this a one way to get exposure
- Improve the lives of the community
- Work on a proposal on funding, where to get the funds from

- E Waste Management – as key players how do we discard and be responsible to clean our environment and give back to the community
- Conduct regional survey and get commitments
- Green Heritage foundation to get more out of these programmes
- Possible looking at name change to get more boost
- Produce movie with persons with disabilities to get exposure, this will help to get exposure for CANTO as well as the company involved

Major Activities for the last six months

- Tabulation and summary of Survey results from CANTO AGM

Activities over the next six months

Persons with Disabilities

- * Prepare Proposals: TATT to explore funding possibilities. IDB.

Take Back Program

- * Engage Heather Wallen-Bryan (C&W) on Jamaican model. Look for learnings and share with membership.
- * Conduct regional Survey to establish baseline data (use CANTO to engage CEO's)
- * Engage S.G. on Green Fund.

Increase membership

- * ID. TT members and reps
- * ID. All Canto members and reps
- * ID all Affiliates and reps
- * Are there Other avenues via CANTO for Engaging persons
- * Get New Ericsson Rep.

Generate New Projects

- * Use Survey results to have ideas of existing projects.
- * Reach out to members to see what is going on
- * Collaborate on existing and new Project
- * Do a project in Panama
- * Telesur Project - Movie

Increase Awareness

- * Use Cancion and create new avenues on Social media for sharing CANTO projects.
- * Telesur Projects 1 & 2.
- * Share TSTT PAVI project
- * Whatsapp group
- * Monthly Blast

6. Technology Trends Committee

A video presentation was done by Geraume Bor

Activities of the Committee

- 1) Draft/Complete White paper about the method of assessing Internet of Things for approval by the CANTO Board
- 2) Draft/Complete White paper FIBER vs. WIRELESS
- 3) Blog and Collaboration platform to be developed include:
 - Meetings, ie. Calendar, agenda, notes submitted documents / central place to share information
 - Project & Discussion forums
 - Shared Documents
 - News, updates & notifications
 - Site search

ITEM 4: Secretariat Report 2017

The Secretary General reported that the Secretariat Report was circulated to members via the 2017 Annual Report and assumed it as being read. The Secretary General reported that she will present an abridge version of her report highlighting the main areas as follows:

1) What We Have Done in 2017

- **33rd Annual General Meeting, Curacao – January 2017**
- **Secondary Schools ICT Exposition, Trinidad and Tobago– May 2017**
 - A Corporate Social Responsibility Project with TSTT, to promote awareness of Careers in ICT to children in underserved communities.
 - Software Competition among secondary school students in CANTO member countries
- **Speaking engagements and attendance at regional and international Forums**
 - Puerto Rico, Mexico, Columbia, Korea, MWC Barcelona, MWCA California
- **32nd Annual Conference & Trade Exhibition, Dominican Republic – July 2017**
 - Promotion of technical content and cutting-edge technology for all telecom stakeholders in the region
- **CANTO/Domus SemoSancus/PiedataHackathon - July 2017**
 - Actively engage the youths to ensure that CANTO reach this stakeholder group
 - Promote the app Sonar
 - Caribbean Women in ICTs (CWIC) – Empowering Women Through ICTs – July 2017

- 10th Annual HR Forum – July 2017
- 3rd Annual Marketing Forum – July 2017
- DRM Collaboration with disaster stricken members – Sept, Oct, Nov, Dec 2017
- Member visits – November 2017
- CANTO/Domus SemoSancus/PiedataHackathon - July 2017

2) **Our Commitment to You**

1. **Re-engage the membership**

- Dialogue with members to ensure that we are meeting the needs of the membership
- Address the concerns of the Associate Membership

2. **Expand the membership base**

- Expand to Latin America

3. **Align the delivery of services to membership needs**

- Implement the recommendations from surveys carried out in 2017

4. **Establish and Maintain Relationships with Regional & International Organizations:**

- Internet Society, ICANN, LACNIC, Basel Convention, CARICOM

3) **How Will We Do This:**

1. **ENGAGE**

- Improve the value proposition to attract all ICT business in the region
 1. **Revitalize the Working Committees of the Board**
 2. **Redefine the Exhibition Hall**
 3. **Embrace other Industries**
 - **MoU with CARILEC**
 - **Cybersecurity Workshop with Internet Society**

2. **LEAD**

- Improve Governance and Administration
 1. **Conduct Governance and Administration**
 2. **Identify leadership and succession planning**
 3. **Introduce New Forums**
 - **CEO's Roundtable**
 - **Women's Forum**
 4. **Keep the lines of communication with all stakeholders open**

3. **ADVOCATE**

- Increase Visibility and Influence of CANTO
 1. **Raise the profile of the Association**
 - **Attend and speak at industry events**
 2. **Expand outreach programme through social media.**
 - **Engage the youths – Hackathon that is ongoing**

- **Embrace young Animators**
- 3. **Create and Maintain Strategic Alliances**
 - **CARILEC – Electricity Sector**
 - **Commonwealth Telecommunications Organization**

4) What We Will Deliver in 2018

1. **34th Annual General Meeting, Trinidad & Tobago – February 2018**
 - Expanded the activities to give more time to mini exhibition and committee meetings and the inclusion of more technical content. New Committee Meeting Format
2. **Girl's in ICT Day, Regional Celebrations – April 2018**
 - Promote event in all CANTO member countries
 - Deliver ICT Expo for Secondary Schools in Trinidad and Tobago
3. **CANTO Collaboration Platform April 2018**
 - Blogging and Collaboration space on the CANTO website to encourage dialogue
4. **DRM Hurricane Awareness Exercise May 2018**
 - CANTO members and stakeholders will benefit from an awareness & promotion Program that outlines the various stages in the preparation for and response to Hurricanes
5. **34th Annual Conference & Trade Exhibition, Panama City– July 2018**
6. **Implement the recommendations from the Surveys Vendor Supplier Marketplace July 2018**
 - CANTO Vendors/Suppliers area to promote companies, products and Services
 - This will add value to members, governments and even regulators
7. **Laureate Partnership**
 - CANTO members have discounted access to universities - Walden; University of Liverpool and Roehampton

8Publications

- Cancion Magazine (published every quarter)
- Readership base of over 10K
- CANTO Connect Newsletter (published every 6 weeks)
- Annual Directory – Annually
- BNamericas - Weekly

It's A Partnership

- Our success as an association is directly linked to your active participation in CANTO. In order for us to align the delivery of our services to properly serve the membership we need to hear from you.

Tell us what you want from us through the following:

- Working committees of the Board
- Evaluation Forms
- CANTO website
- Direct contact with the Secretariat

In closing the Secretary General asked members present to complete the 2018 AGM evaluation for use in the assessment of the work of the Secretariat

The Chairman then ask the members if there were any questions to the report as presented, there being no questions, the Chairman then put the following resolution to the meeting: **Be it resolved that the Secretary General's Report for the year ended 30thSeptember, 2017 be received and adopted.** The report was accepted on a motion moved by APUA and seconded by SETAR which was carried unanimously.

ITEM 5: CHAIRMAN'S REPORT 2017

The Chairman handed over the proceedings of the meeting to Mrs. Helma Etnel, in her role as Acting Vice Chairman. The Chairman was then introduced and invited to present his report.

The Chairman reported the year 2016/17, was a significant one and a turning point for CANTO. He noted that after three years of deficits the organization made a net surplus, thanks to the hard work and dedication of the CANTO Secretariat.

The organization continued in its advocacy role and focused on collaboration with Caribbean ICT stakeholders. Together with the Caribbean ICT Collaboration Committee (CICC), the Association played a significant role in working on key topics including Net Neutrality, Over the Top players, Roaming Charges and incentivizing Broadband. Indicating that they must persevere in pursuing their collaboration goals as success in this area would reap tremendous benefits for the Caribbean citizens.

The 33rd Annual CANTO Conference and Exhibition was held in July 2017 at Punta Cana, Dominican Republic. The feature address was delivered by the Prime Minister of Antigua & Barbuda, the Honorable Gaston Browne. More than ten ICT Caribbean Ministers attended the Conference where they engaged delegates and participated in two Ministerial panels covering a wide range of key issues for the industry. Over forty-five regulators were also in attendance including most network operators and suppliers within the region. This demonstrated CANTO's key role in facilitating an event for all the various ICT stakeholders in the Caribbean. The Association also had the honour of hosting Rachael Bender, the Federal Communications Commission Legal advisor to the Chairman, as the feature speaker at the event. The FCC Senior Management team was also in attendance.

In January 2017, at the 33rd AGM in Curacao, Delreo Newman representing GT & T, Guyana was elected to the Board. The Vice Chair, Leon Williams, after many dedicated years of service to CANTO stepped down from the Board. As a Board member, Vice Chair and also Chairman of CANTO over a number of years, Leon served with distinction. The Board of Directors wished Leon every success in his future endeavors and sincerely thanked him for his contribution to the CANTO organization.

The Chairman also congratulated Rochelle Cameron, representing Cable & Wireless Grenada. Ms. Cameron was elected as Vice Chair at the 2017 AGM in Curacao. The chairman further stated that it had been a pleasure to work with Ms. Cameron and all the CANTO Board members throughout 2017.

In 2017 the Board of Directors held four meetings where discussions on the business of the Organization focused on the overall performance of the Secretariat. The continued focus throughout the year had been to bring more value to the membership and to strive for good corporate governance.

He reported that the Association is in the process of implementing a new strategic plan for the organization: Lead, Advocate and Execute. Going forward, Corporate Governance will be a key factor in their strategic plan.

Following on from a successful conference in the Dominican Republic, the goal of the Secretariat is to continue to improve the AGM, Conference and Exhibition. In this way they intend to maintain their number one position as the premier Conference and Trade Exhibition in the Caribbean.

In 2018 CANTO will continue to Lead, Advocate and Educate the Caribbean ICT industry. With greater focus on deliverables from the working committees, they must seek new ways to maximize value to the membership in the ongoing service to the full and affiliate members.

In closing, the Chairman extended God's blessings for the New Year.

ITEM 6: Presentation of Audited Financial Statements - 30th September, 2017

Mrs. Helma Etnel, Treasurer, was invited to present the Audited Financial Statements as reported in the Annual Report. She reported on:

Balance Sheet

Current Assets increased by \$94,000, cash also increased by \$76,000. Non Current assets increase by \$79,000 due to revaluation of the building.

Total income in 2017 was US\$1.3m, an increase of US\$79,481 as compared to previous year. The main reasons for the income increases are Membership growth, advertising and conference revenue

The Treasurer stated that she wishes to see more booths and registration this year.

Administrative Expenditure and Operating expenses increased, due to hiring of sales staff
The Treasurer noted overall that expenditure is being managed. The Association can pay its debts and its finances are strong.

The Secretary General then read the following resolution to receive and adopt the Financial Statements. **Be it resolved that the Audited Financial Statements for the year ending September 30th, 2017 be received and adopted.** Digicel Jamaica moved that the resolution be accepted and was seconded by Guyana & Telephone & Telegraph. The motion was carried unanimously.

ITEM 7: Auditors Report for the year ended 30th September 2017

The Chairman invited Ms. Camille Providence of PKF to read the Auditors' Report. Ms. Providence informed the membership of the new method of reporting and that it was adopted in accordance to the new Accounting Standards and Interpretations.

The Secretary General then read the following resolution to receive and adopt the Financial Statements. **Be it resolved that the report of the Directors and Audited Financial Statements for the year ending September, 30th 2017 be received and adopted.** UTS, Curacao moved that the resolution be accepted and was seconded by C&W Antigua & Barbuda. The motion was carried unanimously.

ITEM 8: Resolution to Appoint Auditors 2017/2018

The Chairman invited the Secretary General to read the resolution to appoint PKF as Auditors for the year ending 30th September, 2017. **Be it resolved that PKF be reappointed as the Auditors and that the Directors be authorized to fix their remuneration for the ensuing year.** The Chairman then invited a proposer and a seconder to the resolution. TSTT moved that the resolution be accepted and TELESUR seconded the motion. The motion was carried unanimously.

ITEM 9: Presentation of the 2017/2018 Budget

Mrs. Helma Etnel presented the 2017/2018 Budget to the members and reported on the following:

Income Statement

Total Income	- \$1.3M, (increase)
Expenditure decrease	- \$74,000 compared to 2016
Surplus	- \$35,000

Income Key Points

- Membership Growth (7 new Affiliate members)
- Annual Conference to be held in Panama
- AGM in Trinidad & Tobago (hosted by TSTT)
- Sales & Marketing Push into areas that fell behind in 2017

Expense Key Points

- Annual Conference to be held at the Hard Rock Hotel in Panama
- AGM in T&T
- Other costs stable

Focus Areas:

- Increase Advertising
- Increase Sales
- Increase registration & Exhibition

Summary

- Surplus Budget of \$25k
- Dependence on Conference success remains. Key thought for strategic outlook.
- Membership Fees important contributor
- Expenditures targeting important need areas to accomplish annual goal.

The Chairman proposed the resolution that the Budget estimates for the year 2018 as approved by the Board of Directors and presented by the Treasurer, Mrs. Helma Etnel; be received and adopted. Cable & Wireless Communications moved that the resolution be accepted, and the motion was seconded by GT&T. The motion was carried unanimously.

ITEM 10: Tell us what you think

The Chairman invited the session participants to complete the online survey in order to advise on improvements to the work of the Association.

ITEM 11: Election of Directors

The Chairman then handed over the proceedings to the Presiding Officer, Mr. Linus Rogers who informed the members that there were presently three vacancies.

The Presiding Officer explained the election process to the members and advised that in the event the elections need to proceed via secret ballots, there will be a need to appoint two observers to ensure that the process is fair. He further informed the members that there will be ballot papers which will allow members to put the name of the company they would like to appoint and that persons with proxies will receive the number of ballots in accordance to the amount of proxies they hold.

The Presiding Officer declared that the following Directors have completed their two-year terms in office and in accordance with the by-law are eligible for re-election for another term:

1. Charles Carter - TSTT
2. Corinne Philip - Digicel Turks & Caicos
3. Opal Neil – Cable & Wireless Communications

The Presiding Officer invited members to make nominations for these positions:

Nominations were proposed as follows:

Digicel Trinidad& Tobago proposed Corinne Phillip - Digicel Turks & Caicos seconded by GT&T
Guyana Telephone & Telegraph proposed Charles Carter - TSTT seconded by UTS,
SETAR proposed Mike Antonius – TELESUR seconded by TELEM,
Cable and Wireless proposed Opal Neil – Flow seconded by TSTT

There being no further nominations, the Presiding Officer declared the nomination closed, thereby informing the members that election will proceed via secret ballot. The Chairman and Treasurer were asked to vacate the Chair and become members, Anushka Sonai and Aggrey Brown, were appointed Observers.

All members present were given their ballot paper and were also instructed on the election procedure.

The Presiding Officer reported that thirty-nine (39) ballots were received; this was confirmed by the observers. He reported that there were three (3) spoiled ballots and moved a motion to destroy same. The motion was moved by UTS, Curacao.

Election Results were as follows:

- Corrine Phillip, Digicel Turks & Caicos received 36 votes
- Charles Carter, TSTT received 36 votes
- Mike Antonius, TELESUR received 24 votes
- Opal Neil, C&W Communications received 12 votes

ITEM 12: Presentation of New Board and Photo Session

The new Board Members were presented to the members:

- Mr. Charles Carter - TSTT
- Mr. Mike Antonius - TELESUR
- Mrs. Corinne Phillip – Digicel Turks & Caicos

CONCLUSION

The Chairman reported that this concluded the formal business of the Association. In closing the Chairman thanked all and hoped to maintain good relations, after which the Chairman then declared the Annual General Meeting officially closed.

The meeting ended at 3.58pm.