

Draft Minutes of 36th Annual General Meeting
Tuesday 4th February, 2020
Co-hosted by ETECSA
Melia International, Varadero, Cuba

The 36th Annual General Meeting commenced at 1.20pm

Board of Directors Present:

Mr. David Cox	-	Chairman – Cable & Wireless Grenada Ltd
Mr. Mike Antonius	-	Vice Chairman – TELESUR, Suriname
Mrs. Helma Etnel	-	Treasurer – TELEM, St. Maarten
Ms. Christa Leith	-	Director -TSTT, Trinidad & Tobago
Mr. Delreo Newman	-	Director - ATN International
Mrs. Desha Clifford	-	Director - Digicel, Turks & Caicos Ltd.
Ms. Melesia Sutherland	-	Director- Cable & Wireless Antigua & Barbuda Ltd.
Mrs. Teresa Wankin	-	Secretary General - CANTO

Excused

Mr. Justin Nedd	-	GTT Guyana
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Opening Remarks

The Chairman, Mr. David Cox officially welcomed all participants to the 36th Annual General Meeting on behalf of the Board of Directors and the Secretariat.

The Chairman reported that the Notice convening the 36th Annual General Meeting was circulated on 5th December 2019 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 and advised that these members would not be able to vote. Only registered members or their appointed proxies or representatives may move or second motions, ask questions and vote.

Introductions & Apologies

The Chairman introduced the members of the board at the head table followed by the other Directors present on the floor, asking them to raise their hands to identify themselves. He informed the assembly that Director Justin Nedd would not be present at the proceedings as he had to return to Guyana earlier than originally expected and he asked that his regrets be conveyed to the membership.

Proxies Received and Quorum

The Chairman reported to the meeting that the Secretary General, Teresa Wankin would function as Secretary and would confirm the required quorum for the meeting. The Secretary General confirmed that in accordance with the By-laws, a quorum was established for the commencement of the meeting.

The Secretary General reported that twenty-seven (27) proxies were received and fifteen (15) full members were present. The Secretary General announced that this totaled forty-two (42) full members representing 86% of the membership. The Secretary General confirmed that the required quorum of thirty percent (30%) of the active members of the company - being either a member entitled to vote or a duly appointed proxy holder or representative of a company so entitled - had thus been satisfied.

ITEM 1: Confirmation of Minutes of the 35th AGM

The Chairman advised all present that they would have received the Minutes of the 35th Annual General Meeting and as such it was taken as being read. He then asked if there were any proposed changes or amendments to the text. As there were no changes, he moved a motion to confirm the minutes of the 35th AGM. On a motion moved by ATNI and seconded by TSTT, the minutes were approved as presented. All those in favor of the motion moved to approve the minutes were asked to raise their right hand. There being no amendments the motion was closed.

ITEM 2: Matters Arising from the Minutes

The Chairman opened the floor to members for questions or queries on the Minutes of the last meeting. There being no questions on matters arising, this Agenda item was closed.

ITEM 3: Presentation of Committee Reports

The Chairman reported that each Committee Chairperson would have no more than 5 minutes for their presentations.

1. Disaster Risk Management Committee

The Committee Chair, Ms. Heather Wallen-Bryan introduced the new Vice Chairman of the Committee, Mr. Shernon Osepa and core members. She reported that the scope of the DRM Committee is to look at operational risks within the respective Telcos to ensure that they are planning for those Telcos to be in a position to respond to any type of disaster, ensuring that they have minimum down time as much as possible. The following is the report of the activities of the committee;

Major Success for 2019

1. Finalized the CANTO DRM Plan
 - Responsibilities of the Secretariat and various sectors in times of Disaster
 - Responsibilities of the DRM Committee

2. Completed Hurricane Simulation
3. Relations with CDEMA
4. Finalized the CANTO-CDEMA MOU
5. Integrated the Ham Radio Operators into CANTO DRM

Major activities for 2020

1. Promote CANTO DRM Plan among members
2. Improve awareness on Earthquake and Simulation Response and Planning
3. Widen network of Ham Radio Operators from other Caribbean territories
4. Promote planning on Pandemics for Telcos
5. Improve awareness of Protocol on removal/importation of Telecoms equipment
6. Develop a database of Telco expertise within CANTO
7. Assist the Secretariat to obtain satellite phones (to communicate in time of disaster)
8. Continue to do a hurricane simulation exercise and invite members to participate
9. Review how to raise awareness in times of disaster

In closing, members were invited to participate in the simulation exercise and were asked to contact Mrs. Heather Bryan Wallen.

Questions/ Comments:

Dr. Cletus Bertin, Executive Director of CARILEC noted that the Hurricane Simulation caught his attention and expressed interest in partnering with CANTO in this exercise; he indicated that CARILEC has a very robust disaster risk programme and will have their members collaborate with the Secretariat on this exercise.

2. Financial Advisory Committee

The Chairman, Mr. Denelle Richards, introduced the core members of the committee as Mrs. Helma Etnel, Treasurer of the Telem Group, Mr. Jimmy Rodrigues, Financial & Administrative Manager, CANTO and new member Mr. Andrew Krekko of Telesur. He reported that the major success in 2019 was that they were able to increase revenue and decrease expenses as compared to the previous year. He reported on the following:

Major Success for 2019:

1. Stabilization of CANTO's Financial Position by way of:
2. Increase in income of \$72,418 (2018 - \$1,033,324, 2019 - \$1,105,742)
3. Decrease in Expenditures of \$226,729. (2019 - \$1,294,841, 2018 - \$1,068,112)
4. Overall increase of profit margin from 2018 to 2019
5. Increase in valuation of the CLICO Investment funds

Activities for 2020

1. Investment Portfolio Diversification
 - CLICO Investment Fund divestment
2. Reinvesting the funds in a low-risk fund to assist with Conference and AGM planning.
 - Debt Collections Policy
3. Creation of an Accounts Receivables Policy Document to assist the secretariat with collections.
 - Engaging the services of a debt collection agency to assist CANTO with past due accounts along with debts 2 years past due.
 - Strategy will include CANTO aggressively trying to collect on accounts within the first two years.
 - Year 2-3, the debt collection agency services will be solicited
 - After year 3 and no success, full provisioning of the outstanding receivables
4. Revenue Generation Opportunities:
 - Collaborative efforts with Prepay Nation and CANTO
 - The creation of the Digital Directory with CANTO members and vendors could create a new revenue stream.
 - A comprehensive review of the sales and expenses of the production of the Publication advertising and the effects of going digital.

Balance Sheet:

- Collection of accounts receivable needs continued attention along with the creation of a Policy Document
- The organization has no long-term liabilities

Income statement

- Continuous monitoring of Exhibitor's Income and the consideration of new alternative revenue streams.
- Continuous maintenance of expense control is of the greatest importance

Recommendations:

- CLICO investment to be use as a contingency fund to assist with the funding for conference expenses, this must be approved by the Board for such use.
- Implement a policy document for debt collection.
- The Secretariat will try to recover outstanding funds from the first year up to the two years
- Secretariat to hire debt recovery agency to assist with the collection of debts after two (2) to three (3) years, thereafter they will have to use the standard accounting procedure and revert to bad debts after that period.

In closing, the Chair encouraged members to provide any revenue generating opportunities. He indicated that currently Prepay Nation have partnered with CANTO to provide a mobile top-up portal management service to operators in the region and TELEM has signed up for this thus far;

CANTO would receive a percentage of the revenue for online top up payments. At present they are looking at the contract to ensure accountability, he noted that they are trying to diversify different revenue streams for CANTO going forward for 2020. Mr. Richards reported that the committee is working on ways to increase revenue for the conference and Annual General Meeting.

Questions/Comments

Mr. Fannell indicated that he was pleased to hear of the increase in revenue and reduction in expenses. He enquired whether the committee had any further plans for enhancement of revenues going forward.

Mr. Richards reported that they are collaborating with the other committees, in particular the Marketing Committee to discuss plans going forward to diversify and develop ideas to increase the revenue. He reported that CANTO as a risk adverse organization has no plans for equity financing or any type of investment at this time, but will collaborate with the other committees to increase membership, sponsorship, advertising noting the marketing committee's presentation will address some these aspects.

3. **Marketing and Communications Committee**

Committee Chair, Anushka Sonai, 21Q Caribbean introduced the core members of the Committee, including newest member Mr. Sheldon Keens-Douglas. She reported that the focus of the Committee is to achieve revenue for CANTO and add services to attract a wider audience.

Major Success for 2019

1. WTISD Video Competition
2. Supported communications of fundraising done by C&W for the Bahamas
3. Created list of potential speakers
4. CEO Forum
5. Organised speed dating with Ministers, CEO's etc.
6. Opened Calls for articles
7. Digitalized Magazine
8. Installed Women's Committee
9. Brought on an Account Manager/Strong Sales Person
10. External Branding – Improve Social Media
11. Renewed web site – Barter deal with member
12. Game Zone exhibit and Panel – well received
13. Marketing and communications white video can receive a wider community
14. Digitalization of the CACION (in collaboration with the Finance Committee)
15. Gaming Zone – well received
16. Brought TrackDrip as a silver Sponsor

Activities for 2020

1. How to maximize the ROI of digitalized CACION/Directory
2. Propose to work with an external expert to do the complete digital marketing especially Social media
3. Renew Website – Barter Deal with a member
4. Game Zone exhibit and panel
5. 360 degree Debate on 5G at the conference: Regulator, Govt, Operator, App Developer, Business person, Consumer
6. One Day Training for regulators
7. Create Clusters of Specific Topics (Crypto currency – Banking, ecommerce) and have
8. Simultaneous with regulation sessions, monetizing via day passes.
9. “CANTO on the Road” to pitch to regulators. A one-day event, where CANTO brings
10. Knowledge and technology to the youth/locals “New Products” Capitalize on the
11. Matchmaking strengths of CANTO
12. Miami Conference Marketing Campaigns:
 - Meet the Caribbean here in the USA (people who want to do business with the Caribbean)
 - Meet potential investors and customers at CANTO
13. Showcase more Caribbean Tech: Apps and Projects

4. Regulatory Committee

The Committee Chair, Melesia Sutherland, commenced her presentation informing the members that she will address the achievements for 2019. She took the opportunity to remind the members of the mandate of the committee:

- To keep abreast of developments in member countries
- To prioritize issues and concerns of members related to regulatory developments and emerging technologies
- Develop CANTO’s position on emerging issues for approval by the Board
- Identify areas for capacity development

WRC: 2019

The Chair reported that in 2019 at the WRC Conference decisions were made involving new spectrum. CANTO was very much involved since CANTO members have fifteen (15) seats at CITEL and tend not to participate to deal with matters of spectrum. She represented on behalf of the members and attended several of the Preparatory Meetings in Trinidad as well as the final meeting in May 2019 and sent letters to put forward CANTO’s position on Spectrum. The focus was on more spectrum for mobile broadband. Arising out of the December 2019 meeting, much more spectrum for mobile is available than what was originally requested due to the mobile industry globally.

The Chair emphasized that Committee played their part, so even if the members did not have the time or resources to participate; CANTO represented the region and was able to join all the operators globally. She reported that CANTO was definitely able to put in a good position for more spectrum for mobile and was able to get more spectrum for 5G.

On the issue of Universal Services, she reported that she would put this item on hold and focus on spectrum.

At this point she took opportunity to emphasize on the kind of work the committee has been doing noting that the success was due to the work of the Committee members. She then called on Dr. Delreo Newman, Ms. Desha Clifford, Ms. Christa Leith and Opal Neil asking them to stand and requested the membership to applaud them, indicating it is because of their hard work and dedication CANTO is on the map in the region for issues that affect their services and enhance their revenue.

She reiterated that major issue for 2019 was participating in these meetings for new spectrum; she reported that now that matter is now closed, the final matter to be dealt with, is to send out the outcome so members can approach their regulators and ask for spectrum.

New Chair

Ms. Sutherland informed the membership that this is her final presentation as Chair of the Regulatory Committee, introducing the new Chair, Dr. Delreo Newman, ATNI and Ms. Christa Leith as Vice Chair as she stepped down from her position. She urged members to give them full support and asked members to join the Regulatory Committee

Mr. Cox, on behalf of the Board of Directors and Secretariat conveyed his appreciation to Ms. Sutherland for seven years of dedicated services, commitment and extreme hard work as Chair of the Regulatory Committee. He indicated that while she is stepping down as Chair, she will remain a vital part of the committee and thanked her for her fantastic service.

5 Corporate Social Responsibility Committee

Committee Chair, Jennis Asraf of TELESUR reported on the following:

Activities for 2019:

1. C7 Initiative in collaboration with Trip Wireless distribution of Backpack to children in disaster Areas in 2019 and will continue in 2020
2. Women initiative – identify area where women had insufficient access to the internet and introduced women to the internet services
3. Create content for women to use the internet
4. Environment Issues – Take Back Programme / Plastic recycling (not executed, due to limited number of members)
5. Indigenous women in Suriname-show them to sew bags and how to use the internet

Plans for 2020

1. C7 initiatives – make an inventory of areas that need assistance and make a plan
2. Continue with the Womens Saramacca program
3. Improve communication (whatsapp group)

Mrs. Asraf, in closing invited the members to be part of the Women's initiative advising them to contact the Secretariat if they are interest to be part of this initiative.

4. Technology Trends

Mr. Vincentius Kenswil presented on behalf of Mr. Shurmel Elias of UTS who was not present. He introduced the core members as listed on the screen

Review of 2019

1. White paper: How to improve, came up with a white video
2. Short interviews
3. Universal acceptance – paper well received
4. On line
5. Asked members to look at topics
6. Member to come up with topics look at the white video
7. Continue with CSR awards
8. Block Chain Collaboration Workshop was done with the Committee
9. Engage the Board to use the Collaborative Tool

Plans for 2020

1. In July at the conference in Miami a more aggressive way to use the white video will be demonstrated
2. A workshop will also be done in Miami on how Collaboration Tool can be used to show all the work the committee is doing. It will help the Secretariat to know what each committee is working on.
3. Encourage members to use the Collaboration Tool
4. Follow white video on CANTO social media

In closing, the Chair urged members to follow them online and provide topics for the white video.

6. Caribbean Women in ICT Committee

Committee Chair, Wendy Mc Donald reported that this is a newly established committee and extended thanks to the CANTO Board for acknowledging the importance of establishing this committee. She outlined the following:

Purpose:

The Women in ICT (WICT) Committee of the Board of Directors will advocate for the advancement of women in the ICT sector while actively facilitating the engagement and ultimately the employment of a greater percentage of women in CANTO member countries.

Scope of Work

1. Increase and support the participation of women in CANTO
2. Work closely with the Marketing Committee
3. Promote awareness of ICT Sector opportunities for girls and women to increase the number of those choosing careers in ICT
4. Liaise with other CANTO committees to actively support the mandate of the Women's Committee
5. Develop and execute an Annual Women in ICT Forum - 2021
6. Will be working closely with the Marketing Committee
7. Partner with organizations that also focus on the advancement of women

Goals:

1. Facilitate the employment of two women within the sector - annually
2. Coordinate bi-annual STEM/STREAM workshops in member countries
3. Drive uptake in the number of girls selecting ICT oriented studies
4. Establish a baseline of the number of girls choosing ICT studies
5. Establish a baseline of the number of women in ICT in member countries
6. Influence CANTO membership to create policies that support the advancement of women in their markets/organizations
7. Execute annual Women In ICT Summit

2020 Major Initiatives

1. Develop program in support of International Women's Day – March 8th
2. Coordinate initiative to celebrate Girls in ICT Day – April 23rd
3. Create a WICT Forum for CANTO Annual Conference – July
4. Implement STEM/STREAM workshops – May/October
5. Execute annual Women In ICT Summit - November
6. Produce baseline report of women and girls in the ICT sector in member countries – Dec
- Work closely with Ministry of Education and Ministry of Labour to get this started

In closing her presentation, Ms. Mc Donald introduced the core team members as displayed on the screen. She introduced Mr. Kadeem Davis, GTT as the first male member of the committee and thanked Mr. Justin Nedd for his recommendation of Mr. Davis. She welcomed all male members to join the committee and look forward to their support not only to join the committee but to support them in their initiative. In closing, she urged members that this is an inaugural committee and asked them for their support.

4. Vendors & Suppliers Committee

Mr. Richard Redekop of Sasktel International presented on behalf of Mrs. Kim Koch, Chair who sent her regrets. He thanked the Board of Directors for the privilege and also thanked Cuba for hosting this event. He named the core members of the Committee some of whom were not present.

He reported that Mr. Timothy Odiean is the newest member and he appreciated the work he has been doing for the past two (2) days. He reported on the following:

Major Activities in 2019

1. There has not been much movement with the Supplier/Vendor Committee in 2019
2. At CANTO Trinidad & Tobago meeting they came up with a strategy to improve relationships with Operators and Suppliers/Vendors
3. Mission in 2020 will be to create a networking event at CANTO Miami to enhance positive introductions and working relationships between members

Activities for 2020

1. CANTO Miami 2020 – a session to introduce Operators to Suppliers/Vendors during the conference
2. Send questionnaires to Operators & Supplier/Vendors to understand needs, focus, and decision makers
3. Create a session before opening ceremony on Sunday at CANTO Miami to enhance relationships and knowledge of operators/ suppliers/vendors
4. Ensure, as much as possible, to have operator attendees with decision making roles to move business opportunities along efficiently.
5. Have Operators reach out to committee when looking for resources to assist them with projects and requirements. This is after Miami as an additional benefit to supporting the committee – Cocktail type dinner is planned to network.

In closing, Mr. Redekop emphasized on the need to be more tactical and have a base plan to encourage vendor supplier / relationships:

Mr. Cox stated that this is the end of the committee reporting segment and requested the membership take a moment to reflect on the work the committees do and recognize the commitment of the various Chairs and members. He stated that these voluntary positions which are filled by professional who have full time commitments and generously gave up their time, energy and intellectual effort to assist CANTO in their work. He reported that the output of the Committees is crucial and helps the Board of Directors understand how to advance the mission of CANTO; how the requirements of key stakeholders are met; noting the work done is vital and essential.

On behalf of the Board, he expressed thanks to the Committee Chairs and by extension the Board's commitment to work closely with the Committees in 2020 and beyond and also look forward for more successes in 2021.

ITEM 4: Secretariat Report 2019

The Secretary General was invited to provide the main highlights of her report which was previously circulated. She endorsed the comments of the Chairman and encouraged each member to join a committee, noting that there is a committee for everyone in CANTO. She further remarked that the

work of the Secretariat is done through the Committees, so all that the Committee Chairs reported on as achievements have also been achievements of Secretariat.

On the operational changes, she reported that Ms. Tricia Balthazar who served as Service Development Manager for 13 years left the association in July last year. The Sales Department of the organization was restructured and she is pleased to introduce Mr. Timothy Odiean who is employed as the Sales Specialist, Mr. Odiean is ready and willing to serve and in less than a month's time the position of Business Development Officer will be filled.

The Secretary General shared the following “wish list” with the membership, which will assist the Association to serve its members better:

- Help us deliver our events in the way you would want us to deliver
- Send comments to us
- Send topics, we are in the planning stages for the conference in July we need your comments for us to deliver an agenda to serve every member properly
- Tell us what are the issues you are facing
- Tell us what are the issue you want us to explore and dialogue at the conference
- Help us advance our social media campaigns
- Spread the word about CANTO especially through Social media channels by liking and sharing our posts.
- Complete your survey and send your comments and criticisms to the Secretariat and just be part of the CANTO family

The Chairman interjected by asking members to provide feedback to add value and improvements to the Secretariat. He then invited comments and questions from the members on the report. 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 30th September, 2019 be received and adopted.** The report was accepted on a motion moved by Digicel Trinidad & Tobago and seconded by ATNI, which was carried unanimously.

At this point, the Chairman proposed that the proceedings be resumed after extending an invitation for members to have a ten-minute coffee break.

ITEM 5: CHAIRMAN'S REPORT 2019

The Chairman reported that 2019 was a year of transition for CANTO and looked towards to the future, and the next 35 years of ICT advocacy.

He reported that at his inaugural presentation at the 35th AGM held in Guyana in January 2019, former Chairman, Julian Wilkins, stepped down after serving two very successful terms as Chair. He indicated that he was pleased to be elected to succeed Mr. Wilkins and was grateful for the support that he received from the Board and from the Secretariat, and indeed from the wider CANTO family.

He reported that the 35th AGM held in Guyana was a resounding success with elections being held for no less than 7 positions on the Board and executed smoothly.

The 35th Annual CANTO Conference and Exhibition held in July 2019 in Trinidad & Tobago and boasted the attendance of some twelve (12) ICT Ministers from across the region, as well as some 600 delegates from around the world. The Conference challenged delegates on a range of ICT issues, and engaged participants in sessions that were largely well attended. Several Regulators attended from around the region and the Conference was addressed by the FCC, marking the second year in the row that the organisation have demonstrated their strong commitment to CANTO.

In January 2019, at the 35th AGM in Guyana, Mr. E. Jay Saunders who represented Digicel Trinidad & Tobago was elected to the Board of Directors. Unfortunately, Mr. Saunders had to step down from his position due to new responsibilities at home in Turks & Caicos. He was replaced by Mr. Julian Wilkins, former Chairman.

The 2019 AGM also marked the departure of Mr. Lyrio Gomez, representing UTS, as a member of the Board. On behalf of the Board of Directors the Chairman extended thanks to Mr. Gomez for his service and loyalty to the CANTO organization over the years.

He also advised that Mr. Charles Carter of TSTT, was temporarily replaced by Ms. Christa Leith for several Board meetings. He stated that Ms. Leith has a long association with CANTO and had brought the number of women sitting on the Board of Directors to three, ensuring that the male/female balance on the Board is nearly at 50/50.

In October of last year, CANTO's Board met to undertake a strategic review of its operations. During that exercise, the Board examined the results of an extensive survey of key stakeholders of CANTO, including the staff, committee members, a sample of vendors and sponsors, and even members of the Board itself. The results were reviewed over two days and the message from stakeholders was clear. To survive, CANTO needed to change!

He reported that from the responses received, many respondents, felt that the agenda for the Annual Conference is too focused on regulatory matters. He indicated that the general perception is that the events can be too formal, and too focused on protocol. A number of delegates come for the social events, and most people who are involved with CANTO, thought that its strength and value lied in the networking opportunities. Some respondents also felt that the committee system, needed to be reformed. Respondents also thought the Board could do a better job of leveraging the outputs of the Committees. There was a strong sense that the Exhibition was in serious need of revamping.

Some of the feedback was very positive, persons were optimistic about CANTO's future. Most respondents believed in CANTO and supported its mission. There was strong support for the Secretariat and there is confidence in CANTO's Board and Leadership. Respondents were also willing to give their time and effort to help CANTO succeed.

In concluding, the Chairman noted that these are only some of the changes CANTO will need to make to survive, but other changes are on their way. He reported that CANTO will seek out new members as well as investigate ways to create new efficiencies. Added to this he underscored that the Board will endeavor to ensure greater alignment between what the members want and what CANTO delivers. He reiterated CANTO will succeed because it is going to Adapt, Enable, and Innovate. In closing, the Chairman remarked that he hoped the members will journey with them.

ITEM 6: Presentation of Audited Financial Statements - 30th September, 2019

Mrs. Helma Etnel, Treasurer was invited to present an overview of the Audited Financial Statements as reported in the Annual Report.

Mrs. Etnel reported on a small decrease in total assets in 2019 even as there was a surplus on the Income Statement. Total Income rose by \$73k as results from the Annual Conference improved from 2018. Total expenses were lower than last year as we recuperated from the loss in 2018 and showed reductions in spend across the board.

The CANCION magazine will be digitalized with the hope that net revenue will be increased as printing cost will be eliminated.

She took the opportunity to inform the members that the Association exist because of the Conference revenues. The FAC is engaging with the Marketing Committee and the Board to strategize and determine how they can increase the revenue of the Association.

She emphasized on the need for more revenue streams and asked the members to assist and support the Association on ideas on how to increase revenue. She remarked that CANTO must have a voice in the Caribbean, so more revenue is needed. Members were encouraged to pay their fees in an effort to raise the image of the organization and to develop and maintain the value of CANTO.

In ending her presentation, the Treasurer thanked the Finance Manager and Secretary General for managing the expenses of the Secretariat. She informed the members that there were no complaints from the Auditors. The FAC reviewed the statements, there were nothing further they could have recommended to the Secretariat to cut cost.

The Chairman opened the floor for any ideas or comments the members may have to increase the revenue of the Association.

Comments

Director Sutherland thanked the Treasurer for her report indicating that it was very encouraging, she reiterated that 2018 was not such a great year for the organization financially. She encouraged all present to pay their fees and participate in committees and continue to support CANTO. She indicated that she noticed that the image of CANTO improved in the region due the work that they are doing, even competitors outside of the region recognize CANTO.

Mr. Cox informed the membership that CANTO is its members and their activities are critically important to its success and the success of the membership itself is CANTO which is linked

to the work of the Secretariat. He reminded the membership that the Secretariat has a small staff and the Board ensures there is a high-level accountability.

Mr. Julian Wilkins remarked that it is good to see The Bankers Association involved, he also extended appreciation to CARILEC for their participation noting it is a good way to go in trying to develop CANTO and generate more revenue. The Secretary General reported that other sectors are being sourced to participate and advised members to advocate for CANTO.

The Chairman expressed that these are meaningful collaboration between the Banking Association and organizations like CANTO, noting these are areas of actual collaboration where agendas of these different organizations are mutually beneficial to the operators. On a regulatory stand point, he indicated that advocacy with governments is very important connection.

Ms. Opal Neil commented on how they can improve participation in CANTO in terms of the Membership; especially if they are talking about content being a pivotal for the development of the industry. She questioned, how they could encourage content developers to participate as part of CANTO and suggested that it is an area to be explored.

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, 2019 be received and adopted.** The motion was carried unanimously.

ITEM 7: Auditors Report for the year ended 30th September 2019

The Chairman invited Mr. Jimmy Rodrigues, Financial Manager of CANTO, in the absence of a representative from Audit firm, PKF Chartered Accountants and Business Advisors (Trinidad); to read the Auditor's Report as presented in the 2019 Annual Report.

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 2019 be received and adopted.** C&W Antigua & Barbuda moved that the resolution be accepted and was seconded by Columbus Communications Trinidad & Tobago. The motion was carried unanimously.

ITEM 8: Resolution to Appoint Auditors 2019/2020

The Chairman invited the Secretary General to read the resolution to appoint PKF as Auditors for the year ending 30th September, 2020. **Be it resolved that PKF Chartered Accountants and Business Advisors (Trinidad) 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. Digicel Trinidad & Tobago moved that the resolution be accepted and TSTT seconded the motion. The motion was carried unanimously.

ITEM 9: Presentation of the 2019/2020 Budget

Mr. Helma Etnel presented the 2019/2020 Budget to the members and reported on the following:

The target for the year is set at \$5k and this can be achieved by the following key income and expense points;

Income Key Points

- Membership growth (5 new Affiliate Members)
- Annual Conference to be held in Miami
- AGM in Cuba
- Sales & Marketing strategies into areas that fell behind in 2019

Expense Key Points

- Annual Conference to be held at the Fontainebleau Hotel in Miami
- AGM in Cuba
- Keeping other costs stable

The Association remains dependent of Conference success but membership fees is an important contributor and expenditures will be used strategically to accomplish the annual goal.

Comments

Mr. Osmel Perez Castillo of ETECSA stated it is good to know that ETECSA has assisted with the improvement of the budget. The Chairman in return extended thanks to ETECSA for support in a successful AGM. He indicated that they are extremely grateful to ETECSA support and hard work with the Government of Cuba. The warm hospitality of the Cubans made the experience wonderful; ETECSA has done such a remarkable job which will make it difficult for others to match. The FAC Chair stated they need to have direct dialogue with members to encourage engineers to attend to increase revenue from the exhibition.

The Chairman read the following resolution to receive and adopt the Annual Budget for 2019/2020. **Be it resolved that the Budget for 2019/2020 as approved by the Board of Directors and presented by the Treasurer be received and adopted.** ATNI moved that the resolution be accepted and was seconded by Columbus Communications Trinidad & Tobago. The motion was carried unanimously.

ITEM 10: Tell us what you think

The Chairman invited the session participants to complete the evaluation 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 two (2) positions vacant.

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

Charles Carter - TSTT
Desha Clifford - Digicel Turks & Caicos

Members of the head table were asked to vacate their seats. The Presiding Officer then instructed the members that they can only vote for two persons and reported that only fifteen members present are entitled to vote(including proxy holders). He reported that the Cable & Wireless St. Lucia proxy is held by Wendy Mc Donald.

Nominations were invited for the two directorship positions:

Proposer	Nominee
Digicel T&T	TSTT
ATNI	TSTT
TSTT	Digicel Turks & Caicos
ATNI	Digicel Turks & Caicos

The Presiding Officer declared the positions of the Directors were filled by Digicel Turks & Caicos and TSTT.

In closing, the Chairman, thanked Mr. Charles Carter who had served the board in various capacities and had done so much for CANTO, indicating the best of the Caribbean spirit fundamentally Trinidadian who had been our flag bearer for Trinidad. On behalf of the Board he thanked him for his fantastic service on the Board and extended deep appreciation to Mr. Carter.

ITEM 12: Presentation of New Board and Photo Session

The new Board Members was presented to the membership and invited for a photo session.

CONCLUSION

The Chairman reported that this concluded the formal business of the Association.

The Closing event would commence at 5.30pm at the Varadero Beach

The meeting ended at 4.00pm.