



34th AGM REPORT

The Opening Ceremony of CANTO's 34th Annual General Meeting and Mini conference of CANTO took place on Sunday 4th February, 2018, at the Hyatt Regency Hotel, Trinidad, Wrightson Road, Port of Spain.

Master of Ceremonies Mr. Wendell Etienne welcomed the delegates including the Hon Robert Le Hunte, Minister of Public Utilities, Hon. Curtis Richardson, Minister of Infrastructure, Communications, Utilities, Housing, Agriculture, Fishers and Information Technology, Anguilla, partners TSTT|Bmobile, all other delegates and sponsors. His remarks were followed by the National Anthem of Trinidad and Tobago by Mr. Kyle Cowie, a spirited invocation delivered by Mr. Gervon Abraham and a digital presentation of the national flags of CANTO members.

Secretary General Mrs Teresa Wankin, CANTO

Through Adversity, Comes Strength was the tone in which **Secretary General (SG) Mrs. Teresa Wankin** opened CANTO's 34TH Annual General Meeting and Mini conference that was co-hosted with the Telecommunications Services of Trinidad and Tobago (TSTT) and welcomed everyone that was in attendance, stating that she was extremely proud to be here at the home of the CANTO Secretariat. She noted that this AGM was a celebration of the many accomplishments of the past year, in addition to Thirty-four years of service to the Regional ICT eco system. In her reflection of 2017, she declared that the word "STRENGTH" is uppermost in my mind. As quoted, SG Wankins said ***"The flexibility of the association, our member organisations, secretariat staff, and the people of the Caribbean region, cohesively personifies the resilience and fortitude, to bounce back despite apparent adversity after every storm"***. Her heartfelt gratitude was extended to the Chair of the Disaster Risk Management Committee, Mrs. Heather Wallen Bryan; the Committee Coordinator, Mrs. Gail Edwards; and the General Manager of Cable and Wireless, Barbados, Mr. Jason Sylvester; for spearheading CANTO's initiative to mobilize resources for the assessment phase. As well as appreciation to Trip Wireless for donating educational packs for the children, in affected countries.

SG Wankin announced the launch of SONAR, which is a mobile application that uses technology to strengthen preparedness, manage disasters and contribute to reduction in the loss of life. She also spoke to the success of the SONAR application highlighting the benefits of the collaboration and interdependence with all stakeholders. SG Wankin stated that what is intriguingly special about SONAR, is, the fact that it was created and developed by our very own Caribbean youths, at the CANTO hackathon and encourage everyone to download the app and give us your feedback so that the full potential of this dynamic application can be realized.

CANTO's recent Memorandum of Understanding (MoU) agreement with CARILEC was also mentioned by SG Wankin. She said that the framework for cooperation, between the two entities is to facilitate growth and development of the ICT and electric sectors in the region.

The theme – ***"Guiding Digital Adoption to Lead the Global Market"***, SG Wankin describes as ensuring the way we stay focused on the major force that is reshaping the world. She highlighted

that the conference sessions cover several aspects of the digital revolution and deals with Disaster preparedness, Awareness and Management; Cloud Technology; Data Centres and Cybersecurity, to name a few. The mini exhibition highlights the products and services needed to guarantee successful business. She awaits in confidence and anticipation the many opportunities that 2018 will bring for CANTO, its members and the region as a whole.

In closing, SG Wankin thanked her entire team at the CANTO Secretariat, all members, Board of Directors, Sponsors, Exhibitors and all other stakeholders for their support in 2017 and look forward to working together in 2018 and forging new partnerships.

Mr. Julian Wilkins, Chairman, CANTO gave his salutations and welcomed all to the 34th Annual General Meeting stating that he is happy to have the AGM on an island that is not only beautiful, but dynamic, vibrant, exciting and is host to what is the best Carnival in the Caribbean region! He noted ***“We are very excited to have our AGM literally one week before what Trinis describe as “the greatest show on earth”! So we hope that you will find the time to sample some of the all-inclusives and the wonderful shows! And if you really feeling the vibe, sign up for a Mas costume”.*** He took the opportunity to sincerely thank the Telecommunications Services of Trinidad and Tobago (TSTT) for hosting this event and made special mention of three (3) TSTT employees who offered tremendous support to CANTO over the years. Mr. Charles Carter, member and Director of CANTO’s Board, Mr. Gervon Abraham, Chair of the Corporate Social Responsibility Working Committee and Ms. Christa Onika Leith who serves on the Regulatory Working Committee. Chairman Wilkins made mention that as a non-profit organisation, CANTO was able to make a profit for the first time in four years. This was achieved through the hard work of the Secretary General, Teresa Wankin and her Secretariat and assures the CANTO Team that this year will be an exciting one.

Chairman Wilkins provided updates on the significant impact that the US can have on the Caribbean territory, particularly from a Regulatory perspective. He stated that the Federal Communications Commission (FCC) moved more towards a light touch regulatory approach and reversed its position on Net Neutrality. He informed of the 5G deployment and stated that the key is to update all regulatory structures to be 5G ready. This means, taking concrete steps to reform regulations and ensure incentivisation of the massive private sector investments that are necessary to build the networks of the future.

Introducing this year’s theme – ***“Guiding Digital Adoption to Lead the Global Markets”***, Chairman Wilkins thanked Mr. John Brooks of SUBEX for his creativity in designing the theme. He advised that the rationale behind the theme is that it embraces the Digital revolution. ***“Digital Adoption goes hand-in-hand with the overall Digital Transformation that is beginning to both encompass and redefine almost every operator’s revenue model”.*** ***“Network operators must embrace the business and operational aspects of supporting a digital economy. This has impacted every corner of the operator’s business”.*** Mr. Wilkins in his delivery, also thanked the team of Directors for their constant support: Rochelle Cameron – Vice Chair, representing Cable & Wireless, Grenada Helma Etnel – Treasurer, Telem, St. Maarten Melesia Sutherland – representing Cable & Wireless, Antigua Opal Neil – Cable & Wireless communications Charles Carter – TSTT, Trinidad and Tobago Corinne Phillip – Digicel Turks and Caicos Islands, Lyrio Gomez – UTS, Curacao and Delreo Newman – GT&T, Guyana.

Concluding, Chairman Wilkins stated that CANTO will continue to Engage, Lead and Advocate during this important time in history and development. He thanked all for their continued and unwavering support and wished everyone an enjoyable and successful AGM.

Mr. Charles Carter, Executive Vice President Legal, Regulatory & Carrier Services / Corporate Secretary | Director CANTO, delivered host's remarks on behalf of Dr. Ronald Walcott, Chief Executive Officer, Telecommunications Services of T & T and provided insight on the new developments and telecommunications strategies of TSTT.

The feature address at the Opening Ceremony was delivered by **the Hon Robert Le Hunte, Minister of Public Utilities**. Minister Le Hunte said that apart from being used for interpersonal communication across the globe, mobile technology is now used to interface and interact with a digital universe of applications, websites, platforms and data. Today, over 3.2 billion people, worldwide, use the internet. While mobile subscriptions have more than tripled over the past decade to 7.1 billion. Businesses are now taking advantage of this expanding market while utilising digital technologies to build capacity and accelerate growth. Governments are also joining in the transformation afforded by digital platforms and systems by investing heavily in ICT. Which leads to, among other things, productivity and efficiency in the delivery of public services. He stated, that to remain resilient in the face of a rapidly changing global environment, we must diversify. In recognition of this fact, Trinidad and Tobago are currently drafting a five-year National ICT Plan. That plan, which is currently in its consultative phase, declares a bold vision of a future, transformed through ICT and characterised by empowered people, competitive businesses, and transformational government. He highlighted that TSTT signed an MOU with iGOVTT, the state company responsible for the provision of ICT services to Government Ministries and Agencies. This agreement will facilitate the adoption of TSTT's e-Tender Software as a Service (SaaS) procurement portal for government projects. Its utilisation will greatly improve the transparency of the bidding process, while removing some of the barriers to inclusion that would have previously existed.

In addition, Minister Le Hunte advised that the Ministry of Public Utilities have, in collaboration with our various agencies, launched four (4) apps over the past three months. Two of these apps, launched by the Trinidad and Tobago Electricity Commission (T&TEC) and the Water and Sewerage Authority of Trinidad and Tobago (WASA), provide customers with a mobile platform through which they can make reports about disrupted or unreliable service, and pay bills. The third application, launched by the Trinidad and Tobago Meteorological Services Division, gives persons access to weather information on their mobile devices. And the fourth, called the MPUi, which was created by the Ministry of Public Utilities, enables persons to lodge reports and requests on any of the utility services under our purview. Each of these initiatives were established with the aim of improving communication between the utility service providers and the general public so that their concerns in relation to those services could be met in a more timely and efficient manner. At the Ministry of Public Utilities, Minister Le Hunte emphasized that he is grateful for the various Agencies and external organisations that work in collaboration with the Ministry to service the people of Trinidad and Tobago and is pleased to see that telecommunications agencies throughout the region are banding together to share expertise and encourage the growth of the telecommunications sectors. He said ***"This can only redound to increased opportunities for the growth and development of our economies and the happiness and prosperity of our people"***.

The remarks were followed by vote of thanks by **Ms. Rochelle Cameron**, Vice Chair, CANTO in addition to a group photo session with Honorable delegates and CANTO's Board of Directors. The ceremony concluded with a cultural performance by local dance company, Malick Folk Performers.

Meeting of Working Committees of the Board: *Disaster Risk Management Committee; Marketing and Communications Committee; Corporate Social Responsibility Committee; Technology Trends Committee; Vendor/Supplier Committee meet to discuss their Workplan for 2018.*

Before the official start of the proceedings, there was a Safety Briefing from the Hyatt General Security Officer Tony and informed all on the Evacuation Exercise.

Secretary General, Mrs. Teresa Wankin chaired the proceedings of the meeting and advised on Committee Meetings stating that going forward it will be done differently. She informed that the format of the meetings has changed. Meetings will be more an open forum, whereby there will be a general opening of the meeting(s) and then all will break out into sessions for further discussions.

Secretary General also thanked everyone for their support in these meetings and noted that these meetings are deemed to be working sessions.

There was no official order to the presentation of Committees. As such Finance Committee was the first to present to all.

First: Financial Advisory Working Committee:

Chair: Mr. Denelle Richards (APUA) presented. Mr. Richards informed all that the aim of the FA committee is to find new approaches to revenue streams for the organisations in addition to Debt Controls/ Reducing Debt and Grant funding for objectives. Upon completion Secretary General asked if there were any forthcoming questions. There were none.

Second: Marketing Working Committee:

Joseph Samuels – APUA. Presented a Brief Synopsis on particular targeted topics. Mr. Samuels identified the following:

Challenges:

- Calls once per month to handle and discuss business of Canto must be improved.
- Need to relook membership within the committee and do a clean up to see who is viable to the team in assisting in efforts to push agenda.
- Changes to silent auction within the Annual Conference/ Trade Exhibition will be implemented. It will now be an Open process, however details are still being worked out. (Therefore Silent Auction will no longer be silent). Looking for ways to improve participation and timing of competition. Note: Madam Secretary will be submitting proposal for change.

New Initiatives:

- Launch of Event – The CANTO Innovation Awards. The Inaugural Launch still to be determined. This will be across the region in respective categories. There are additional future initiatives that are on the table which will aid in Revenue Generation. Met with Chairman Wilkins earlier to discuss new initiatives to be implemented. More info will be posted on the website as discussions develop. Upon completion, Mr. Samuels asked if there are any questions. None were forthcoming.

Third: Disaster Recovery Management Working Committee. Madam Chair – Secretary General Teresa Wankin, then introduced third speaker which was: Mrs. Heather Wallen-Bryan who presented on behalf of the Disaster Recovery Management Working Committee.

- DRM Chair, Mrs. Wallen Bryan spoke in detail about the restoration efforts due to the devastation from the Hurricanes, especially category 5 Hurricane Irma and Maria in conjunction with the work done by the CDEMA.

- She advised that CANTO should have its own Disaster Plan and it was developed last year. It didn't work as it should, based on the support given.

- It was stated that simulations / simulation exercises are being done this year to improve work on the disaster plan.

- Support with Caribbean partners is a challenge which is consistently being managed Business Continuity Forum is Re-looking awareness programme.

Upon completion, there were no questions forthcoming. However Mr. Mandela Christian-CDEMA provided the following comment(s):

- MoU between CDEMA and CANTO is being developed and he will like to see the BCM get more traction within the Region which will be an area to help and strengthen alliance with CANTO. Looking forward to partnering with CANTO to implement instead of duplicating the same processes. Mrs. Wallen-Bryan did add that there will be additional BCM Training being facilitated in Jamaica, as such, those who are interested can check her after for further details.

- In addition, Mr. Joseph Samuel – APUA, made a comment in relation to Mr. Mandela's point, advising that CDEMA is associated to a number the National organisations for the Caribbean and as such through the CDEMA efforts, if there will be any synergies with CANTO in regards to Business Continuity Management (BCM) and if CDEMA can assist in pushing CANTO's initiatives along these lines and add the relevant value.

- Ms. Bryan noted this is the reason for the MoU with CANTO and Mr. Christian advised that Mr. Samuel can have separate discussion to understand any further developments.

- Representative from Internet Society informed the committees that two days prior a short report was done regarding the current situation in the Caribbean and comments were posted on their website identifying that there were some areas that were not well connected. In this regard, ISOC has been looking at ways of how they, as a company can improve on a more Global scale. ISOC will adopt a two-fold approach and will be seeking funding to efficiently execute plans and will be working closely with their members and partners who went through the global disasters. He advised that in the Latin America continent: Mexico, Chile, Ecuador, all have very strong experience in Disaster Risk Management as such, will like to get them engaged from a global perspective in providing assistance. ISOC also has a MoU signed with CANTO, so there will be further discussions on how we can make things happen.

- Additional Comment from Mr. Christian. He noted that to have training done electronically if travelling becomes an issue especially with Dominica. This will facilitate for more Caribbean participation and will be both cheaper and easier.

Fourth: Corporate Social Responsibility (CSR) Working Committee. Madam Secretary General, then introduce next committee Chair, Mr. Gervon Abraham.

Mr. Abraham noted that as he looks around the room, he is seeing a vast representation of different companies and territories. As such will be putting out a challenge to all that he will like all to explore their perspective of CANTO, the interaction with the organisation and how one can improve their interaction with CANTO. Special greetings was made to the representatives of TELESUR (Jeniss and Monique) who he deals mainly via electronic email and was happy to have them part of the proceedings.

Mr. Abraham highlighted **three (3)** main objectives of the CSR committee.

i. To increase membership

In relation to increasing membership, they have been able to get some new people on board, notably from Digicel – Mr. Frank Ocara. Although there is an increase in membership, the numbers have not been voluminous, it just means that there are more persons on the calls and persons benefit from the wealth of information provided. Mr. Abraham encourages that more work has to be done.

ii. Generate new projects

Regarding generating of new projects, Mr. Abraham has found that the CANTO model is a good one in terms of the membership being Regional, however in his findings his concern is on the leverage of involvement or collaboration of members needs to be improved. In his participation in projects within TSTT (his place of employment) and by extension CANTO, Mr. Abraham finds that there is a need to leverage the company to do projects with CANTO, so as to seek it as an opportunity to enhance CANTO, as well as enhance the region from a CANTO perspective. The challenge he is seeing is, how do we as CANTO members engage our organisation in projects that they are already doing to collaborate with CANTO. In terms of using the already available resources of CANTO and existing budgets of said companies to execute to its fullest potential. This will therefore foster better partnership between the respective companies and/ or countries and CANTO and thereby promote better relations with competitors and increase the work being done in the region. There are two projects that he will like to push: One he wants to partner with TATT who is Trinidad and Tobago's local regulator to providing funding for another project with persons with Disabilities and the second is a Recycling Initiative/ programme and this to be done by seeking and partnering with the Green Fund within Trinidad for sponsorship.

iii. Create more Awareness of CANTO

A collaboration of Point #2 and 3, whereby if we generate the strategic partnerships, it will increase the awareness of CANTO.

QUESTION | COMMENT SESSION.

- Mr. Mark - GSL. Disaster Preparedness and Management Committee. He noted that with regards to the partnering with external entities, he is happy to hear that companies especially within the Private Sector organisations will be seeking to utilize existing or new projects to involve CANTO which will work two fold. One, Canto benefits from the publicity and two the organisation gains access to the regional network of CANTO.
- Ms. Opal Neil - Director/ Project Co-ordinator. She spoke on how the structure of CANTO operates and what should happen in using the leverage and dynamism of the

respective stakeholders to really make the partnership between CANTO and the respective organisations work and prove beneficial, especially with the use of technology.

- Ms. Heather Wallen-Bryan identified her challenges regarding accessing data from CSR committees and asked Mr. Abraham about the terms of reference or standard operating process for accessing such information on solutions developed by the CSR committee as it has proved difficult in the past.
- Madam Secretary General, interjected by stating that even though there is a platform whereby some of the entities compete with each other and information cannot be dispersed, CANTO has a membership organisation and will respect what cannot be shared. However will work with all entities to bring synergies with the information that can be shared and determine new solutions and opportunities in developing as a region. Examples provided as in the case of Jamaica, both Cable and Wireless are running similar programmes, likewise in Suriname and Barbados.
- Mr. Abraham responded to the comments of all persons accordingly.
- Mr. Mark - GSL note that he heard that the Marketing Committee is piloting a blog to show what each committee member, each organisation is doing and will be able to share information between the various committees. He thinks that this initiative can work in tandem in sharing the necessary information between respective members/committees as well as keeping a digital record for all to have access to and communicate accordingly.
- Madam Secretary General interjected and noted that this is a collaborative platform between the Marketing Committee and the Vendor Supplier and Technology Committee. The blog is presently in its Pilot Stage and the Vendor Supplier Committee will provide further updates in their presentation.
- Mr. Joseph Samuel commented that in each territory operators have their own individual CSR administration, therefore for CANTO to access or gain some mileage within the respective territories, seek to partner with CANTO so that it gains leverage, recognition that it seeks and greater awareness is built.
- Mr. Abraham noted that this is exactly what he is trying to achieve going forward.

Fifth: Vendor Supplier Working Committee: Madam Secretary General, made announcement and apologised on behalf of the Chair and Vice Chair advising that they were unable to attend AGM due to other commitments. She updated all on the committee's new flagship initiative which is called Market Place, where this will be a platform developed to showcase the Vendor| Supplier products and services. It is presently in its pilot stages as well and when it is ready to be presented to the rest of the committees, all will have an opportunity to ask the necessary questions, add value, comment and review.

Sixth: Regulations Working Committee:

Madam Secretary General, also apologized on behalf of Ms. Sutherland, Committee Chair. She noted that Ms. Sutherland is presently engaged in another meeting and will join us as soon as she is finished.

Seventh: Technology Trends Working Committee:

Madam Secretary General, introduced the last committee presenting. Mr. Anil and video presentation by Mr. Juan, showcased a collaborative platform that will incorporate and record all meetings, scheduled calendar items, documents notes etc., so that all have one central domain to access and share information within the respective committees. It will also be used to manage the initiatives and projects being done by the respective committees and update where necessary. The preliminary requirements and the research potential solutions were completed. Selection of the most viable solution was done. WP Project Manager Pro was chosen, which is a plug-in that can be used as an extension from the CANTO.org website. The Finalization of requirements and Delivery| Evaluation of pilot is in progress. Demonstration of platform was done in its entirety to all committees.

This was well received by all Committee Members present. Madam Secretary General advised that this will be fully tested for use by MAY 2018 and should be ready for official use by everyone by July 2018, which is in time for the Annual General Conference. Ask for Committee members to start testing same and provide, review| comments| feedback.

Launch of Sonar Mobile Application: Pie Data | LXJ Team:

The team of Pie Data and LXJ, delivered an exciting presentation on their new future forwarding mobile Application '**SONAR**'. This app will be able to alert countries, particularly on Hurricane patterns, *Before, During and After* an event occurs. Mr. Ayodele Pompey referred to category 5 Hurricane Maria that struck the isle of Dominica and the devastation that occurred. He quoted the messages of Hon. Roosevelt Skerritt, Prime Minister, Dominica that were posted on Facebook while experiencing the effects of the Hurricane, stating: ***"My Roof is gone, I am at complete mercy of the Hurricane. My house is flooding". "Initial reports of widespread devastation, so far we have lost all what money can buy and replace, My greatest fear for the morning is that we will wake to the news of serious physical injury and possible deaths as a result of likely landslides triggered by the persistent rains".....***

Mr. Pompey advised that he was most impressed and applauds the Prime Minister's ability to leverage the use of social media to send communication and updates to his citizens and the region. However, he stated what if there was a better way to transmit and send information real time to citizens and neighbouring islands. What if there was a way to assess the damage as it is happening. What if there was a way to send targeted messages directly to those segmented populas as the disaster was occurring based on their location. What if there was an easier way to know exactly where people were trapped, and those persons who are trapped could have easily have a two way conversation with rescue teams and disaster relief teams in their country. What if there was a way that anyone anywhere in the world can quickly contribute to the relief efforts of these countries at the palm of their hands. Look no further, '*Help Has Arrived*', says Pie Data| L J X. Mr. Pompey provided statistics noting that In 2017 it was recorded for the second time in history that the Caribbean experienced two (2) category 5 Hurricanes making landfall in a single season within two weeks. Damage estimated at approximately US\$100 Billion dollars and more than 100 deaths were accounted for. Hence, the introduction of **SONAR**.

SONAR is a social, innovative communication disaster management and relief platform and not just a single application that is geared to revolutionize the way one communicates, *Before, During and After* disaster events. Mr. Pompey went through in much detail how the platform works in each

segment and the features associated with each. The focus for the use of this app is for preparedness and setting up persons for resilience for any type of Disasters. Listing for each segment has been outlined.

- **Enhancing Preparedness (Before):**
 - Tips
 - Checklists
 - Shelter Information
 - Advisory Feed
 - Alerting: Push Notifications, Email, SMS, Automated Voice Calls
 - Artificially Intelligent Support
 - Social Integration
- **During:**
 - Sonar Snap
 - Ping: Geolocation
 - Mark As Safe
 - Three-Way Communication: User -> Operation Centre -> Response Teams
 - Track Location
 - Real-time Analytics and Feedback
- **After:**
 - Mobile Donations
 - Logistics Management
 - Relief Tracking
 - Damage Assessment
 - Powerful Reporting and Communication

Mr. Pompey also identified partnership agreements with CANTO, DSS, Federal Emergency Management Agency and Infinity Global that PIE Data and LJX have aligned themselves to and the ongoing discussions with CTU, BTL, CDB and NEMO Belize to ensure the continued development. The introduction of the president of Infinity Global – Mr. Michael Thomas was made and he briefly spoke on the use of the SONAR technology and its adoption into his market effectively and efficiently. In conclusion, Mr. O. Pompey apologised for not being able to have a private demonstration done on the SONAR application, however advised that if persons are interested they can check with the team afterwards to schedule accordingly. Also PIE Data| L J X are looking for additional organisations to partner with them to assist with pilot of the SONAR technology as well as to provide funding to accelerate product development. Those that are interested can also meet with them afterwards. Mr. Pompey introduced CEO and cofounder of PIE DATA, Mr. Sergio Pengel to do the honors of giving the final remarks and counting down CANTO 3.0, the launch of SONAR.

Trends in Technology, Media and Communications

- Jan Schindler Market Intelligence Manager, Prysmian Group, Telecom Solutions
Topic: Global Trends in Telcos
- John Lombardi: Sales Director Caribbean/ Latin America, Mimosa, USA
- Geraume Bor: Ictual, Curacao
- Leslie Lee Fook: Director/ Co-Founder, INCUS Trinidad and Tobago

Jan Schindler, Prysmian Group, Telecom Solutions

Mr. Schindler delivered his presentation on the relevant global trends that is seen in the market in telecommunications, which he believes will change in the near and long term future. He provided a snap shot on who is Prysmian Group, stating that it is a global company based out of Milan, Italy and has been in operation over 140 years. They are operational in over fifty (50) countries, over eighty two (82) plants with more than seventeen (17) Research and Development (R&D) Centres, over 21,000 employees and they made approximately €8Billion dollars in sales in the year 2016. With their business being mainly in Fibre, Telecom Solutions and Multimedia Solutions, Mr. Schindler advised that Digital Service Revolution is what is happening in telecoms today, as hyper-connectivity is vastly increasing. The Digitalization of one's life is due to many factors such as change of habits, 'cloud of things'; i.e: having Smart Homes, Smart Business, Smart Cities and so on. Even the Millennials|Generation Z's demand for fibre and the hungriness for data stimulates hyper connectivity, so that they can be connected anytime, anywhere on any device. Being in a network transformation period, the demand for FTTH|FTTB is becoming a global trend, as such the adoption of solutions for FTTH| FTTB penetration is expanding and its deployment is essential for 5G.

John Lombardi: Mimosa, USA

In his presentation delivery, Mr Lombardi explained the true meaning of MIMOSA. MIMOSA meaning multiple In, Multiple Out, is a Fixed Wireless Company who provides an alternative solution to Fibre to the Home (FTTH) to its subscribers. Based in California, MIMOSA was founded in 2012 by seasoned entrepreneurs of Picturatel, Polycom and 2Wire. They (Mimosa Networks) are deployed in over 155 countries, have over 7000+ ISP and Enterprise customers and pride themselves on being a fiber fast backhaul access and client solution based company that have networks that can service up 200KM, which if required can facilitate between islands, provide backhaul speeds up to 1.5 Gbps and access up to 250Mbps. Their objective is how they can use Fixed Wireless Access Network for Disaster Recovery and how it can be beneficial in provided services to end users. As he continued, Mr. Lombardi informed attendees on the reasons and benefits to Fixed Wireless in relation to FTTH. Highlighting mainly that not only is Fibre to the Home (FTTH) overly expensive in provision to subscribers, it also takes an extensive amount of time to deploy, whereas with Fixed Wireless Access Solutions, it is a cheaper alternative and it's faster. Mr. Lombardi went through the relevant features of having a Fixed Wireless (FW) Access Network and how it will be beneficial to disaster recovery as well as the disaster recovery top tips that can be found via the company's website. He touched on their subsidiary companies such as **BROADWAVE** out of Florida, **OSNET** out of Puerto Rico and **GEO Links** out of California who have all worked in conjunction with Mimosa in rebuilding Broadband Sites for reconnection of service(s) to its customers after devastation experience in their respective countries. In addition, Mr. Lombardi highlighted Mimosa's fixed wireless solutions and their products and noted that works continue to improve the network needs of subscribers in Latin America and the Caribbean.

Geraume Bor: Ictual, Curacao

In his first contribution in the capacity of CTO, Mr. Geraume Bor of ICTUAL, Curacao was very excited to be part of CANTO's 34th AGM. Having been in operation since 1992, ICTUAL is a dynamic and innovative provider of building and managing cutting edge IT software solutions. The associated partners such as IBM, ORACLE, Unit 4 and customers, Digicel, Telesur, Giro Bank are serviced by a skilled and experience team of Engineers, Specialists and Account Managers. ICTUAL's focus is Government, Finance and Telecoms and places close attention in providing value to its customers. Mr. Bor stated that in a world where Digitization is key, the problem faced is that data is fragmented and eventually gets lost. Thus, the implementation of BLOCK CHAIN. Block Chain is a system that stores information through a network of computers that is not only decentralized but also distributed. This means that no central person or company owns the system and everyone that has access to it, can use the data. With their adoption of the Block Chain technology solution, the aim is to have a system that has shared and unified data, hosts and accurate record of changes, execution is logical and verifiable and everyone agrees on changes. Block Chain assists in integrating information so that all data uploaded is relevant, consistent and up to date. It also prevents the possibility of Fraud. For that reason, its implementation especially within the Caribbean will be between the Telcos in areas such as Number Portability and Roaming. However, the technology is fairly new and as a result work is being done to source applications to it, to ensure its sustainability.

Leslie Lee Fook: INCUS Trinidad and Tobago

In his presentation, Director and Co-Founder of INCUS, Mr. Leslie Lee Fook, took the attendees on a very eye-opening and interesting walk on the *Journey of data*. He gave a history on the development and growth of his business and the steps taken by making the shift in transitioning to a more competitive footing, regain his customer base and now being able to create new revenue streams to increase profitability. In his delivery, he referenced Amazon being able to make US\$2.4Billion dollars in one day alone. ie: Black Friday, which is an equivalent of 1/10th of Trinidad and Tobago's GDB. Mr. Lee Fook noted that AMAZON has a strong ability to understand the analytics of their data and data literacy so as to improve customer experience, thus expanding profitability. It was said that the Caribbean need to be able to compete on a global level and not be too slow to evolve in the world of Data. In today's economy, Traditional revenue is declining, Data is now KING. Disruption is driven by the speed of technology and energy adoption, Internet and mobile penetration, cloud acceleration and IOT Deployment which will lead to exponential data growth. Therefore there must be new data strategies adopted to promote the health of economies as data will eventually be the main theme to define Telcos.

Panel Discussion: Staying Connected During a Disaster

- Keynote: Dr. Cletus Bertin, Executive Director, Carilec
- Paul Mayne, Chief Information Officer (CIO) TSTT, Trinidad and Tobago
- Gustavo Sorgente, Director of Operations, CANSAC, Cisco

Dr. Cletus Bertin: CARILEC

Dr. Bertin's presentation provided insight on the connectiveness and collaboration, *Before, During and After* disaster and what is transpiring between the Energy and ICT sectors within the Caribbean as a result of their partnership. He identified the Carilec Disaster Assistant Programme – CDAP's involvement in the disaster restoration co-ordination post hurricane Irma and Maria in relevant Caribbean countries and the resilience through the collaboration with the respective organisations such as CANTO, CARICOM, CDEMA, ASSOCIATION OF CARIBBEAN and CARIBBEAN HOTEL & TOURIST ASSOCIATION (CHTA) for restoration of utility services. The MoU's signed between CANTO and CARILEC to support sustainable energy and ICT goals of the Caribbean, as well as ACS and CARILEC which is aimed at working towards improving region resilience of electrical system after disasters were also highlighted. Dr. Bertin made reference to International Energy Agency (IEA's) report on Digitalization and Energy showcasing the global trends in connectivity, the importance of digitalization in the power sector and the intersection between energy and ICT | Telecoms, identifying the key message that connectivity is rapidly increasing, particularly in the developing world. He also advised on CARILEC's objectives for the next four years with the central focus being on collaboration.

Mr. Paul Mayne: TSTT

Mr. Mayne gave a brief overview highlighting TSTT's position with regards to Next Generation Data Centre security. He advised that integration is critical in having a more resilient infrastructure especially in the event of Disaster within Caribbean Countries, establishing leverage with sister islands on the delivery of service and how it can be properly monitored and managed by focusing on the complete aspect of the people, technology, preparedness and process.

Mr. Gustavo Sorgente: CISCO

Mr. Sorgente's brief presentation mainly provided information on CISCO's participation in the deployment of a new age of technology within the CARICOM region to optimize digital value in the case of public safety and health care security. He advised that there needs to be more engagement and collaboration between the governments and private sector to better assist communities. This can be done by re-engineering the way of life in the Digital Age through creating a sustainable infrastructure which will aid in promoting value to customers, adopting new mindsets by the people where they can acquire knowledge, learn and participate in their economy in a different way.

Caribbean Disaster Risk Management Forum

Overview of Regional Devastation; Status of Recovery Efforts and Next Steps

- Heather Wallen-Bryan, Director, BCM Safety and Security, FLOW
- James Richardson, Consultant
- Aggrey Marsh, System Developer
- Mandela Christian, CDEMA
- Shernon Osepa, Internet Society (ISOC)

Heather Wallen-Bryan, FLOW

In her contribution, Mrs. Wallen-Bryan informed on the Disaster Recovery planning and the adoption of Business Continuity Management (BCM) within organisations and the functions of BCM. BCM refers to those management disciplines, processes and techniques which seek to provide the means for continuous operation of essential business functions under all circumstances and the proactive planning before, during and after a disruptive event. Highlighting statistics of Disaster Recovery (DR) in 2016, she advised that most companies do not understand or know the difference between Disaster Recovery vs BCM planning, outlining that DR is a subset of BCM. The importance of the adoption of BCM planning within organisations and the essential functions of BCM within the telecommunications sector were identified, stating that its elements such as, having a Local Crisis Management team, Emergency Operations Centre locations (Virtual and/or Physical), Disaster / Crisis declaration points, Critical data back up and Communication Plans just to name a few all encompass the significance of the BCM planning process. Becoming BCM proactive is key, as it ensures the success for early recovery in the event of a disaster.

James Richardson

Mr. Richardson provided insight on Incident Management (IM) and understanding IM and the IM Strategy in the event of Disaster/ Disaster Recovery. The importance of having an Incident Management strategy seeks to ensure the management of the well-being of your employees, maintain critical functions, minimize business impacts, avoid escalation of incident and expedite return to stable conditions. He stated that the fundamentals of IM strategy within the workplace ensures the success of its implementation and promotes continuous improvement.

Aggrey Marsh

In his brief presentation, Mr. Marsh highlighted the CANTO DRM Team's responsibility in providing a flow of information from telecoms to CANTO. He showcased VIRTUAL VISION which is a Disaster Management Communication platform built in 2013, operating out of Tobago that reports real time data in the event of a disaster. He provided information on how data is encapsulated and broken down to generate the relevant reports to share with respective organisations and by extension competitors. This aids in collaboration for other Telcos to partner with CANTO to provide support and give help in the event of Disaster.

Mandela Christian, CDEMA

Mr. Christian's contribution provided an overview of the induction of CDEMA, its role and function(s) and the framework and principles that CDEMA operates under. Established in 1991 as CDERA (Caribbean Disaster Emergency Response Agency) with primary responsibility for the coordination of emergency response and relief efforts to Participating States, the agency transitioned over time and in 2009 it evolved to Caribbean Disaster Emergency Management Agency (CDEMA) as a regional inter-governmental agency for disaster management in the Caribbean Community (CARICOM).

In 2017 CDEMA activated its Regional Response Mechanism (RRM) system on Tuesday 5 September, 2017 @ 4:00pm in light of the disasters which came as a result of the active Hurricane season, with major destruction from Category 5 Hurricane Irma and Maria which impacted participating states such as Antigua & Barbuda, Turks & Caicos, British Virgin Islands, US Virgin Islands and Dominica. CDEMA's operations was showcased in a short video named *"In the Eye of the Storm – Reflections of the 2017 Atlantic Hurricane Season"*. <https://www.youtube.com/watch?v=66OOsHSH9jI> .

Based on the assistance given by CANTO in support of restoration works by CDEMA, negotiations are ongoing to establish a MoU between the both organisations which is primarily geared at CANTO and CDEMA identifying areas for collaboration to strengthen the integration of CDM in the telecommunications sector in the region.

Shernon Osepa – Internet Society

Mr. Osepa gave a brief presentation on Internet Society's (ISOC) involvement in Disaster Relief Management within the Caribbean. He noted that Internet Society is a global organisation which main focus on three areas; Standard Development for Internet function, Policy Development and Advocacy and Capacity Building. However, in light of the natural disasters experience within the Region, ISOC has placed more focus on resource development. Mr. Osepa noted that there were challenges experienced in the field of disaster preparedness, as such a plan was developed to assist the region in restoration and connectivity efforts. Therefore in the short term, ISOC will be partnering with key organisations that will focus on telecommunication and internet resiliency, development and enhancement. ISOC already has a MoU signed with CANTO and will be continuing working towards giving contributions to Disaster Risk Management. ISOC is also working on implementing a Disaster Relief Fund that will lend support to relief efforts in the event of a disaster in addition to which a core group of experienced persons as well as volunteers will be air-marked in reaching out and addition value in the event of a natural disaster.

Regional Data Centers –using cloud technology to keep data safe

- Joseba Calvo, Managing Partner, EPI LATAM LLC
- Paul Mayne, Chief Information Officer (CIO) TSTT, Trinidad and Tobago
- Shiva Bissessar, Managing Director, Pinaka Technologies, Trinidad and Tobago

Mr. Joseba Calvo, EPI LATAM LLC

The data centre trends and how to mitigate risks and guarantee business continuity was the subject matter presented by Mr. Calvo. Noting that Digital disruption is all around us, Mr. Calvo showcased the demographics and attitudes of the present workforce in organisations and the transition that companies are now making in line with the increase of digitalization, consequently more demand will be placed on the implementation of IT| Data centres. Mr. Calvo advised that with the induction of Data Centres within companies it will seek to promote efficiency, resiliency and reliability.

Reference was also made to TSTT already being awarded with certification as a Data Service Provider. Therefore where Data is becoming primary to how one communicates, Mr. Calvo informed attendees that certified Data Centres are able to guarantee a reliable service, that CLOUD, Data, IoT, Blockchain, Artificial Intelligence (AI), Communication all depend on Data Centers and with our fast evolving world of technology, data centres will make significant impact on organisations in the near future.

Mr. Paul Mayne: TSTT

Mr. Mayne's brief overview on Next Generation Data Security, informed attendees on the architecture of Next Generation Data Centres, the drivers and demand and the steps we can take to Protect, Optimize and Grow Data Centres within the region as the Caribbean is now becoming at greater risk in data hacking. Therefore, by taking a transformational approach as telecom providers and operators in implementing a Cyber Security Operations Centre with Cloud, enhances the security of its customers' information and management of their data.

Shiva Bissessar: Pinaka Technologies

In his contribution to the theme, *Regional data Centres- Using cloud technology to keep data safe*, Mr. Bissessar presented on the business continuity post Irma and Mara and how cloud can potentially assist in disaster scenarios. Mr. Bissessar informed on ECLAC's (*Economic Commission of Latin America and the Caribbean*) involvement in Disaster Risk Management and referred to the 2016 study done (*in which he was a consultant*), where seven (7) National Disaster Organisations inclusive of CDEMA were interviewed to identify the strengthening co-operation between telecommunication operators and national disaster offices in Caribbean countries. He also mentioned that CANTO DRP committee was a significant stakeholder in participating in this study and some recommendations coming out of that report is to have better co-ordination between Telecoms & NDOs is necessary for disaster management, co-location of operational equipment and information asymmetries in seeking assistance on ICT matters. He highlighted government ICT infrastructure, the short, medium and long term recovery initiatives and business continuity demands where Telcos and data centres can work together for recover and connectivity post disaster. Appreciation was also given AIR Links who facilitates as a partner and sponsor to Pinaka in working towards possible solutions for data connectivity back up.

Emerging Trends in convergence, content, and customer analytics

- Jerry George, Media Consultant - **Content and the Future of the Media**
- Mike Antonius, Telesur

Mr. Jerry George, Media Consultant

In an interesting and insightful presentation, Mr. George delivered a very informative speech with the focus on Content and the technologies that are made to carry such. He pointed out that in the Caribbean, operators and Telcos are not doing a good job on spanning the digital divide and thus find themselves struggling in this whole new technological world. The theme "Content is King" has been gaining momentum and acceptance, however does one understand the importance of Content in the region and are we paying sufficient attention to its' advancement. Mr. George highlighted that Net Neutrality is not about networks but Content, yet millions of dollars are being spent on expertise, building networks and infrastructure, though little is being done to make these

things work in the capacity it was meant for. He said that as a region, we need to know and understand the power of Content and use it for our development. As a result, mindsets need to change so that the implementation of these new platforms such as, *5G and AI (Artificial Intelligence)* for Content is used to the fullest potential and not under-utilised. Time has to be spent educating society on the use of these technologies and the adoption of it to maximise the benefits thus translating it to dividends.

Mike Antonius - Telesur

In his contribution *“Can we benefit from media convergence”*, Mr. Antonius provided information on the emerging trends within media, the benefits to society and benefits for operators. He clearly outlined that the rapid pace of technological advances, including the shift from voice to data, from wireline to wireless, and from copper to fiber, are redefining the parameters of the telecommunications and media markets. In respect to Broadband, whether delivered via fiber, cable modem, copper wire, satellite, or wirelessly, is increasingly the technology underlying telecommunications services such as voice, video, and data. Media Convergence can be described as ‘blending of the media, telecommunications and computer industries’ or, in other words, as the process of blurring the boundaries between different media platforms and uniting them into one digital form. However, one needs to ask whether or not these recent developments are beneficial for our society and our local industry itself.

He explained, now with decreasing revenues in SMS and Voice, operators can benefit from media convergence by forming partnerships with content providers, so as to capitalize on opportunities of transforming businesses to offer better, higher quality network services, more choice, and greater customization and opportunities for interactivity. Thus bringing greater value to the customer and building consumer loyalty which then transcends to higher revenues from new consumer services. Moreover, the acquisition of new cross-enterprise capabilities promote better customer insights, more flexible organizations, and the creation of innovative products and services. Underscoring the point that to survive there must be collaboration, Mr. Antonius stated *“Only operators that can develop these critical new capabilities, and put them together to offer an array of appealing new services, will have the “right to win” in the new world of telecom convergence”*.

Global Trends in Information and Communication Technology

- Keynote: Alexandro Fernandez Senior Security Consultant Americas, CISCO
- Javed Samuel, Consultant- Cybersecurity and its effects on Telcos
- Rogers Richards, CTIO, TSTT
- Shernon Osepa, ISOC
- Ivan Gazabon Duran, Telcos + OpenStack = Innovation Red Hat

Alexandro Fernandez, CISCO

Mr. Fernandez spoke on the cybersecurity space for service providers (SP) and Cisco’s involvement in assisting SP’s to achieve a more secured environment that is in keeping with their company objectives and overall business. He advised that with the integration of new technologies such as 5G, comes new vulnerabilities and threats, therefore CISCO continues to develop specialised solutions in relation to Mobile providers and Global Technology providers that outlines the benefits based on the challenges experience with security threats thus bringing value to clients.

Javed Samuel – Consultant

Mr. Samuel's presentation focused on the different types of security threats and vulnerabilities from a Telcos and subscriber perspective, such as Distributed Denial of Service (DDoS), Unaddressed Vulnerabilities in Software Applications and Network Devices, Service Misconfigurations, Malicious Insiders, vulnerable kits, clone Sims etc, the challenges faced by both a Service provider and customer standpoint and the recommendations that can be adopted in relation to securing your network, securing your applications and detection and response to threats detected. He concluded by stating that Security must be a core component of your entire enterprise, use both technical and non-technical solutions for maintaining a secured network, Know that no quick-fix solutions will be completely effective and seek to understand the changing threat landscape and react quickly.

Rogers Richards, TSTT

Mr. Richards spoke on the global trends for the telecommunication operators in the Caribbean and how it impacts the industry and communities that it services. Reference was made to information sourced from the Gartner Group and Forrester identifying the top ten (10) trends in market transitions, the application of ICT transformational services in relation to these trends and the benefits to operators by leveraging on these applications/ services for continued business development.

Shernon Osepa, ISOC

Mr. Osepa primarily spoke on strategies for cybersecurity in relation to the threats experienced by both service providers (SP's) and customers as well as the importance of finding innovative ways to protect and secure data and other relevant applications.

Ivan Gazabon Duran, Red Hat

As a new participant to CANTO's AGM, Mr. Duran gave an overview of the RED HAT organisation, their role & function and provided insight to the *Open Source* software technology solutions that his company delivers. His main objective is to expand the adoption of *Open Source* in the Caribbean and Central American market.

Discussion Panel: Key Spectrum Requirements for WRC '19

- Moderator: Joanne Wilson, Deputy Program Manager, ASRC
- Chantal Beaumer, Director, Space Services Planning, ISED Canada.
- Nigel Cassimier, Telecommunications Specialist, CTU
- Veena Rawat, Senior Spectrum Advisor, GSMA

Ms. Joanne Wilson, ASRC

Madam Chair, Ms. Wilson spoke on and provided a backdrop on the WRC, WRC-19 Cycle and the innovations achieved within ICT. Notifications on the ITU-WRC-19 Regional Workshop for Region 2, which will be held in La Havana, Cuba on *March 21st -23rd, 2018* was provided. In addition, it was mentioned that the upcoming 2019 Conference Preparatory Meetings (CPM19-2) precede thereafter and are to be held between, *Aug 2018 – Feb 2019*.

Ms. Chantal Beaumer, ISED Canada.

Ms. Beaumer's presentation was done on behalf of OAS| CITEL. She provided information on the status of CITEL's preparation for WRC-19. She notified on the Inter-American proposals, the WRC working group structure which highlighted areas of Mobile and Fixed issues of WRC, Space Science and Satellite issues, Maritime & Aeronautical Systems and Regulations and participation by Caribbean stakeholders. Future WRC-19 meeting schedules and status preparations were also highlighted.

Additional PCCII Information can be sourced at:

<https://www.citel.oas.org/en/Pages/PCCII/WRC.aspx>

<https://www.citel.oas.org/en/Pages/PCCII/default.aspx>

Mr. Nigel Cassimier, CTU

In his presentation, Mr. Cassimier spoke on the Caribbean perspective in WRC issues. The Caribbean Telecommunications Union (CTU) developed a strategic plan where it deals with four (4) main areas i.e: *Spectrum Pricing; Frequency Allocation Tables; Cross Border Interference and Digital Switchover and White Spaces* for sustainable spectrum management and management of preparations in the WRC. Updates were also given on the WRC-19 preparations, where meeting was held to review agenda items, agree on priority items for Caribbean attention, identify regional coordinator agencies for Caribbean priority items, as well as planned 2018 activities and liaisons to build and advance Caribbean consensus and positions on the WRC-19 issues. Status of items in channels for advancing Caribbean positions (CITEL, ITU) were also noted. WRC-19 Caribbean priority action items were highlighted and reference made to items related to IMT2020 |5G, Broadband wireless, disaster management and public safety were communicated.

Dr. Veena Rawat, GSMA.

Dr. Rawat spoke in detail on broadband expansion and 5G's ability to enable Digital Transformation across government and multiple industries and GSMA's position on adopting this 5G spectrum with emphasis under agenda item 1.13, which considers identification of frequency bands for future development of International Mobile Telecom (IMT). It was advised that successful identification of spectrum for IMT is vital in realising the full potential of mobile 5G networks and the support provided from the Caribbean states for the identification and harmonization of priority bands will be key in achieving the 5G vision.

Federal Communications Commission (FCC) Update

- Brian Carter, Senior Counsel & Regional Specialist for Europe and The Caribbean, FCC International Bureau

Mr. Brian Carter, FCC

Mr. Carter gave a brief overview on the regulatory developments at the Federal Communications Commission's (FCC) and identified the key initiatives of the FCC which entails Bridging The Digital Divide, Promoting Innovation, Protecting Consumers and Public Safety, Transparency and Process Reform and Modernizing Regulations.

Federal Communications Commission (FCC) Decision on Open Internet and its impact on Regional Network Operators

- Melesia Sutherland, Director, CANTO

Ms. Melesia Sutherland, CANTO

Ms. Sutherland spoke on the FCC Open Internet Order of 2017, the response of Over the Top (OTT's) |Edge providers and online platforms to 2017 rules, the FCC's response to OTT's |Edge providers and Online Platforms, incentivization to invest of both networks and platforms and the response of Caribbean policymakers to Open Internet in relation to paid prioritisation.

ANNUAL GENERAL MEETING PROCEEDINGS – 34TH ANNUAL GENERAL MEETING.

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 financial and 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 here with us.

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

Next Steps

- Seek CANTO's Marketing Committee support of Hurricane Emergency Response awareness program (day to designated)
- Finalize CANTO-CDEMA MOU – (To be formalized)
- Finalize CANTO DRM Plan (to encourage communication among members in times of disaster)
- Document areas of support for Competitors on each island
- Institute CANTO Early Response Team-Communications/Assessments
- Support Regional (Caribbean Tsunami Information Centre) Tsunami Response mechanism (have early response team in advance of the hurricane season to decide who would go where)
- Facilitate & Collaborate on DRM Training in the Caribbean for members to participate
- Monthly Conference Calls with membership- 1st Fridays each month

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. Danielle 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 s 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 he reported on the need to get controls in place to safe guard assets and reiterated on 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 liabilities 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

- **Planning and Executing the Annual Marketing Forum**

Participation in this initiative has trended downwards for the past two forums, an increase last year. They hope to have it again this year and make it more interesting for the membership and other persons who may be interested in attending.

- **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: 15th May, 2018 11:59 AST
- Presentation of Awards: 24th July, 2018, Panama

Information will be placed on CANTO’s website

Future Initial Initiatives for 2018:

1. Disaster Preparedness and Recovery Management:

The 2017 hurricane season became the new normal for the Caribbean Region. Climate change caused by the human influence brought into focus the need for telecom operators to become more Alert, Aware, and Prepared. In light of the Hurricane season last year, the Committee is proposing to partner with DRM Committee to find ways to offer a Forum for discussion for a nominal fee for telecom operators to become more Alert, Aware in this area for Business continuity purposes.

2. Telecommunications Regulations

From the reported number of individuals attending the Regulation Committee Meetings in addition to the others who would like to attend but cannot due other Committee commitments, he proposed that a breakout forum on topical issues confronting the telecom industry be considered in order to provide forum participants with information that will not normally be shared at the AGM and Conference.

- Improving CANTO'S visibility
 - 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
- 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 in terms of 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 experience from where it was started and it 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 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:

- 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

The members were invited to the joint 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 for consideration
- Discuss ways of doing things and become acceptable and allow Caribbean to invest in their network for better quality of service for the region

WRC 2019

The 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 present 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 Assraf 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 (6) months as follows:

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

- Draft/Complete White paper about the method of assessing Internet of Things for approval by the CANTO Board
- Draft/Complete White paper FIBER vs. WIRELESS
- 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

Mrs. Wankin reported that her report was circulated to members via the Annual Report and assume it as being read, she reported that she will present an abridge version of her report highlighting the main areas.

- 1.) What We Have Done in 2017**
- 2.) CANTO's Commitment**
- 3.) How we will do this: ENGAGE | LEAD | ADVOCATE**
- 4.) What We Will Deliver in 2018**
- 5.) It's A Partnership**

In closing the Secretary General asked members to complete evaluation for us to assess our work to better serve them.

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. 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 to Mrs. Helma Etnel who, acted as Vice Chairman, took control of this segment of the meeting and introduced the Chairman and invited him to present his report.

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

The Organisation 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 Incentivising 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 Honourable 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. They 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 endeavours and sincerely thanked him for his contribution to the CANTO organization.

He also congratulated Rochelle Cameron, representing Cable & Wireless Grenada. Rochelle was elected as Vice Chair at the 2017 AGM in Curacao. It had been a pleasure to work with Rochelle 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. Their continued focus throughout the year had been to bring more value to the membership and to strive for good corporate governance.

He reported that they are 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, their goal 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 they 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 maximise value to the membership in their ongoing service to their full and affiliate members.

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

ITEM 11: Election of Directors

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

He explained the election process to the members and advised that in the event the elections need to proceed via secret ballots, he will need to appoint two observers to ensure that the process is fair. There will be ballot papers which will allow members to put the name of the company they would like to appoint, persons with proxies will receive the number of ballots in accordance to the amount of proxies include their vote.

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:

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

The Presiding Officer invited members to make nominations for this position.

- Digicel, Trinidad & Tobago proposed Corinne Phillip - Digicel Turks & Caicos, seconded by GT&T Guyana
- Telephone & Telegraph proposed Charles Carter – TSTT, seconded by UTS, Lyrion Gomez
- SETAR proposed Mike Antonius – TELESUR seconded by TELEM, Helma Etnel

Election Results:

- 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, noting that it is great sense of commitment if we are to achieve great result. In closing, the Chairman thanked all and hoped to maintain good relations, he then declared the Annual General Meeting officially closed.