



NATIONAL TELECOMMUNICATIONS REGULATORY COMMISSION
ANNUAL REPORT 2020

ABOUT COVER PHOTO

The image depicted on the cover photo shows various aspects of the installation of a subsea cable by the specialized vessel, the CS Intrepid in 2019 between the mainland Saint Vincent, and the Grenadine islands of Bequia, Mustique, Canouan, and Union Island, with connections to Carriacou and Grenada.

The laying of the cable forms part of the World Bank funded Caribbean Regional Communications Infrastructure Programme (CARCIP) National Broadband Project. The laying of the cable is expected to improve the delivery of telecommunications services in the Grenadine islands which are being serviced by unreliable microwave backhaul links.

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1. MISSION STATEMENT

To facilitate quality, relevant, and affordable Telecommunications Services throughout St. Vincent and the Grenadines.



2. VISION STATEMENT

To ensure that the demand for existing and future Telecommunications Services is met, in order to support economic growth and diversification, by providing a suitable environment for the tourism, information and financial sectors through a liberalized and competitive Telecommunications environment.



3. FUNCTIONS

The National Telecommunications Regulatory Commission (NTRC) in collaboration with the Eastern Caribbean Telecommunications Authority (ECTEL) is responsible for carrying out a variety of functions that are associated with regulating the Telecommunications Sector in St. Vincent and the Grenadines. These functions are outlined in detail in the Telecommunications Act (CAP 418) of the Revised Laws of St. Vincent and the Grenadines 2009.

4. THE COMMISSIONERS



Mrs. Roxann Williams
Deputy Chairperson



Dr. Alston Stoddard
Commissioner



Mr. Petrus Gumbs
Commissioner

5.STAFF MEMBERS



Apollo Knights
Director



Nadine Hull
Spectrum
Manager



Cyron Cyrus
USF Administrator
(Ag)



Mishka L. Quashie
Accountant



Andra Keizer
Administrative Officer



Shonden Baptiste
Executive Assistant



**Marcellus
Constance Jr.**
Technical Operations
Manager



Rhea Lewis
Consumer & Public
Relations Manager



Eustasha Walter
Public Relations
Officer



Jori Thorne
Accounting Officer



Shadeja Gordon
Customer Experience
Officer



Khalisa Peters
Intern



Rolano Nanton
Intern

6. SWOT ANALYSIS

Strengths

- Availability of sufficient ICT infrastructure and software to efficiently carry out the NTRC's regulatory functions.
- Diversity of relevant skills and experience among current staff.
- A balanced combination of experienced staff alongside young, innovative, and qualified interns.

Weaknesses

- Inadequate price control mechanisms for dominant suppliers of services specifically in areas of mobile, voice, data, Fixed Broadband and Cable TV retail rates.
- Lack of regulatory oversight on promotional activities of mobile network operators.
- Absence of Quality of Service (QoS) regulations in the sector.
- Office space is inadequate for the current staff size.

Opportunities

- Ability to develop projects under the Universal Service Fund capable of reducing the digital divide that exists within our communities relating to data communication and knowledge sharing.
- Ability to address some of the current regulatory legislative deficiencies with a new electronic communications act.
- Potential for the harmonization of Internet access speeds on the Grenadine islands with those that exist on mainland St. Vincent with the establishment of the Subsea fiber cable implemented under the CARCIP project in 2019.
- Potential for Quality of Service (QoS) improvements among mobile service providers as an indirect spin off from mobile number portability that was launched in 2019.

Threats

- Cybercrime is a threat not only to the NTRC, but to our country and the region.
- The continued convergence of the ICT sector facilitated by IP technology which facilitates Over the Top Services (OTTs).
- The current duopoly market for most of our telecommunication services is not functioning in the best interest of consumers.
- The recent deployment of low earth orbiting (Leo) satellite constellations that have the ability to compete

with terrestrial service providers in delivering Broadband access directly to homes. Such services if not properly licensed and regulated could negatively affect the financial status of both the existing licensed service providers and our regulatory institutions across our sub region.

7.CRITICAL ISSUES

Currently, there are three critical areas that need to be addressed in the sector:

Cyber Security

On February 24 and 25, 2020, the NTRC hosted a series of Workshops entitled “Get the Commonwealth Safe Online” in partnership with the Get Safe Online organization from the United Kingdom. The workshops were intended to raise awareness of internet security and to help individuals and small businesses use the internet confidently and safely. The workshops held were as follows:

1. Community Awareness - persons with little experience and/or little access to online safety information from the public
2. SME's and Third Sector Organizations Training Workshop – Aimed towards protecting organizations from the inside.

3. Child Protection Workshop – This catered for persons who need to understand the risks posed to children online, such as teachers, social workers, NGOs, and parents.

The NTRC has used the information and resources shared within this workshop on its social media platforms to sensitize the public throughout the year.

Notwithstanding the above, there is a need for increased capacity building initiatives where cyber security is concerned as we seek to increase our broadband penetration levels. Consideration should be given to establishing a dedicated full-time team in the Public service to address cyber security and

safety issues at the national level which may include adjusting the curriculum of our schools to cover this critical area.

Broadcast Standards

In the absence of broadcast legislation or content/programming provisions within the new Electronic Communications Bill, the Government may consider alternative mechanisms, such as, agreements with the licensees to address issues such as local content and programming schedules. We continue to see a situation of little oversight on what is played on local radio and in our public transport vehicles.

Broadband Penetration Level

If the country is expected to compete on the global market, irrespective of the sectors targeted, it is critical that as a country, we focus on increasing the penetration levels of broadband access to consumers. Broadband is seen as an essential service globally which is comparable to that of electricity, telephone, and water. In relation to water and electricity St. Vincent and the Grenadines has a household penetration exceeding 90%. In comparison, for fixed broadband, at the household level we are at about 55%

penetration. Such a penetration rate of (55%) in electricity and water today is unimaginable, as such our broadband penetration levels must be increased such that it is comparable to that of our electricity and water penetration. It is imperative that the Government formalize a National Broadband Policy via a national broadband plan that can be used to decrease the digital divide that exists among our households.

We saw in 2020 the impact of such a low penetration rate on the ability of some of our students to actively participate in online classes while face to face classes were suspended due to the Covid-19 pandemic.

Digital Transformation

Several countries within the OECS including St. Vincent and the Grenadines have embarked on several initiatives geared towards the transformation of their societies via digital technologies. Of specific relevance is the new Caribbean Digital Transformation Project funded by the World Bank which commenced in 2020 and will close in June 2026. This project will touch on many aspects of the pillars of our economy including innovation, investment, digital financial services, e-commerce etc. While the

project touches on many important areas both nationally and regionally, it is missing a very critical component which if left unaddressed would hamper the success of this project and others to come. This is the lack of a national addressing system in St. Vincent and the Grenadines and other states of the OECS. It is the main reason why there is very little domestic ecommerce in our islands. It is also the reason why there are delays in delivery of goods and services at the domestic level which affects productivity and can have life threatening implications where the police, fire and health officials can be delayed in responding to emergencies.

8.SECTOR REVIEW



Financial Data Review

Total Telecom Revenue 2020

Revenue of the NTRC and ECTEL for the period 2002 to 2020

Frequency fees are shared between the NTRC and ECTEL. There was an increase of 3% for frequency fees collected in 2020 compared to 2019. In 2019, the NTRC collected \$3,037,136.81 while in 2020, \$3,126,872.40 was received. \$240,109.90 in additional fees were collected for a modification billed for in September 2020. Furthermore, there remains frequency fees not paid by the year-end amounting to \$145,006.25.

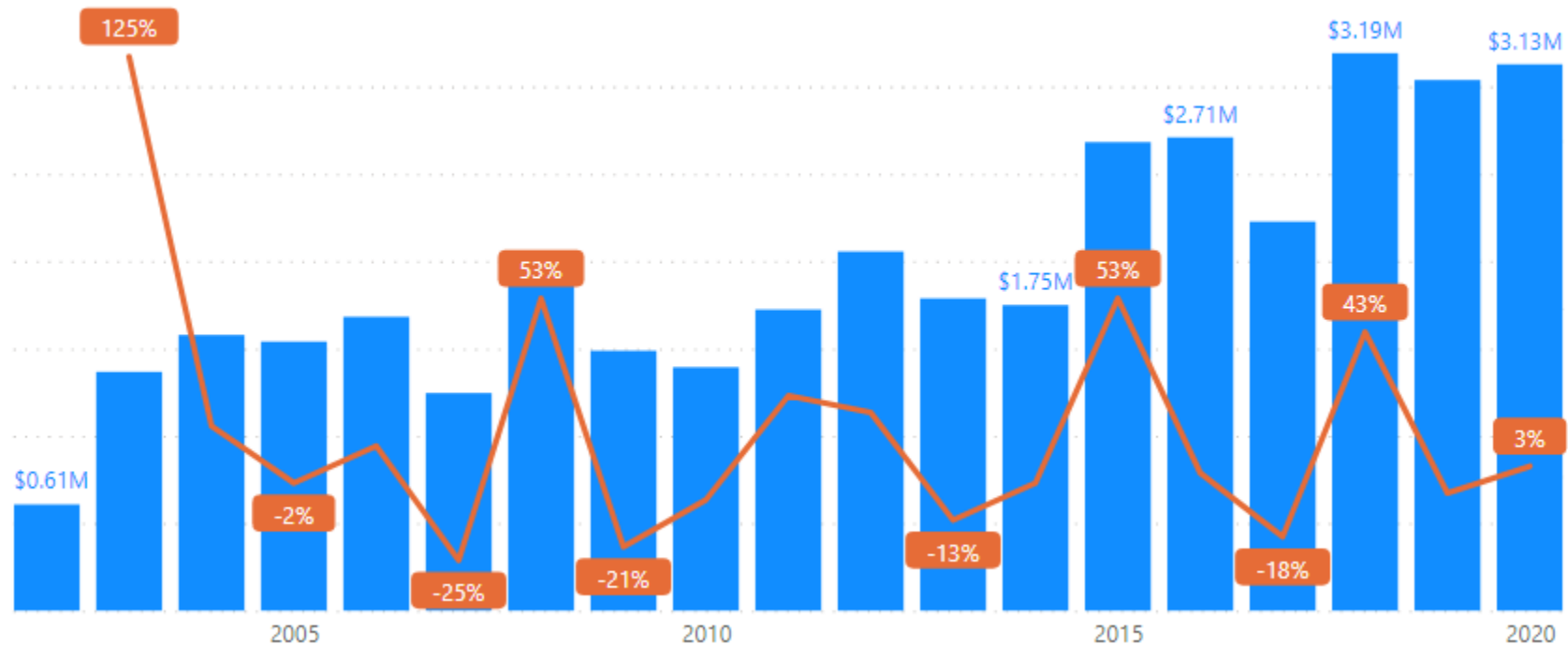


Figure 1 Frequency Fees 2002 - 2020

For application fees, in 2020, there was a 17% reduction compared to 2019. The NTRC collected \$28,198.91 in 2019 and \$23,520.74 in 2020. In 2019, the NTRC collected more application fees for frequency authorizations and class licenses. However, in 2020, more application fees were received for Individual Licenses only which led to the reduction.

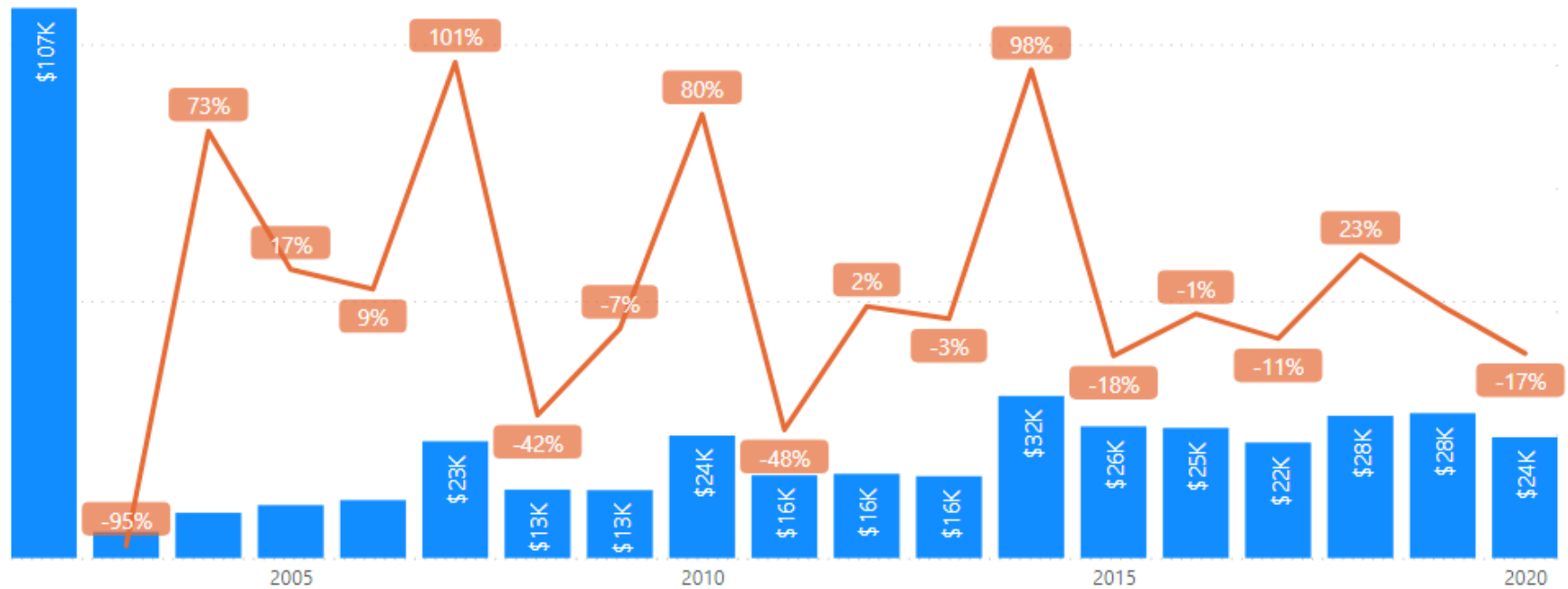


Figure 2 Application Fees 2002 - 2020

Licence fees received by the Government for the period 2002 to 2020.

There was an 83% increase in revenue for licence fees collected by the NTRC on behalf of the Government in 2020 compared to 2019. This was mainly due to the collection of the 2019 receivable in 2020 for one of the major Telecommunications Providers. Had these fees been paid when due, we would have received \$3,527,609.06 in 2019 and \$3,519,508.73 in 2020.

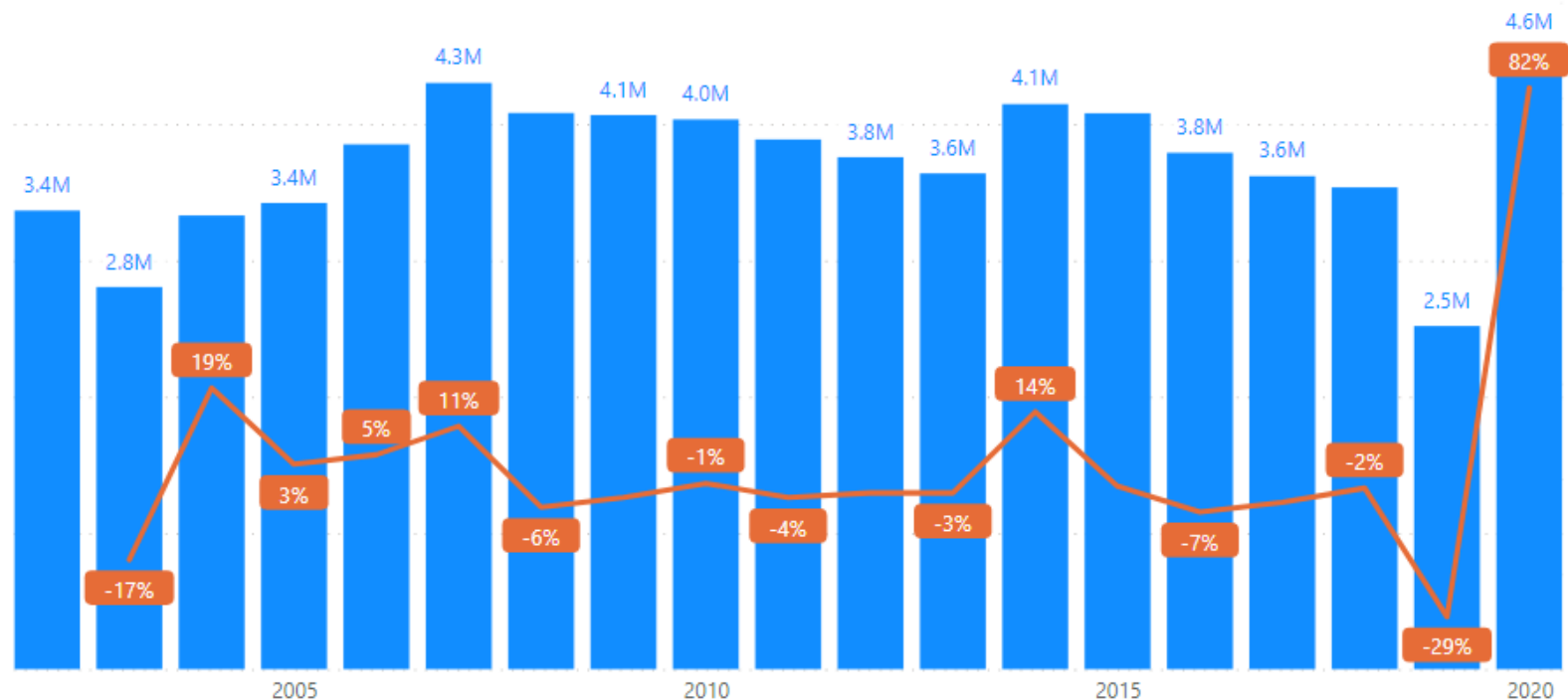


Figure 3 License Fees collected by Government

Financial Performance of the NTRC

A. Revenue

The NTRC's projected revenue for the year ending December 31, 2020 was \$1,375,586.70 while \$1,382,736.68 was collected. New short codes were issued during the year and additional interest revenue was received on account. There is a further \$820.00 to be collected for numbering fees.

B. Expenditure

i. Recurrent

For the year ending December 31, 2020, the NTRC had projected to spend \$1,327,585.09 on recurrent expenditure; however, \$1,310,941.66 was spent. The Commission also had accrued expenses at the end of 2020 amounting to \$28,766.30.

ii. Capital

The amount of \$36,000.00 was budgeted for capital expenditure for the financial year 2020, while \$36,148.62 was spent in line with the projected amount.

Conclusion

The NTRC's financial performance over the 2020 financial year was commendable.

Projected Revenue for 2021

For the fiscal year 2021, the NTRC expects the projected spectrum revenue to remain constant over the projected amount for 2020. The NTRC has projected to collect \$3,086,275.00 in 2021 which is a 0.03% or \$800.00 increase from \$3,085,475.00 in 2020.

Figure 4

Human Resource Development for 2020

The NTRC continues to expose its staff and Commissioners to relevant courses and seminars that would benefit the organization both in the short and long-term considering the limited resources available.

The areas covered during 2020 were as follows:

- BSc. Management Studies (Human Resource Management). This program is being done online via UWI Open Campus St. Vincent and the Grenadines.
- BSc. Management Studies (Marketing). This program is being done online via UWI Open Campus St. Vincent and the Grenadines.
- Certificate in Financial Management. This program was conducted online via UWI Open Campus St. Vincent and the Grenadines
- Certificate in Digital Marketing. This program was conducted online via UWI Open Campus St. Vincent and the Grenadines
- Certificate in Managing People Effectively. This program was conducted online via UWI Open Campus St. Vincent and the Grenadines
- Certificate in Introduction to Events Management This program was conducted online via UWI Open Campus St. Vincent and the Grenadines
- Accounting Essentials. This training was conducted online via BPP in Association with ACCA.
- Google IT Automation with Python Certification. This training was done online via Coursera.
- Viral Marketing and how to craft contagious content. This training was done online via Coursera.

Regulation

No new Telecommunications Regulations were gazetted during 2020.

Staff

In 2020, we hired a new Consumer and Public Relations (CPR) Manager, Ms. Rhea Lewis. In addition, we appointed two new interns, Ms. Khalisa Peters and Mr. Rolano Nanton.

Policy Development

In September 2019, ECTEL submitted the final draft of the new electronic communications bill to member states for their passage into law. This new draft bill will replace the current telecommunications Act that has been in place since 2001. It is expected that this draft bill will be taken to Parliament in 2021.

Spectrum Management

The NTRC continued to conduct its weekly spectrum monitoring and management activities in the year 2020. Our spectrum

monitoring activities focused on St. Vincent and Bequia. No monitoring was done in the Southern Grenadines due to limitations in travel resulting from the COVID-19 pandemic.

Also, during the year, as a part of the new Integrated Spectrum Management and Monitoring System (ISMMS) the second of the two spectrum monitoring probes received in 2019 was installed in October 2020 in Union Island. The first probe was installed in Bequia in December 2019.

Cellular Sites

The visualization below shows the number of LTE cellular sites in St. Vincent and the Grenadines. Cable & Wireless has 42 sites while Digicel has 50 sites. 40 of the sites operated by Cable & Wireless have LTE technology deployed while all Digicel's 50 sites have LTE.

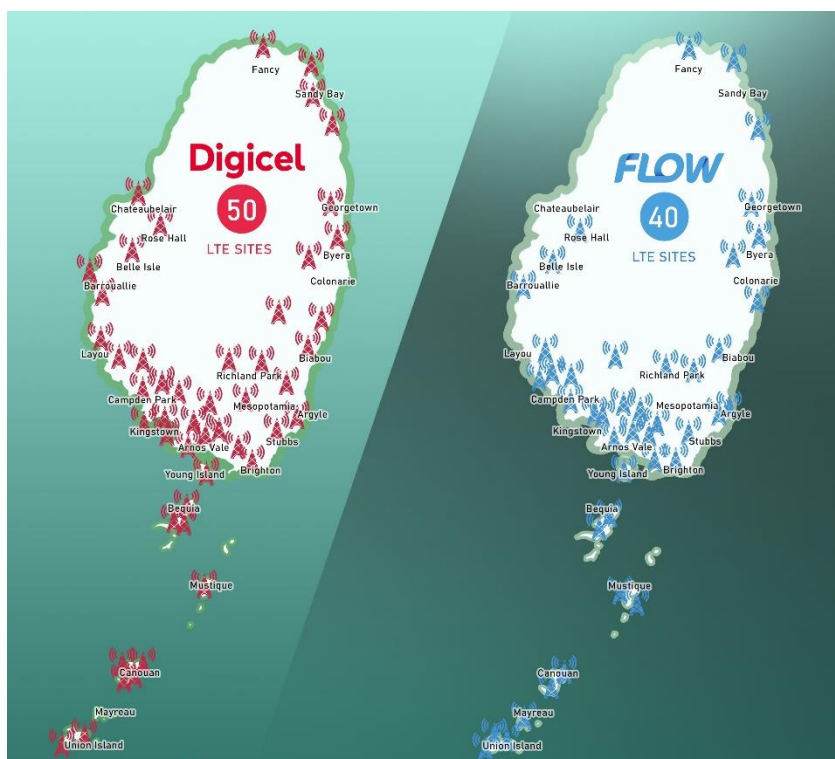


Figure 5 Cell Sites in St. Vincent and the Grenadines

The sites provide coverage to most of the populated areas on mainland St. Vincent, however, there is a need for better coverage on most of the Grenadines islands and in rural areas on mainland St. Vincent.

Internet Access

As of December 2020, the total number of Fixed internet subscribers in St. Vincent and the Grenadines was Twenty-Four Thousand, Seven Hundred and Four (24,704). This figure shows a 11 % increase over the number of subscribers in 2019. In 2020, the NTRC was unable to execute new projects under the Universal Service Fund but renewed the SMART project contract and conducted various monitoring exercises to ensure our existing free Wi-Fi service is functional throughout the country.

Public Consultation

The NTRC conducted a public consultation in 2020 based on a recommendation from the Eastern Caribbean Telecommunications Authority (ECTEL) to consult on the following regulatory instruments in the ECTEL Member States:

1. Market Assessment of Regulated and Unregulated Retail Services and Proposed Recommended Measures for Retail Services

2. Proposed changes to Regulation 17(c) of the draft Electronic Communications (Consumer Protection) Regulations (Specific Rules on Consumer Protection in the Electronic Communications Sector).

The objective of this consultation was to gather the views of stakeholders as it related to:

- Implementing a new retail price regulation regime (“New RPRR”) for Regulated Services offered by Cable and Wireless. The proposed New RPRR would replace the price cap plans (“PCPs”) that are currently in place for C&W’s Regulated Services.
- Proposed changes to Regulation 17(c), to address concerns raised on prepaid subscription.

Public Awareness

In 2020, the NTRC executed several public awareness initiatives.

1. icode784 competition

On Tuesday September 15, 2020, the Commission launched its 8th icode784 competition which was streamed live on the

NTRC’s Facebook page. There was an increase in the number of entries for the competition, Eighty-Six (86) entries were received in 2020 as compared to Fifty-Seven (57) entries which were received for the 2019 competition. Thirty-two (32) groups entered the Secondary Idea Category, thirty (30) groups entered the Secondary Mobile Application Category, and for the Open Category, consisting of Individuals under the age of thirty-five (35) years, there were Twenty-four (24) entries.

The competition consisted of four phases, these were the Launch which opens the registration period, the Preliminary Judging round where the groups presented their projects to a panel of judges, the Good Tips Presentation with the Toastmasters Organization and the Grand Finale which concludes the competition.

The schools that participated in the secondary level were Petit Bordel Secondary School, Mountain View Adventist Academy, Union Island Secondary School, St. Vincent Girls High School, St. Vincent Grammar School, Georgetown Secondary School, and the St. Joseph’s Convent Kingstown.

The Open Category saw participation from Twelve (12) teams from the public.

The finals of the competition concluded on Tuesday November 17, 2020 at the Kingstown Methodist Church Hall. For this year's competition two persons from the winning team along with their mentor from the secondary mobile application category will go to Barcelona in June 2021 to attend an event for startups. The winners of the various categories of the competition were as follows:

- Secondary Idea Category: "Astra" from the St. Vincent Grammar School.
- Secondary Mobile Application Category: "SciGirls" from the St. Joseph's Convent Kingstown.
- Open Category (Individuals under the age of 35 years): "Charismatechs".

2. Financial Assistance Program

In 2017, the NTRC developed a yearly program where financial assistance was given to one (1) Primary school student and one (1) Secondary school student. This program continued for its fourth consecutive year, where Jahrett Prescott a student of the Argyle R C Primary School received an amount of \$500.00 and

Jaheim Pompey a student of the Troumaca Ontario Secondary School received an amount of \$1,000.00. The program targets students attending all schools in St. Vincent and the Grenadines. A letter was sent to all Primary and Secondary schools for the principals to submit the names of students that would qualify for the assistance and the reason/s why they should be considered. As such, the NTRC selected the neediest students based on the objectives of the program. The financial assistance program will continue for the foreseeable future.

3. The NTRC's MyApp Summer Program

For 2020 the commission did not host the MyApp Summer program due to the Covid-19 pandemic. Noting this, based on the Covid-19 protocols for 2021 the Commission will decide whether the program will be held.

4. Radio and Interview Sessions

Radio and Television interviews were conducted at the Agency for Public Information (API), Xtreme FM, WE FM, Star FM, Boom FM, Hot 97.1 FM and the National Broadcasting Corporation

Radio Station (NBC). These interviews were used as a promotional tool to relay information to the general public regarding the activities that were being carried out by the NTRC such as the NTRC's 2020 icode784 competition and Funding for online courses in ICT.

5. Social media Campaign

In an effort to reach a wider audience, the NTRC engaged the public on Facebook and Instagram providing them with information about our organization. This has helped to engage the public and increase our followers on Instagram and our likes on Facebook.

6. Global Maritime Distress and Safety System (GMDSS) Training Sessions

During the period September to November 2020, the Commission partnered with the St. Vincent and the Grenadines Coast Guard Services and the Fisheries Division to host a series of GMDSS Radio Training Sessions for

fishermen and persons involved in maritime activities across the St. Vincent & the Grenadines. The training sessions advised individuals of the new GMDSS system which was implemented by the NTRC to facilitate emergency and non-emergency communications at sea. The training also provided demonstrations on how to use the GMDSS radios which have features that allow you to communicate with the GMDSS system and other ships that possess the system. The training sessions were held at the Barrouallie Police Station, Rose Hall Police Station, Calliaqua Town Hall, Owia Government School, and the Paget Farm Community Center in Bequia. The audience target was 30 persons per session and after each session a GMDSS radio was raffled to the attendees. In addition, for the sessions at the Police Stations a GMDSS radio was donated to these Police Stations.

Universal Service Fund

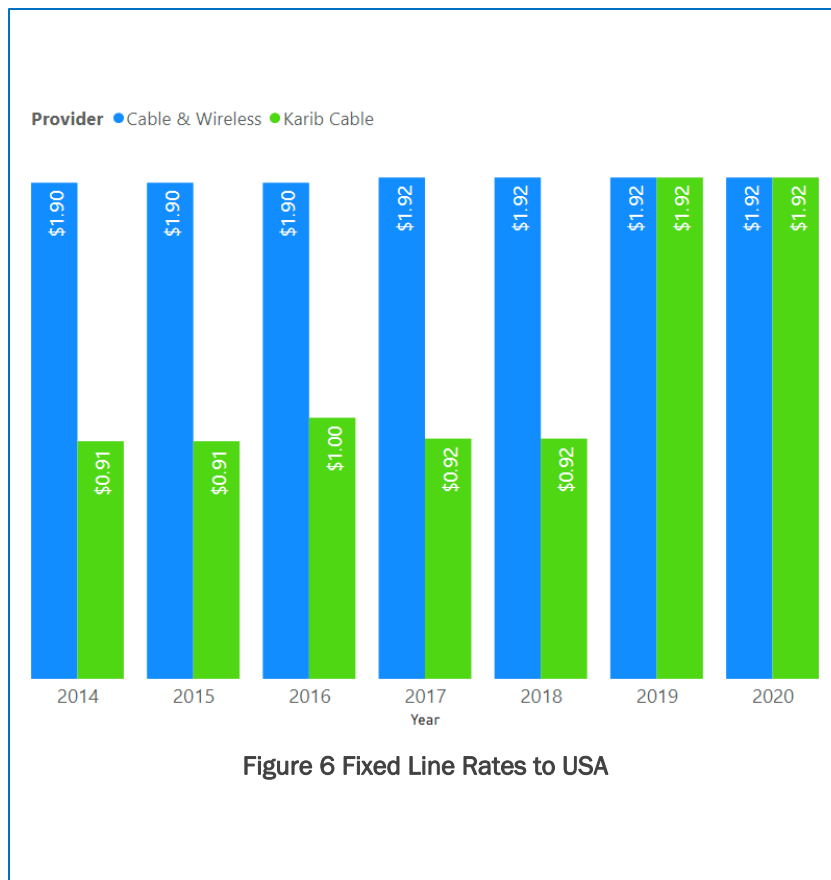
For the year ended December 31, 2020, the Universal Service Fund had projected to receive a total of \$2,865,626.00 from Telecommunications Service Providers and an interest of \$14,000. The actual revenue received by the Universal Service Fund in 2020 was \$2,897,806.90. A 2019 receivable of \$13,315.73 was collected from a Telecom provider in 2020.

The USF equipment and services located at various sites under the Six projects funded by the Universal Service Fund are currently in place and functional. The NTRC did not seek to pursue any new projects in 2020 but will seek to do so as soon as funds become available.

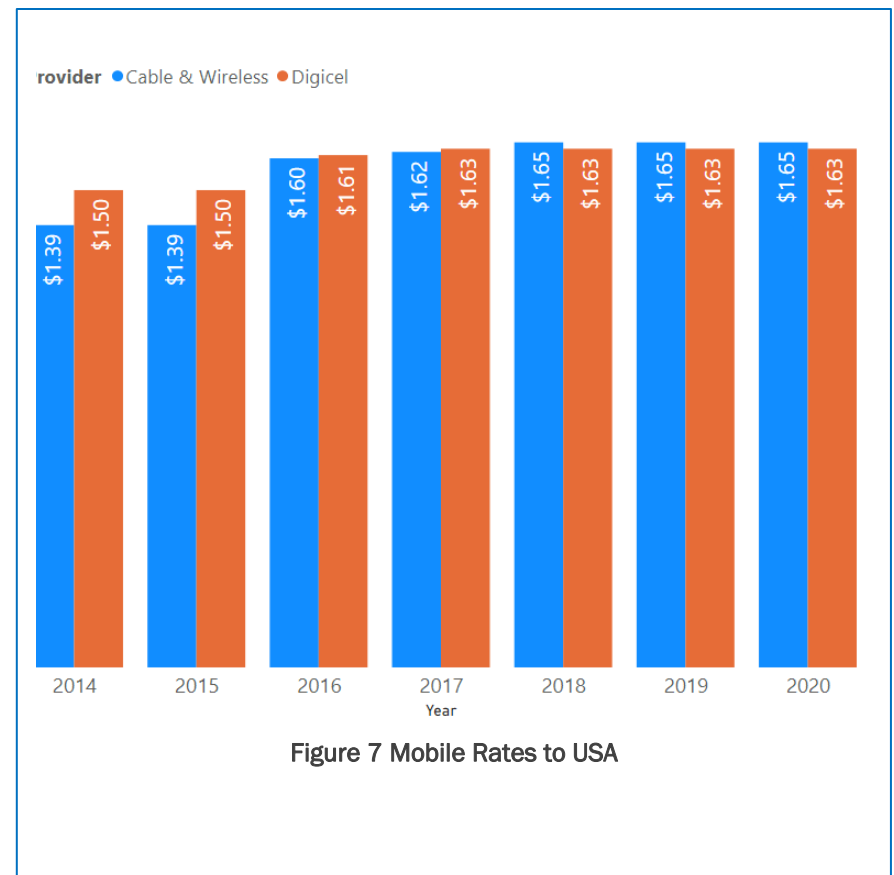
More details on the USF projects can be found in the 2020 USF Annual Report.

Statistics

The NTRC continued in 2020 with the provisioning of statistical data from the Telecommunications sector to several local, regional, and international entities. The following graphs depict some of the more relevant information on the sector while Table 5 on page 45 gives a detailed overview of customer data supplied by the Telecommunications Providers.



The rates depicted in Figure 6 are not regulated. In 2020 we saw that Karib Cable (Columbus Communications) and Cable and Wireless fixed line rates remained unchanged.



The rates depicted in Figure 7 are not regulated. In 2016 and 2017 we saw slight increases in the Digicel rates. However, from 2019 to 2020 the rates remained unchanged for both Cable and Wireless and Digicel.

Figure 8 Domestic on Network Rates

The domestic rates in Figure 8 are the daytime rates for calls made to customers on the same network. Cable and Wireless' and Digicel's mobile domestic rates remained unchanged in 2020 while Cable and Wireless' fixed line rates slightly increased.

Provider ● Cable & Wireless ● Digicel ● Karib Cable

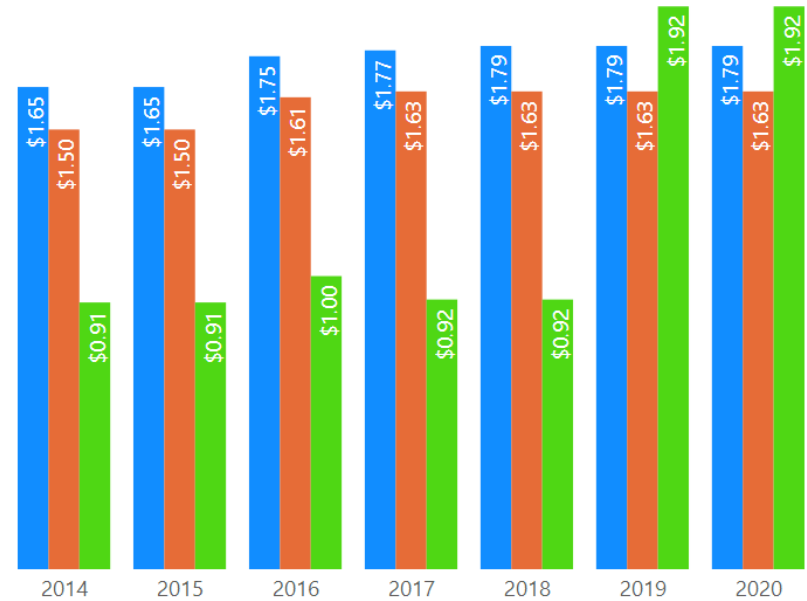


Figure 9 Daytime Rates to USA

The international rates in Figure 9 are the daytime rates for calls to the USA for all providers. Karib Cable (Columbus Communications), Digicel and Cable and Wireless remained unchanged in 2020.

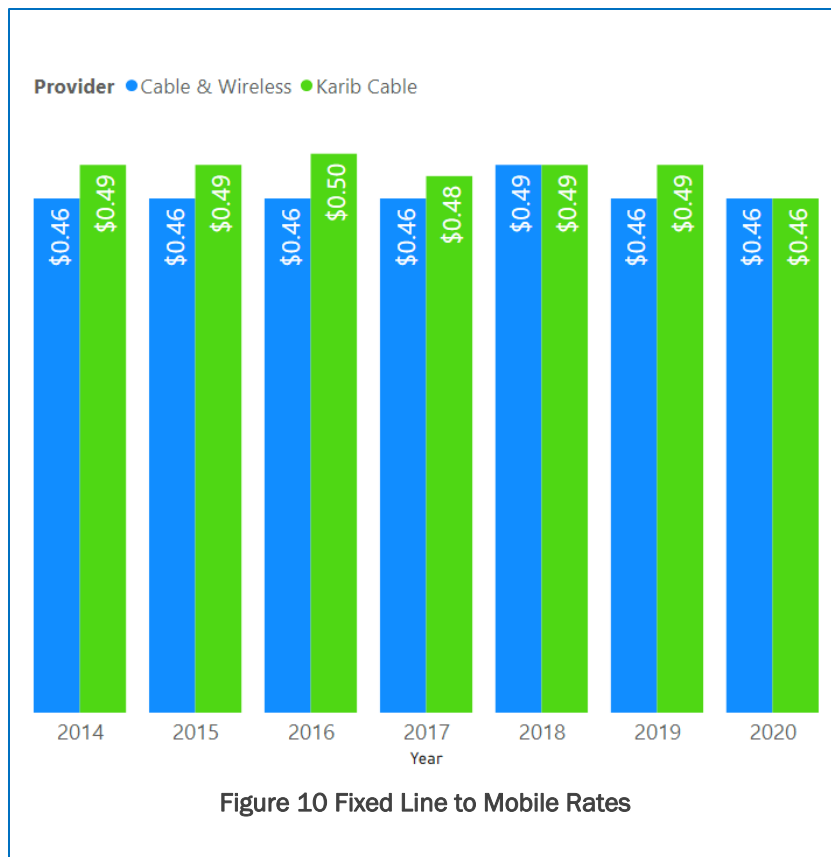


Figure 10 shows Cable & Wireless' and Karib Cable's (Columbus Communications) fixed line to mobile rates for 2014 to 2020. Cable & Wireless rates remained unchanged 2020. However, in 2020, Karib Cable (Columbus Communications) rates decreased.

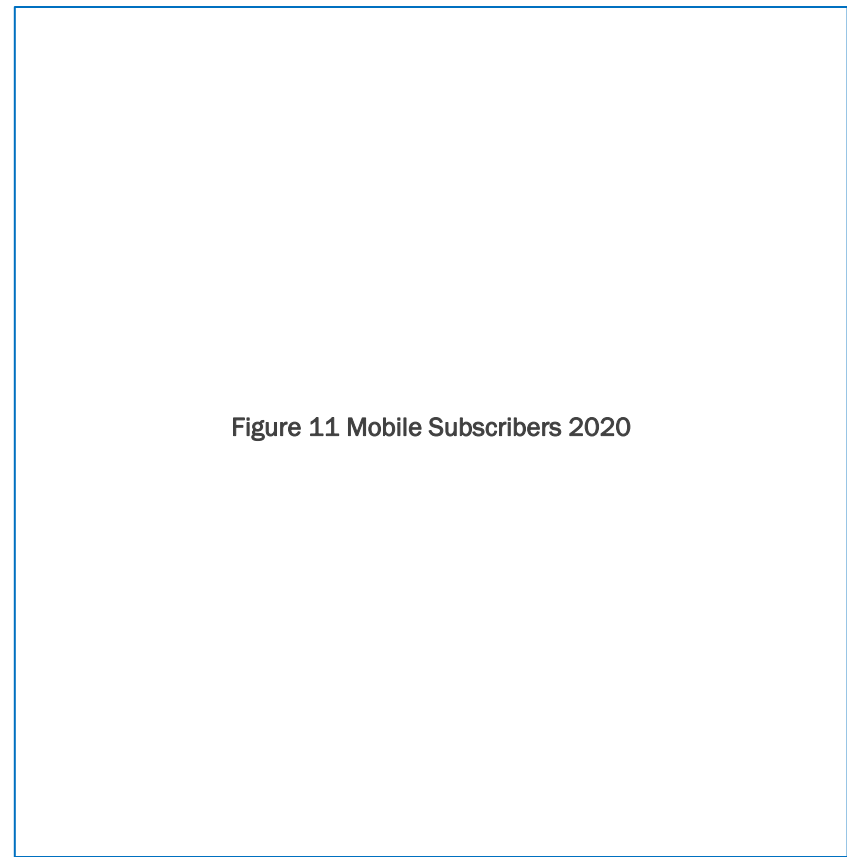


Figure 11 shows the number of mobile subscribers for 2020. It is noted that Cable & Wireless' mobile subscribers increased while Digicel subscribers decreased in 2020.

Figure 12 Mobile Data Subscribers 2020

Figure 12 shows a comparison of the total Mobile Data Subscribers for Cable & Wireless and Digicel. It is noted that Digicel's mobile data subscribers saw a reduction in 2020 and Cable and Wireless saw an increase in their subscribers.

Figure 13 Fixed Line Subscribers 2020

Figure 13 shows a comparison in Fixed Line Subscribers for Cable & Wireless and Karib Cable (Columbus Communications). In 2020, Cable & Wireless recorded a decrease in their Fixed Line Subscribers. However, in 2020 Karib Cable (Columbus Communications) recorded and increase in their Fixed Line Subscribers.

Figure 14 Broadband Subscribers by Operator 2020

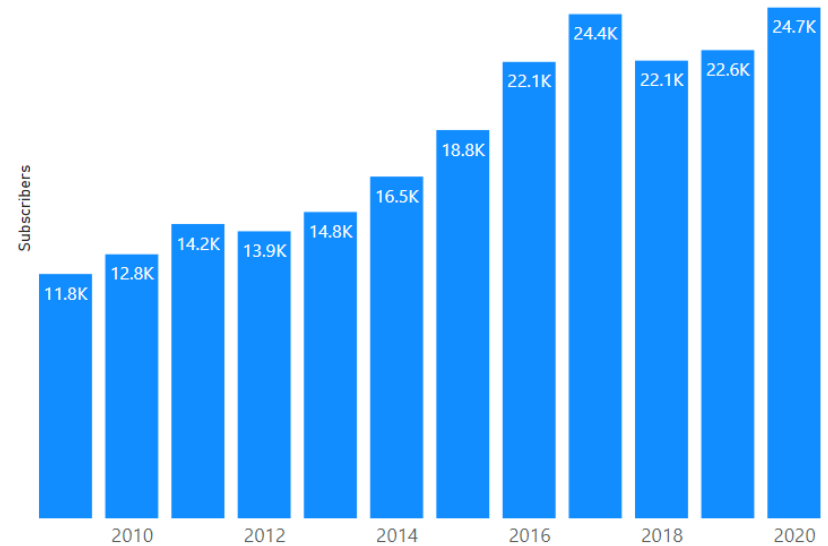


Figure 15 Broadband Subscribers

Figure 14 shows the number of Broadband Internet Subscribers per provider. Cable and Wireless experienced a decline in broadband subscribers in 2019, however there was an increase in broadband subscribers for Karib Cable (Columbus Communications) within this year. Also, Digicel recorded 750 broadband internet subscribers in 2020.

Figure 15 shows the total number of Broadband Internet Subscribers from 2009 to 2020. In 2020 we saw an increase in the broadband subscribers.

Figure 16 Cable TV Subscribers

Figure 16 shows that Karib Cable (Columbus Communications) recorded a decrease in Cable TV subscribers in 2020 and Silvakast had no Cable TV subscribers towards the end of 2020.

Licensing

The NTRC continued in 2020 to facilitate the application process for new licences under the Telecommunications Act (CAP 418) of the Revised Laws of St. Vincent and the Grenadines 2009. Applications for Individual licences were forwarded to ECTEL for evaluation while those for Class licences were evaluated by the NTRC. The NTRC also evaluated and made recommendations to the Minister on a number of frequency applications.

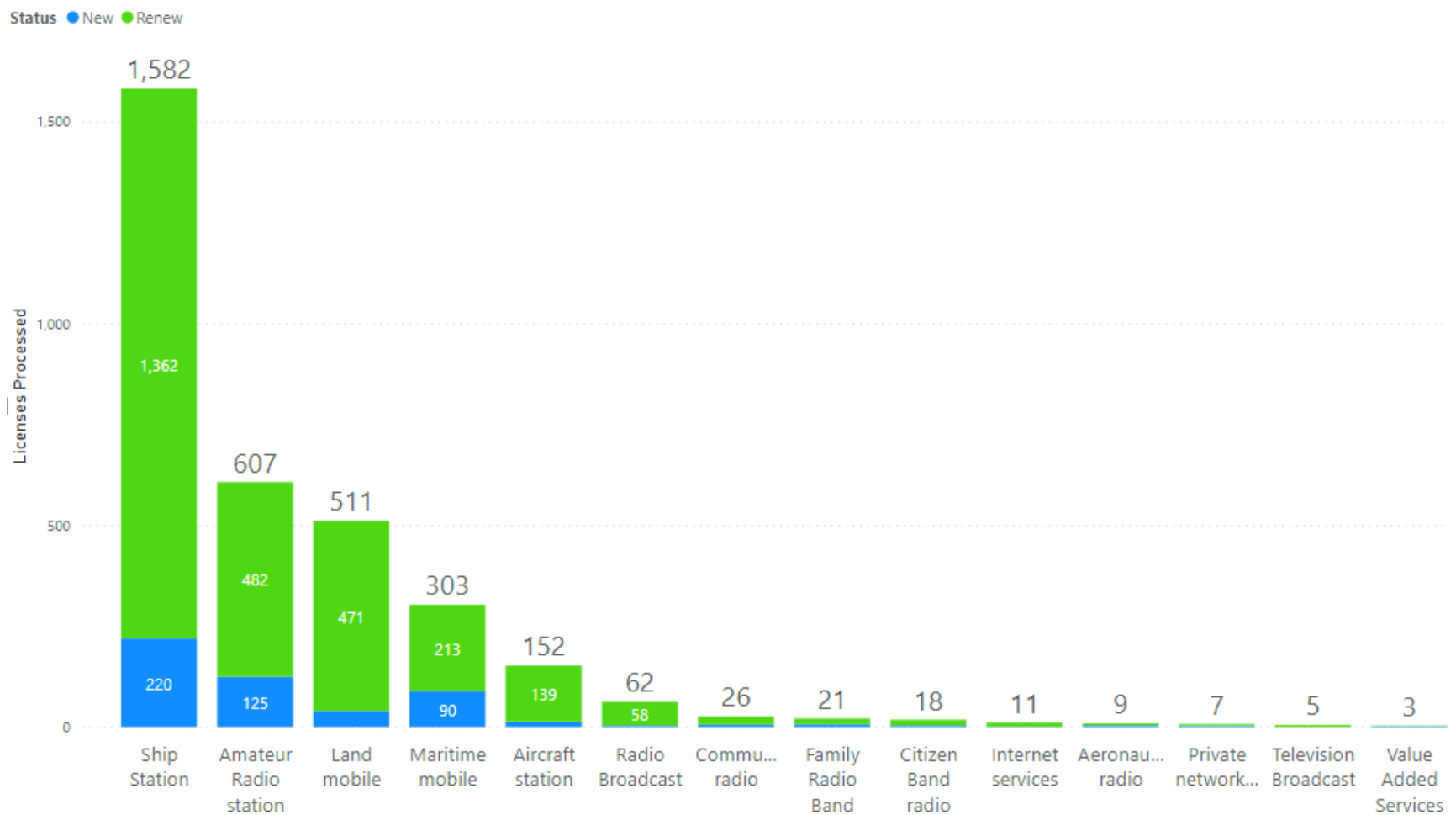


Figure 17 Class Licenses Processed in 2020

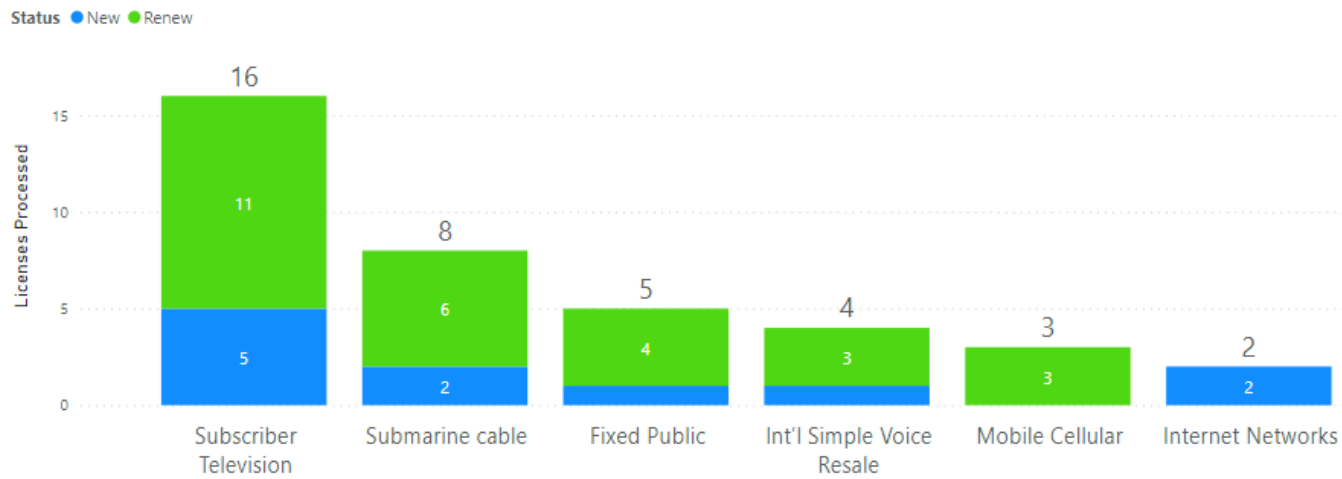


Figure 18 Individual Licenses Processed in 2020

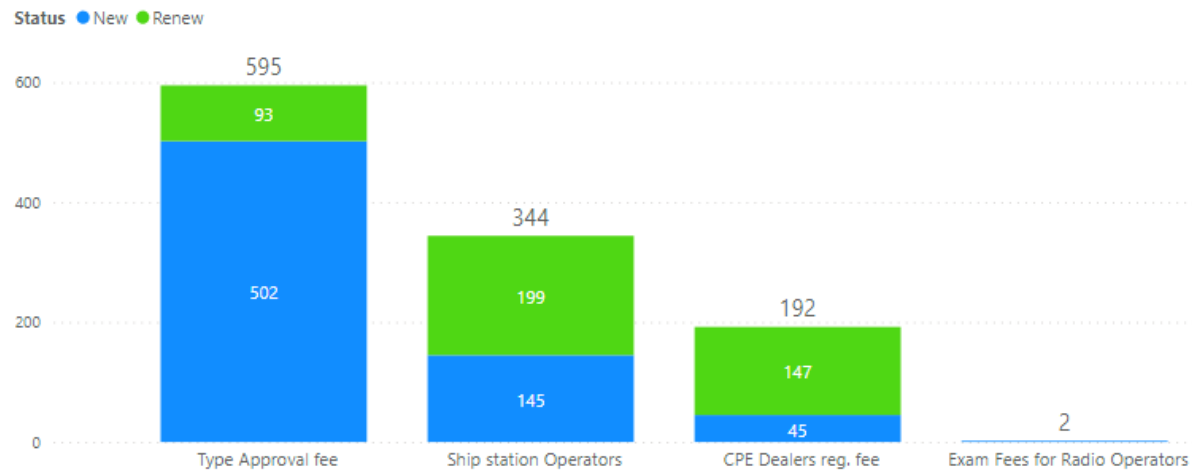


Figure 19 Misc. Licenses Processed in 2020

9. BROAD RESPONSE STRATEGIES

As the Telecom/ICT Sector continues to function within a liberalized environment, the NTRC, in collaboration with ECTEL and the Government, must respond to the expectations of a competitive sector to protect the interests of both the providers and the consumers and facilitate a relevant regulatory framework that will cater for the increased rate of change in the sector.

The NTRC must operate within the harmonized framework of the ECTEL Treaty and the Telecommunications Act (CAP 418) of the Revised Laws of St. Vincent and the Grenadines 2009. Many of the substantive objectives cannot be pursued solely by the NTRC due to the mandate given to ECTEL on certain issues. However, the Universal Service Fund allows for some flexibility at the national level and the NTRC SVG has strategically utilized the available resources for maximum benefits via practical and needed projects that meet the needs of our citizens.

Recognizing the limitations outlined above, the NTRC aims to continue working closely with ECTEL, the Ministry/Minister responsible for Telecommunications and relevant stakeholders to facilitate the enactment of the new Electronic Communications Bill and subsidiary legislation. The final draft of this new bill was sent to ECTEL member states in 2020 for adoption and enactment.

11. RESULT INDICATORS 2020

1. To execute the 8th annual NTRC's Icode784 competition (formerly i2 Competition).

This objective is complete. The competition was launched on September 15, 2020. The preliminary judging was held October 20-22, 2020, and the finals were held on November 17, 2020. In 2019 there was a total of fifty-seven (57) entries received for the icode784 competition and in 2020 this number increased to eighty-six (86) entries.

2. To improve the Wi-Fi speeds and coverage in all primary and secondary schools.

This objective is complete. The speeds at 92 schools were increased to 100 Mbps download and 15 Mbps upload while the speeds at 15 schools were increased to 100 Mbps download and 100 Mbps upload via the use of Fiber connections. Also, 118 additional access points were purchased to be placed at 56 schools and existing access

points were relocated to improve the Wi-Fi coverage at schools throughout the country.

3. To establish Wi-Fi service at 15 playing fields and hard courts.

This objective is incomplete. This is due to this objective being omitted from the USF Workplan for 2020 in error. As such this objective was not worked on. However, this was added to the USF Workplan for 2021 and will be completed within the fourth quarter of 2021.

4. Working jointly with the Ministry of Finance, Economic Planning, Sustainable Development and Information Technology, in having new licences issued to Cable and Wireless and Columbus Communications.

This objective is incomplete. The NTRC received the amended licence templates from ECTEL in September 2020. However, the final licences have not yet been prepared due to changes the NTRC has requested to the

templates. The NTRC will continue to work with ECTEL to finalize the templates which is expected to be completed within the second quarter of 2021.

5. Working jointly with ECTEL and the Ministry of Finance, Economic Planning, Sustainable Development and Information Technology, in having the new electronic communications bill and relevant subsidiary regulations enacted.

This objective is incomplete. The Ministry of Finance, Economic Planning, Sustainable Development, and Information Technology received the draft Electronic Communications Bill from ECTEL in September 2019. However, the draft legislation is being reviewed by the Attorney General before it is sent to Cabinet for approval for onward submission to Parliament to be enacted.

6. To execute four (4) training workshops to raise awareness on internet security and to aid individuals and smaller businesses to use the internet safely.

This objective is complete. The workshops were hosted in collaboration with the Get Safe Online organization on February 25-26, 2020. The aim of these workshops was to raise awareness of internet security and help individuals and smaller businesses to use the internet confidently and safely. These workshops targeted an audience of teachers, parents, social workers, NGOs and small business owners along with any other individual who use the internet and could potentially be exposed to cyber-crime.

7. Develop and bring to the market two mobile apps based on ideas from the icode784 competition.

The NTRC began working on two mobile apps in 2020. One app targets the Ministry of Tourism and the other targets the Argyle International Airport. These mobile apps were being developed by two interns who were unable to complete these apps before their one-year tenure at the NTRC came to an end. We have since hired two new interns who are working towards having these apps completed by second quarter of 2021.

8. To connect 300 Households with subsidized Internet Access.

This objective is complete. In September 2020, the NTRC connected three hundred forty (340) households with subsidized internet access.

9. To work along with ECTEL and the other NTRC's to implement the Integrated Spectrum Management and Monitoring System

This objective is incomplete. The NTRC continued to work with ECTEL and the other NTRC's on the implementation of the software aspect of the system to aid in spectrum management. It is anticipated that the software implementation will be completed by the second quarter of 2021. As it relates to the remote monitoring sites, the NTRC was successful in having its second remote monitoring site installed in Union Island in 2020.

10. Conduct training on VHF DSC radio usage for Police Officers at 5 Police stations

The objective is incomplete. GMDSS Trainings were conducted at the following four police stations in 2020: Rose Hall, Owia, Barrouallie and Paget Farm. The training sessions informed attendees about the new GMDSS system which was implemented by the NTRC to facilitate emergency and non-emergency communications at sea. However, due to the covid-19 pandemic, the 5th training session in Spring Village was not able to be hosted. This training session will be conducted in the second quarter of 2021.

11. To host two MyApp summer programs.

This objective is incomplete. The MyApp summer programs were scheduled to be held from July 15 to August 2, 2020, however, the programs were cancelled due to the Covid-19 pandemic.

12. MAJOR OBJECTIVES FOR 2021

1. To execute the 9th annual NTRC's Icode784 competition (formerly i² Competition).
2. Install an additional 100 access points at primary, secondary and tertiary level institutions with the objective of filling in coverage gaps and reducing congestion at large schools.
3. To establish Wi-Fi service at 15 playing fields and hard courts.
4. Work jointly with the Ministry of Finance, Economic Planning, Sustainable Development, and Information Technology, in having new licences issued to Cable and Wireless, Columbus Communications and Digicel.
5. Work jointly with ECTEL and the Ministry of Finance, Economic Planning, Sustainable Development and Information Technology, in having the new electronic communications bill and relevant subsidiary regulations enacted.
6. Develop and bring to the market two mobile apps based on ideas from the icode784 competition.
7. Connect a further 340 Households with subsidized Internet Access.
8. Provide internet connectivity to 1000 students that has a Government issued tablet.
9. To work along with ECTEL and the other NTRC's to complete the Regional Integrated Spectrum Management and Monitoring System.
10. Seek a new location that can provide the required office space for the NTRC staff.

13.ANNEX A

Technical Definitions/Terminology

CANTO Caribbean Association of National Telecommunication Organizations
CANTO provides a platform for all Caribbean telecommunications operators to speak with one voice to policy makers, regulators and other stakeholders in the sector in influencing the creation of a favourable business environment for all stakeholders.

CIDA Canadian International Development Agency
CIDA supports sustainable development in developing countries in order to reduce poverty and to contribute to a more secure, equitable and prosperous world.

CITEL Inter-American Telecommunication Commission
CITEL is an entity of the Organization of American States, it is the main forum in the hemisphere in which the governments and the private sector meet to coordinate regional efforts to develop the Global Information Society. CITEL endeavours to make telecommunications a catalyst for the dynamic development of the Americas by working with governments and the private sector.

The US Agency for International Development

Coursera provides universal access to the world's best education, partnering with top universities and organizations

to offer courses online. Every course on Coursera is taught by top instructors from the world's best universities and educational institutions. Courses include recorded video lectures, auto-graded and peer-reviewed assignments, and community discussion forums. When you complete a course, you'll receive a sharable electronic Course Certificate.

CTO Commonwealth Telecommunications Organization
The (CTO) is a partnership between Commonwealth governments and telecommunications businesses to promote ICT in the interests of consumers, businesses and social and economic development. It's Program for Development and Training

(PDT) is a unique program of training and expert assistance in every aspect of telecommunications for Commonwealth developing countries

CTU Caribbean Telecommunications Union

CTU is the major Telecommunications policy organ in the Region, directed by Inter-Governmental specialized action under a special Agreement establishing the Union.

Frequency The rate of a repetitive event. The standard unit for frequency is the hertz (Hz), defined as the number of events or cycles per second. The frequency of electrical signals is often measured in multiples of hertz, including kilohertz (kHz), megahertz (MHz), or gigahertz (GHz).

GMDSS Global Maritime Distress and Safety System

The GMDSS provides for automatic distress alerting and locating in cases where a radio operator doesn't have time to send an SOS or MAYDAY call.

ITU International Telecommunication Union

ITU works closely with all standards organizations to form an international uniform standards system for communication.

Land Mobile A mobile service between base stations and land mobile stations, or between land mobile stations

Maritime Mobile A mobile service between coast station and ship stations, or between ship stations, or between associated on-board communication stations; survival craft stations, and emergency position- Indicating radio beacon stations may also participate in this service

MMSI Maritime Mobile Service Identity

MMSI are formed of a series of nine digits which are transmitted over the radio path in order to uniquely identify ship stations, ship earth stations, coast stations, coast earth stations, and group calls. These identities are formed in such a way that the identity or part thereof can be used by telephone and telex customers connected to the general telecommunications network principally to call ships automatically.

Radio frequency spectrum That part of the electromagnetic Spectrum used for communications; includes frequencies used for AM- FM radio and cellular phones and television etc.

Ship Station A Mobile station in the maritime mobile service Located on board a vessel which is not permanently moored, other than a survival craft station

Spectrum "(Electromagnetic Spectrum) is an ordered array of the components of an emission or wave. Sound, Radio Frequency Spectrum, Infra-Red, Visible Light, Ultraviolet Rays, X-Ray etc. are all part of the Electromagnetic Spectrum in that order.

Stations One or more transmitters or receivers or a combination of transmitters and receivers, including the accessory equipment, necessary at one location for carrying on a radio communication service, or the radio astronomy service

Telecommunications Any transmission, emission or reception of signs, signals, writings, images and sounds or intelligence of any nature by wire, radio, optical or other electromagnetic systems.

Universal Service universal service" includes the provision of –

- a. Public voice telephony.
- b. Internet access.
- c. Telecommunications services to schools, hospitals and similar institutions and the disabled and physically challenged; or
- d. Other service by which people access efficient, affordable and modern telecommunications.

USAID The US Agency for International Development

14.ANNEX B

| Year | Cable and Wireless (SVG) Ltd | | | | | | | | Digicel St. Vincent Ltd | | | | |
|------|------------------------------------|-------------------------------|------------|------------------------------------|-------------------------------|-------------------------------|----------------------------|------------|------------------------------------|-------------------------------|---------------------------|----------------------------|------------|
| | Mobile Revenue (EC\$) | | | Fixed Line Revenue (EC\$) | | Internet Revenue (EC\$) | Other Revenue (EC\$) | Total | Mobile Revenue (EC\$) | | Data Revenue (EC\$) | Other Revenue (EC\$) | Total |
| | International Revenue (EC\$) | Domestic Revenue (EC\$) | Data | International Revenue (EC\$) | Domestic Revenue (EC\$) | | | | International Revenue (EC\$) | Domestic Revenue (EC\$) | | | |
| 2014 | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX |
| 2015 | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX |
| 2016 | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX |
| 2017 | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX |
| 2018 | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX |
| 2019 | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX |
| 2020 | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX |

Table 1 Total Revenue earned by providers of telecommunications services from 2014 to 2020.

| Year | Kelcom Int'l (Columbus Communications) | | | | | | Silvakast | Andre Walker | Spectra | | |
|------|--|-------------------------|-------------------------|-------------------------|----------------------|------------|-------------------------|---------------------|-------------------------|-------------------------|------------|
| | Fixed Line Revenue (EC\$) | | Cable TV Revenue (EC\$) | Internet Revenue (EC\$) | Other Revenue (EC\$) | Total | Cable TV Revenue (EC\$) | Voice Resale (EC\$) | Cable TV Revenue (EC\$) | Internet Revenue (EC\$) | Total |
| | International Revenue (EC\$) | Domestic Revenue (EC\$) | | | | | | | | | |
| 2014 | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX |
| 2015 | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX |
| 2016 | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX |
| 2017 | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX |
| 2018 | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX |
| 2019 | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX |
| 2020 | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX |

Table 2 Total Revenue earned by providers of telecommunications services from 2014 to 2020.

ECTEL & NTRC Revenue

| Year | NTRC Application fees | Percent increase | NTRC & ECTEL Frequency Fees | Percent increase |
|------|--------------------------|---------------------|--------------------------------|---------------------|
| 2002 | \$107,036 | | \$607,600 | |
| 2003 | \$5,100 | -95% | \$1,366,604 | 125% |
| 2004 | \$8,800 | 73% | \$1,577,400 | 15% |
| 2005 | \$10,300 | 17% | \$1,539,669 | -2% |
| 2006 | \$11,275 | 9% | \$1,681,560 | 9% |
| 2007 | \$22,725 | 101% | \$1,245,183 | -25% |
| 2008 | \$13,325 | -42% | \$1,906,089 | 53% |
| 2009 | \$13,225 | -7% | \$1,487,390 | -21% |
| 2010 | \$23,846 | 80% | \$1,392,962 | -7% |
| 2011 | \$16,109 | -48% | \$1,723,158 | 24% |
| 2012 | \$16,390 | 2% | \$2,055,433 | 19% |
| 2013 | \$15,927 | -3% | \$1,787,020 | -13% |
| 2014 | \$31,547 | 98% | \$1,748,588 | -2% |
| 2015 | \$25,617 | -18% | \$2,681,489 | 53% |
| 2016 | \$25,324 | -1% | \$2,708,686 | 1% |
| 2017 | \$22,473 | -11% | \$2,226,562 | -18% |
| 2018 | \$27,685 | 23% | \$3,190,599 | 43% |
| 2019 | \$28,199 | 2% | \$3,037,137 | -5% |
| 2020 | \$23,521 | -17% | \$3,126,872 | 3% |

Table 3

Table 4

| Year | License Fees | Total | Percent Increase |
|------|--------------|-----------|------------------|
| 2002 | 3,365,391 | 3,365,391 | |
| 2003 | 2,803,927 | 2,803,927 | -17% |
| 2004 | 3,329,145 | 3,329,145 | 19% |
| 2005 | 3,421,159 | 3,421,159 | 3% |
| 2006 | 3,850,955 | 3,850,955 | 5% |
| 2007 | 4,301,521 | 4,301,521 | 11% |
| 2008 | 4,081,151 | 4,081,151 | -6% |
| 2009 | 4,065,706 | 4,065,706 | -4% |
| 2010 | 4,034,096 | 4,034,096 | -1% |
| 2011 | 3,886,912 | 3,886,912 | -4% |
| 2012 | 3,756,898 | 3,756,898 | -3% |
| 2013 | 3,638,128 | 3,638,128 | -3% |
| 2014 | 4,146,265 | 4,146,265 | 14% |
| 2015 | 4,079,164 | 4,079,164 | -1.6% |
| 2016 | 3,788,925 | 3,788,925 | -7% |
| 2017 | 3,617,662 | 3,617,662 | -5% |
| 2018 | 3,535,564 | 3,535,564 | -2% |
| 2019 | 2,517,823 | 2,517,823 | -29% |
| 2020 | 4,570,250 | 4,570,250 | 82% |

| Mobile Network Operator | Location | Number of Cell Sites | Number of LTE Sites |
|-------------------------|-------------|----------------------|---------------------|
| Cable & Wireless | St. Vincent | 31 | 31 |
| | Grenadines | 10 | 10 |
| Digicel | St. Vincent | 38 | 38 |
| | Grenadines | 12 | 12 |

| | | | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 |
|----------------------------|------------------------|--------------------|------|------|------|------|------|------|------|------|------|------|------|------|
| Cable & Wireless (WII) Ltd | Fixed Line Subscribers | Residential | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx |
| | | Business | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx |
| | | Total | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx |
| | Internet Subscribers | Dialup | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx |
| | | ISDN | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx |
| | | ADSL (Residential) | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx |
| | | ADSL (Business) | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx |
| | | Total | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx |
| | Mobile Subscribers | Post paid | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx |
| | | Prepaid | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx |
| | | Total | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx |
| Digicel | Mobile Subscribers | Post paid | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx |
| | | Prepaid | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx |
| | | Total | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx |
| | Broadband subscribers | Residential | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx |
| | | Business | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx |
| | | Total | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx |
| Karib Cable | Cable TV Subscribers | Residential | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx |
| | | Business | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx |
| | | Free Service | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx |
| | | Total | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx |
| | Internet Subscribers | Residential | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx |
| | | Business | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx |
| | | Free Service | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx |
| | | Total | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx |
| | Fixed Line Subscribers | Residential | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx |
| | | Business | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx |
| | | Free Service | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx |
| | | Total | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx |
| SilvaKast | Cable TV Subscribers | Residential | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx |
| | | Business | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx |
| | | Total | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx | xxx |

Table 5

| | | 2013 | | 2014 | | 2015 | | 2016 | | 2017 | | 2018 | | 2019 | | 2019 | |
|-----------------------------|-------------------------------|------|-------|------|-------|------|-------|------|-------|------|-------|------|-------|------|-------|------|-------|
| | | New | Renew | New | Renew | New | Renew | New | Renew | New | Renew | New | Renew | New | Renew | New | Renew |
| Individual Type Licenses | Fixed Public | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A | 0 | 1 | 1 | 1 | 0 | 2 |
| | Internet Networks | 0 | N/A | 1 | N/A | 1 | N/A | 0 | N/A | 0 | N/A | 0 | 0 | 0 | N/A | 0 | 0 |
| | Subscriber Television | 1 | N/A | 1 | N/A | 1 | N/A | 1 | N/A | 1 | N/A | 0 | 4 | 0 | 4 | 0 | 3 |
| | Int'l Simple Voice Resale | 0 | N/A | 1 | N/A | 0 | N/A | 0 | N/A | 0 | N/A | 0 | 1 | 0 | 1 | 0 | 1 |
| | Mobile Cellular | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A | 0 | 1 | 0 | 2 |
| | Public Radio paging | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A | 0 | 0 |
| | Submarine cable | 0 | N/A | 0 | N/A | 0 | N/A | 0 | 1 | 1 | 1 | 0 | 1 | 1 | 1 | 0 | 2 |
| Class type Licenses | Private network/services | 0 | N/A | 0 | N/A | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | N/A | 0 | 0 |
| | Internet services | 0 | N/A | 0 | N/A | 0 | N/A | 0 | 2 | 1 | 1 | 0 | 2 | 0 | 2 | 0 | 3 |
| | Radio Broadcast | 0 | 3 | 1 | 5 | 1 | 6 | 1 | 7 | 1 | 8 | 0 | 12 | 0 | 11 | 0 | 6 |
| | Value Added Services | 0 | N/A | 1 | N/A | 1 | N/A | 0 | 0 | 0 | 0 | 0 | 1 | 0 | N/A | 0 | 0 |
| | Community radio | 0 | N/A | 0 | N/A | 1 | 1 | 2 | 3 | 2 | 4 | 0 | 5 | 1 | 3 | 0 | 4 |
| | Television Broadcast | 0 | N/A | 0 | N/A | 0 | N/A | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 0 |
| | Maritime mobile | 35 | 31 | 35 | 31 | 1 | 16 | 1 | 26 | 3 | 44 | 10 | 18 | 2 | 24 | 3 | 23 |
| | Land mobile | 2 | 155 | 3 | 204 | 0 | 10 | 10 | 20 | 12 | 28 | 2 | 17 | 4 | 18 | 7 | 19 |
| | Aeronautical radio | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 2 | 0 | 2 |
| | Aircraft station | 4 | 17 | 3 | 17 | 1 | 18 | 1 | 17 | 1 | 18 | 3 | 18 | 0 | 18 | 0 | 16 |
| | Amateur Radio station | 25 | 84 | 26 | 82 | 8 | 47 | 20 | 20 | 23 | 14 | 8 | 76 | 12 | 76 | 3 | 83 |
| | Citizen Band radio | 0 | 0 | 0 | 0 | 2 | 3 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 5 | 0 | 4 |
| | Family Radio Band | 1 | 3 | 1 | 3 | 1 | 2 | 2 | 1 | 1 | 1 | 0 | 2 | 0 | 2 | 1 | 0 |
| | Ship Station | 15 | 182 | 18 | 157 | 46 | 177 | 41 | 184 | 40 | 163 | 22 | 175 | 28 | 168 | 10 | 156 |
| Miscellaneous | CPE Dealers reg. fee | 14 | 16 | 10 | 17 | 2 | 10 | 5 | 18 | 5 | 20 | 6 | 22 | 2 | 25 | 1 | 19 |
| | Exam Fees for Radio Operators | 1 | N/A | 1 | N/A | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A | 0 | 0 | 0 | 0 |
| | Type Approval fee | 22 | N/A | 27 | N/A | 56 | N/A | 85 | N/A | 102 | N/A | 125 | N/A | 85 | N/A | 0 | 93 |
| | Ship station Operators | 27 | 7 | 29 | 21 | 17 | 40 | 16 | 28 | 18 | 30 | 6 | 22 | 26 | 17 | 6 | 34 |
| | Aircraft Station Operators | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Table 6 outlines the number of licences issued from 2013 to 2020. The issued licences are broken down as new licences, issued in the specific year, and renewals of existing licences, first issued in previous years.

15. AUDITED FINANCIAL STATEMENTS 2020



Grant Thornton

An instinct for growth™

National Telecommunications Regulatory Commission

Financial Statements
Year Ended December 31, 2020
(in Eastern Caribbean dollars)



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| Page 6 | Statement of Profit or Loss |
| Page 7 | Statement of Cash Flows |
| Pages 9 - 17 | Notes to the Financial Statements |

Corporate Information

REGISTERED OFFICE

2nd Floor National Insurance Services Building
Upper Bay Street
Kingstown
St. Vincent and the Grenadines

COMMISSIONERS

Mrs. Roxann Williams - Deputy Chairperson
Dr. Alston Stoddard - Commissioner
Mr. Petrus Gumbs - Commissioner

SECRETARY/DIRECTOR

Mr. Apollo Knights

SOLICITOR

Joseph Delves

BANKER

Bank of St. Vincent and the Grenadines Ltd.

AUDITORS

Grant Thornton
Chartered Accountants
Sergeant-Jack Drive
Arnos Vale
St. Vincent



INDEPENDENT AUDITORS' REPORT

To the Commissioners of
National Telecommunications Regulatory Commission

Report on the Audit of the Financial Statements

Opinion

We have audited the financial statements of **National Telecommunications Regulatory Commission**, which comprise the statement of financial position as at December 31, 2020, and the statement of changes in fund balance, statement of profit or loss, and statement of cash flows for the year then ended, and notes to the financial statements, including significant accounting policies and other explanatory information.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of **National Telecommunications Regulatory Commission** as at December 31, 2020, and its financial performance and cash flows for the year then ended in accordance with the International Financial Reporting Standard for Small and Medium-Sized Entities (IFRS for SMEs).

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the Auditors' Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Commission in accordance with the International Ethics Standards Board for Accountants' Code of Ethics for Professional Accountants (IESBA Code) together with the ethical requirements that are relevant to our audit of the financial statements in St. Vincent and the Grenadines, and we have fulfilled our ethical responsibilities in accordance with these requirements and IESBA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with the IFRS for SMEs, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatements, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Commission's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Commission or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Commission's financial reporting process.

Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. "Reasonable assurance" is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.



As part of an audit in accordance with ISAs, we exercise professional judgement and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the Commission's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Commission's ability to continue as a going concern. If we conclude that a material uncertainty exists, then we are required to draw attention in our auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the Commission to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence and communicate with them all relationships and other matters that may reasonably be thought to bear on our independence and where applicable, related safeguards.

The Engagement Partner on the audit resulting in this independent auditors' report is Floyd A. Patterson.



March 24, 2021

National Telecommunications Regulatory Commission


Statement of Financial Position

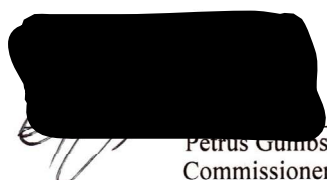
As of December 31, 2020

(in Eastern Caribbean dollars)

| | Notes | 2020 \$ | 2019 \$ |
|---|-------|------------------|------------------|
| ASSETS | | | |
| Current Assets | | | |
| Cash and cash equivalents | 6 | 5,043,389 | 2,959,637 |
| Investment securities | 7 | 0 | 78,643 |
| Trade and other receivables | 8 | 13,474 | 14,388 |
| Prepaid expenses | | 8,802 | 9,780 |
| | | <u>5,065,665</u> | <u>3,062,448</u> |
| Equipment | 9 | 175,082 | 185,322 |
| | | <u>5,240,747</u> | <u>3,247,770</u> |
| LIABILITIES AND ACCUMULATED SURPLUS | | | |
| Current Liabilities | | | |
| Accounts payable and accrued liabilities | 10 | 224,401 | 469,627 |
| Deferred revenue – numbering fees | 11 | 97,656 | 95,890 |
| Due to Eastern Caribbean Telecommunication Authority | 12 | 212,067 | 235,338 |
| Due to the Government of St. Vincent and the Grenadines | 13 | 2,658,570 | 1,692,681 |
| | | <u>3,192,694</u> | <u>2,493,536</u> |
| Universal Service Fund | 14 | 1,936,539 | 663,204 |
| | | <u>5,129,233</u> | <u>3,156,740</u> |
| FUND BALANCE | | | |
| Fund balance | | <u>111,514</u> | <u>91,030</u> |
| | | <u>5,240,747</u> | <u>3,247,770</u> |

APPROVED ON BEHALF OF THE COMMISSION ON MARCH 24, 2021.


Roxann Williams
Deputy Chairperson


Petrus Gumbs
Commissioner

The accompanying notes form an integral part of these financial statements.

National Telecommunications Regulatory Commission

Statement of Changes in Fund Balance For the Year Ended December 31, 2020

(in Eastern Caribbean dollars)

| | Fund Balance \$ | Total \$ |
|--|-----------------------|----------------|
| Balance as of December 31, 2018 | 97,894 | 97,894 |
| Loss for the year | (6,864) | (6,864) |
| Balance as of December 31, 2019 | 91,030 | 91,030 |
| Profit for the year | 20,484 | 20,484 |
| Balance as of December 31, 2020 | 111,514 | 111,514 |

The accompanying notes form an integral part of these financial statements.

National Telecommunications Regulatory Commission

Statement of Profit or Loss

For the Year Ended December 31, 2020

(in Eastern Caribbean dollars)

| | Notes | 2020 \$ | 2019 \$ |
|---|-------|--------------------|-------------|
| Revenue | 15 | 1,333,142 | 1,310,803 |
| Other Income | | 35,905 | 35,211 |
| Administrative Expenses | 16 | (1,364,175) | (1,369,359) |
| Results from Operations | | 4,872 | (23,345) |
| Interest income | | 17,078 | 18,965 |
| Loss on disposal of equipment | | (1,466) | (2,484) |
| Profit (Loss) for the Year | | 20,484 | (6,864) |
| The following expense is included in the foregoing:- | | | |
| Depreciation | 9 | 49,001 | 51,355 |

The accompanying notes form an integral part of these financial statements.

National Telecommunications Regulatory Commission

Statement of Cash Flows

For the Year Ended December 31, 2020

(in Eastern Caribbean dollars)

| | Notes | 2020 \$ | 2019 \$ |
|--|-------|------------|-------------|
| Cash Flows from Operating Activities | | | |
| Profit (loss) for the year | | 20,484 | (6,864) |
| Adjustments: | | | |
| Depreciation expense | 9 | 49,001 | 51,355 |
| Interest income | | (17,078) | (18,965) |
| Loss on disposal of equipment | | 1,466 | 2,484 |
| Profit before Working Capital Changes | | 53,873 | 28,010 |
| Decrease in trade and other receivables | | 914 | 38,641 |
| Decrease (increase) in prepaid expenses | | 978 | (1,018) |
| Increase (decrease) in deferred revenue – numbering fees | | 1,766 | (1,507) |
| Decrease in accounts payable and accrued liabilities | | (245,226) | (245,772) |
| Cash Used in Operations | | (187,695) | (181,646) |
| Interest received | | 17,078 | 18,965 |
| Net Cash Used in Operating Activities | | (170,617) | (162,681) |
| Cash Flows from Investing Activities | | | |
| Proceeds from sale of equipment | | 250 | 400 |
| Acquisition of equipment | 9 | (40,477) | (33,903) |
| Purchase of investment securities | 7 | 0 | (78,643) |
| Proceeds from investment securities | | 78,643 | 77,295 |
| Net Cash Generated from (Used in) Investing Activities | | 38,416 | (34,851) |
| Cash Flows from Financing Activities | | | |
| Increase (decrease) in Universal Service Fund | | 1,273,335 | (1,207,914) |
| Increase (decrease) in due to the Government of St. Vincent and the Grenadines | | 965,889 | (864,664) |
| Decrease in due to Eastern Caribbean Telecommunications Authority | | (23,271) | (155,088) |
| Net Cash Generated from (Used in) Financing Activities | | 2,215,953 | (2,227,666) |
| Net Change in Cash and Cash Equivalents | | 2,083,752 | (2,425,198) |
| Cash and Cash Equivalents – Beginning of Year | | 2,959,637 | 5,384,835 |
| Cash and Cash Equivalents – End of Year | 6 | 5,043,389 | 2,959,637 |

The accompanying notes form an integral part of these financial statements.

National Telecommunications Regulatory Commission

Index to Notes to the Financial Statements

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|----------------|--|
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| Note 2 | Principal Activities |
| Note 3 | Significant Accounting Policies |
| Note 4 | Critical Accounting Estimates and Judgements |
| Note 5 | Financial Instruments |
| Note 6 | Cash and Cash Equivalents |
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National Telecommunications Regulatory Commission

Notes to the Financial Statements

For the Year Ended December 31, 2020

(in Eastern Caribbean dollars)

1. Incorporation

The National Telecommunications Regulatory Commission (the “Commission”) was established by the Telecommunications Act (CAP 418) of the Revised Laws of St. Vincent and the Grenadines of 2009 (the “Act”). The Commission commenced operations on November 1, 2001.

2. Principal Activities

The Commission’s principal activities are to collect all fees under the Act and to effectively regulate telecommunications services in St. Vincent and the Grenadines.

3. Significant Accounting Policies

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

a. Basis of Preparation

The financial statements of the Commission have been prepared in accordance with the ‘International Financial Reporting Standard for Small and Medium-sized Entities’ (IFRS for SMEs). They have been prepared under the historical cost convention.

The preparation of financial statements in conformity with the IFRS for SMEs requires the use of certain critical accounting estimates. It also requires management to exercise its judgment in the process of applying the Commission’s accounting policies. Areas involving a higher degree of judgment or complexity, or areas where assumptions and estimations are significant to the financial statements, are disclosed in **Note 4**.

b. Cash and Cash Equivalents

For the purpose of the cash flow statement, cash and cash equivalents includes cash in hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less and bank overdrafts. In the statement of financial position, bank overdrafts are shown within borrowings in current liabilities.

c. Investment Securities

Investment securities in which the Commission does not exercise significant influence are measured and accounted for by the cost method. Any impairment to the carrying value, where the decline of an investment is other than temporary, is charged against operations. Investment securities in which the Commission exercises significant influence are accounted for by the equity method.

d. Trade and Other Receivables

Trade receivables are recognized initially at the transaction price and subsequently measured at amortised cost using the effective interest method, less allowance for impairment. An allowance for impairment of trade receivables is established when there is objective evidence that the Commission will not be able to collect all amounts due according to the original terms of the receivables. Significant financial difficulties of the debtor, probability that the debtor will enter bankruptcy or financial reorganisation, and default or delinquency in payments (more than 30 days overdue) are considered indicators that the trade receivable is impaired. The amount of the allowance is the difference between the asset’s carrying amount and the present value of estimated future cash flows, discounted at the original effective interest rate. The carrying amount of the asset is reduced through the use of an allowance account, and the amount of the loss is recognized in the statement of profit or loss within general and administrative expenses. When a trade receivable is uncollectible, it is written off against the allowance account for trade receivables. Subsequent recoveries of amounts previously written off are credited against general and administrative expenses in the profit or loss.

National Telecommunications Regulatory Commission

Notes to the Financial Statements

For the Year Ended December 31, 2020

(in Eastern Caribbean dollars)

3. Significant Accounting Policies.....*Cont'd*

e. Equipment

(i) Recognition and Measurement

Items of equipment are measured at cost less accumulated depreciation and any accumulated impairment losses.

When parts of an item of equipment have different useful lives, they are accounted for as separate items (major components) of equipment. Any gain or loss on disposal of an item of equipment is recognised in profit or loss.

(ii) Subsequent Expenditure

Subsequent expenditure is capitalised only if it is probable that future economic benefits associated with the expenditure will flow to the Commission.

(iii) Depreciation

Depreciation is calculated to write off the cost of items of equipment less the estimated residual values using the reducing balance method over the useful lives and is generally recognised in profit or loss. Land is not depreciated.

The estimated useful lives of equipment are as follows: -

| | |
|-------------------------|-----|
| Fixtures and fittings | 15% |
| Furniture and equipment | 20% |
| Motor vehicle | 20% |
| Computers | 25% |

f. Foreign Currency Translation

These financial statements are expressed in Eastern Caribbean dollars, which is the Commission's functional currency. Transactions involving currencies other than the function currency are translated into the functional currency using the exchange rates prevailing at the dates of the transactions. Monetary items are converted to the functional currency at the spot rate at reporting date. Foreign exchange gains and losses resulting from the settlement of such transactions and from the translation at year end of monetary assets and liabilities are recognized in the profit and loss. Non-monetary items, which are measured at their historical cost in a foreign currency, are converted at their historical exchange rate at reporting date. Non-monetary items which are measured at fair value in a foreign currency are converted at the exchange rate at the date when the fair value is determined. Exchange gains or losses on non-monetary items which are measured at fair value is recognized in accordance with the manner in which IFRS for SMEs requires the recognition of the gain or loss in the statement of comprehensive income.

g. Lease Payments

Payments made under operating leases are recognised in profit or loss on a straight-line basis over the term of the lease. Lease incentives received are recognised as an integral part of the total lease expense, over the term of the lease.

h. Trade Payables

Trade payables are recognized initially at the transaction price and subsequently measured at amortized cost using the effective interest method.

i. Deferred Revenue

Revenues received from telecommunication service providers for use central office code are deferred and are amortized over the period of coverage.

National Telecommunications Regulatory Commission

Notes to the Financial Statements

For the Year Ended December 31, 2020

(in Eastern Caribbean dollars)

3. Significant Accounting Policies.....*Cont'd*

j. Impairment of Non- Financial Assets

Assets that are subject to depreciation or amortization are assessed at each reporting date to determine whether there is any indication that the assets are impaired. Where there is any indication that an asset may be impaired, the carrying value of the asset is tested for impairment. An impairment loss is recognized for the amount by which the asset's carrying amount exceeds its recoverable amount.

If any impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but not in excess of the amount that would have been determined had no impairment loss been recognised for the asset in prior years. A reversal of an impairment loss is recognised immediately in the profit or loss.

k. Revenue

(i) Frequency Fees

Revenue from frequency fees is recognised in profit or loss when the budget for the financial year is approved by the Council of Ministers.

(ii) Application Fees

Application fees are recognised in profit or loss in the period of application.

(iii) Numbering Fees

Numbering fees are recognised in profit or loss on an accrual basis. Numbering fees are accounted for on a uniformed basis over the term of coverage.

(iv) Interest on Financial Investments

Interest on financial investments is recognised on an accrual basis using the effective rate method.

l. Income Tax

In accordance with Section 25 of the Income Tax Act of St. Vincent and the Grenadines, the Commission is exempt from the payment of income tax.

m. Due to Related Parties

(a) Identification of Related Party

A party is related to the Commission if:

(i) Directly or indirectly the party:

- Controls, is controlled by, or is under common control with the Commission
- Has an interest in the Commission that gives it significant influence over the Commission or
- Has joint control over the Commission

(ii) The party is a member of the key management personnel of the Commission

(iii) The party is a close member of the family of any individual referred to in (i) or (ii)

(iv) The party is a post-employment benefit plan for the benefit of employees of the Commission or any company that is a related party of the Commission

(b) Related Party Transactions and Balances

Transactions have been entered into with related parties in the normal course of business. These transactions were conducted at market rates, or commercial terms and conditions.

National Telecommunications Regulatory Commission

Notes to the Financial Statements

For the Year Ended December 31, 2020

(in Eastern Caribbean dollars)

4. Critical Accounting Estimates and Judgements

Judgements and estimates are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The Commission makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

a. Estimated Impairment of Assets

The Commission tests annually whether assets have suffered any impairment in accordance with the accounting policy stated in significant accounting policies section.

b. Allowance for Impaired Trade Receivables

The Commission reviews the status of its trade receivables each reporting date, after the direct write off of known uncollectible accounts, and assesses the likelihood of recovery, individually and collectively based on historic experience. The allowance for impaired trade receivables is estimated by applying loss percentages which approximate loss experience to the arrears status of the trade receivable accounts.

5. Financial Instruments

| | 2020 | 2019 |
|---|------------------|-----------|
| | \$ | \$ |
| Financial Assets | | |
| Financial assets measured at amortized cost less impairment | 5,065,863 | 3,052,668 |
| Financial Liabilities | | |
| Financial liabilities measured at amortized cost | 5,031,577 | 3,060,850 |

6. Cash and Cash Equivalents

| | 2020 | 2019 |
|--|------------------|-----------|
| | \$ | \$ |
| Unrestricted | | |
| Cash on hand | 500 | 189 |
| Current account | 46,968 | 30,873 |
| Savings account | 3,089,224 | 2,029,899 |
| | 3,136,692 | 2,060,961 |
| Restricted | | |
| Savings account – Universal Service Fund | 1,906,697 | 662,999 |
| Pension fund | 0 | 235,677 |
| | 1,906,697 | 898,676 |
| | 5,043,389 | 2,959,637 |

As at December 31, 2019, the Commission held, in trust, pending approval by the regulator, pension contributions and related assets of the Commission's staff pension plan.

Cash and cash equivalents as of reporting date are denominated in Eastern Caribbean currency.

National Telecommunications Regulatory Commission

Notes to the Financial Statements

For the Year Ended December 31, 2020

(in Eastern Caribbean dollars)

7. Investments Securities

| | 2020 | 2019 |
|---|----------|---------------|
| | \$ | \$ |
| Financial Investments Measured at Amortized Cost | | |
| Government of Antigua – 180-day T-Bills, interest 3.5% per annum, maturity January 22, 2020 | 0 | 78,643 |
| | 0 | 78,643 |

As disclosed in note 6, the above investments were held in trust for the Commission's staff defined contribution pension plan.

8. Trade and Other Receivables

| | 2020 | 2019 |
|---------------------------------|---------------|---------------|
| | \$ | \$ |
| Trade receivables | 2,275 | 1,544 |
| Due from Universal Service Fund | 620 | 719 |
| Other receivables | 10,579 | 12,125 |
| | 13,474 | 14,388 |

The Commission, on behalf of the Government of St. Vincent and the Grenadines, ECTEL and Southern Caribbean Fiber, invoices and collects from telecommunication operators' frequencies, licence and IXP fees, and remits the collections thereof to the aforementioned principals. The operations surrounding those fees, including the amounts due, as of reporting date, are not included in these financial statements.

As at reporting date, amounts due by telecommunication operators for the aforementioned, were as follows: -

| | 2020 | 2019 |
|----------------|----------------|----------------|
| | \$ | \$ |
| Frequency fees | 145,006 | 441,216 |
| Licence fees | 8,228 | 15,600 |
| IXP | 2,521 | 5,043 |
| | 155,755 | 461,859 |

The carrying amounts of the Commission's trade and other receivables are denominated in Eastern Caribbean currency.

National Telecommunications Regulatory Commission

Notes to the Financial Statements
For the Year Ended December 31, 2020

(in Eastern Caribbean dollars)

9. Equipment

| | Fixtures and Fittings \$ | Furniture and Equipment \$ | Motor Vehicle \$ | Computers \$ | Total \$ |
|-------------------------------------|-----------------------------------|-------------------------------------|------------------------|-----------------|-------------|
| At December 31, 2018 | | | | | |
| Operational assets, cost | 11,241 | 139,562 | 179,647 | 217,199 | 547,649 |
| Accumulated depreciation | 9,563 | 103,864 | 84,834 | 143,730 | 341,991 |
| Net Book Amount | 1,678 | 35,698 | 94,813 | 73,469 | 205,658 |
| Year Ended December 31, 2019 | | | | | |
| Opening net book amount | 1,678 | 35,698 | 94,813 | 73,469 | 205,658 |
| Additions | 0 | 23,704 | 0 | 10,199 | 33,903 |
| Disposals | 0 | (168) | 0 | (2,716) | (2,884) |
| Depreciation charge | (252) | (11,840) | (18,963) | (20,300) | (51,355) |
| Closing Net Book Amount | 1,426 | 47,394 | 75,850 | 60,652 | 185,322 |
| At December 31, 2019 | | | | | |
| Operational assets, cost | 11,241 | 162,016 | 179,647 | 218,580 | 571,484 |
| Accumulated depreciation | 9,815 | 114,622 | 103,797 | 157,928 | 386,162 |
| Net Book Amount | 1,426 | 47,394 | 75,850 | 60,652 | 185,322 |
| Year Ended December 31, 2020 | | | | | |
| Opening net book amount | 1,426 | 47,394 | 75,850 | 60,652 | 185,322 |
| Additions | 626 | 14,198 | 0 | 25,653 | 40,477 |
| Disposals | 0 | (39) | 0 | (1,677) | (1,716) |
| Depreciation charge | (308) | (12,304) | (15,170) | (21,219) | (49,001) |
| Closing Net Book Amount | 1,744 | 49,249 | 60,680 | 63,409 | 175,082 |
| At December 31, 2020 | | | | | |
| Operational assets, cost | 11,867 | 175,980 | 179,647 | 237,393 | 604,887 |
| Accumulated depreciation | 10,123 | 126,731 | 118,967 | 173,984 | 429,805 |
| Net Book Amount | 1,744 | 49,249 | 60,680 | 63,409 | 175,082 |

Depreciation expense of \$49,001 (2019: \$51,355) has been included in administrative expenses.

National Telecommunications Regulatory Commission

Notes to the Financial Statements

For the Year Ended December 31, 2020

(in Eastern Caribbean dollars)

10. Accounts Payable and Accrued Liabilities

| | 2020 | 2019 |
|--------------------------------------|----------------|----------------|
| | \$ | \$ |
| Accounts payable | 40,547 | 25,347 |
| Advance payment of fees | 40,772 | 40,772 |
| Payroll accruals | 11,502 | 7,247 |
| Due to the Commission's pension fund | 0 | 314,320 |
| Other liabilities | 131,580 | 81,941 |
| | 224,401 | 469,627 |

On March 23, 2020, the assets of the defined contribution pension plan, which were held in trust, were transferred to the pension plan.

The carrying amounts of the Commission's accounts payable and accrued liabilities are denominated in Eastern Caribbean currency.

11. Deferred Revenue – Numbering Fees

Deferred revenue relates to amounts received during the year for numbering fees applicable to the period subsequent to the reporting date. Deferred numbering fees are denominated in Eastern Caribbean currency.

12. Due to Eastern Caribbean Telecommunications Authority

The amount due to the Eastern Caribbean Telecommunications Authority (ECTEL), an advisory organisation to the Organisation of Eastern Caribbean States, including the Commission, represents frequency fees collected on its behalf and yet to be remitted as of reporting date. The amount is non-interest bearing and denominated in Eastern Caribbean currency.

13. Due to the Government of St Vincent and the Grenadines

This amount represents unremitted license fees collected on behalf of the Government of St. Vincent and the Grenadines.

14. Universal Service Fund

The amount due to the Universal Service Fund, a separate fund created under the Telecommunication Act 2009, is non-interest bearing. The Commission is responsible for the administration of the fund. Neither the assets nor liabilities, nor operations, nor cash flows of the Universal Service Fund are included in these financial statements.

15. Revenue

| | 2020 | 2019 |
|------------------|------------------|------------------|
| | \$ | \$ |
| Application fees | 23,383 | 28,703 |
| Numbering fees | 116,644 | 116,647 |
| Spectrum fees | 1,193,115 | 1,165,453 |
| | 1,333,142 | 1,310,803 |

National Telecommunications Regulatory Commission

Notes to the Financial Statements

For the Year Ended December 31, 2020

(in Eastern Caribbean dollars)

16. Administrative Expenses

The following summarise administrative expenses by their nature:

| | 2020 \$ | 2019 \$ |
|--|------------------|------------------|
| Advertising and promotion | 24,687 | 23,482 |
| Audit fees | 8,900 | 8,700 |
| Bank charges | 2,893 | 2,911 |
| Cleaning | 2,547 | 2,547 |
| Commissioners' allowances | 31,320 | 48,240 |
| Contributions to staff pension | 34,575 | 31,777 |
| Depreciation expense | 49,001 | 51,355 |
| Electricity expense | 41,787 | 41,604 |
| Electricity expense – remote monitoring site | 283 | 0 |
| Gratuity | 4,781 | 8,620 |
| Hosting fee – remote monitoring site | 7,000 | 0 |
| Insurance expense | 9,084 | 9,530 |
| Legal fees | 10,800 | 10,800 |
| National Insurance contributions | 24,651 | 24,852 |
| Pension expense | 4,660 | 8,302 |
| Periodicals | 3,645 | 1,614 |
| Professional fees | 1,500 | 120 |
| Rent | 104,972 | 106,957 |
| Repairs and maintenance | 35,291 | 31,142 |
| Salaries and other staff benefits | 716,578 | 707,979 |
| Staff allowances | 71,292 | 60,018 |
| Staff Christmas dinner and awards | 24,591 | 18,774 |
| Staff jerseys | 3,038 | 35 |
| Stationery and office supplies | 25,065 | 23,264 |
| Contributions/Subscription | 26,371 | 17,568 |
| Telephone, fax and internet | 21,579 | 22,429 |
| Internet – remote monitoring site | 8,385 | 0 |
| Training | 60,485 | 104,691 |
| Travel and entertainment | 4,414 | 2,048 |
| | 1,364,175 | 1,369,359 |

17. Related Party Transactions

In the normal course of business, the Commission administers a bank account for the Universal Service Fund (USF) and collects revenue on behalf of the Eastern Caribbean Telecommunications Authority (ECTEL) and the Government of St. Vincent and the Grenadines (GOSVG). Remittances are made on a periodic basis. This has resulted in the following: -

| | 2020 \$ | 2019 \$ |
|---|------------|------------|
| Universal Service Fund (USF) | | |
| Contributions collected on behalf of the USF | 2,421,368 | 1,410,741 |
| Interest income received on behalf of the USF | 18,356 | 22,228 |
| Other income collected on behalf of the USF | 10,855 | 37,545 |
| Banks charges paid on behalf of the USF | 342 | 328 |
| Expense reimbursements | 398,607 | 480,637 |
| Project payments made on behalf of the USF | 934,219 | 2,300,287 |
| The Eastern Caribbean Telecommunications Authority (ECTEL) | | |
| Revenue collected on behalf of ECTEL | 3,126,872 | 3,037,137 |
| Remittances made to ECTEL | 3,150,144 | 3,192,481 |
| Government of St. Vincent and the Grenadines (GOSVG) | | |
| Revenue collected on behalf of GOSVG | 4,570,250 | 2,517,823 |
| Remittances made to GOSVG | 3,604,361 | 3,645,625 |

National Telecommunications Regulatory Commission

Notes to the Financial Statements

For the Year Ended December 31, 2020

(in Eastern Caribbean dollars)

17. Related Party Transactions.....Cont'd

Key Management Compensation

Key management comprises of Commissioners, the Director of the entity and the Secretary of the Commission. Compensation of these individuals are as follows: -

| | 2020 | 2019 |
|----------------------------------|----------------|----------------|
| | \$ | \$ |
| Salaries | 141,030 | 145,256 |
| Allowances | 61,440 | 61,440 |
| National Insurance contributions | 2,860 | 2,860 |
| Pension contributions | 8,462 | 8,296 |
| | 213,792 | 217,852 |

18. Staff Cost

| | 2020 | 2019 |
|---|----------------|----------------|
| | \$ | \$ |
| Administrative salaries, wages and National Insurance contributions | 741,228 | 732,831 |
| Gratuity | 4,781 | 8,620 |
| Staff allowances | 71,292 | 60,018 |
| Other staff benefits | 3,038 | 35 |
| Pension contribution | 34,575 | 31,777 |
| | 854,914 | 833,281 |
| Number of employees at reporting date | 12 | 12 |

19. Commitment

The commission is committed, under an operating lease, which expires on December 31, 2020, for office accommodation, to a monthly rental of \$9,514.90.

20. Staff Pension

The Commission is committed, under a defined contribution plan agreement, dated June 19, 2019, to contributing 6% of employees' salary to a pension plan. Employees are required to contribute 4% of their pensionable salary to the pension plan. The pension plan's trust deed is effective from June 1, 2013.

The Plan was approved by the Comptroller of the Inland Revenue Department on March 23, 2020 and audited as a separate entity from the Commission for the year ended May 31, 2020.