

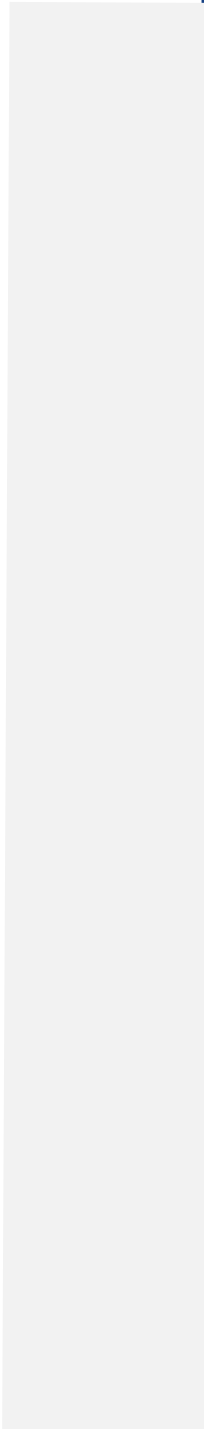
Our Networks **MOVING BELIZE FORWARD**

ANNUAL GENERAL MEETING 2020/2021

digi
Our National Telecom

btl
Belize Telemedia Limited





OUR NATIONAL TELECOM

Annual Report 2020-2021

Digi "Our National Telecom", introduced its revamped Digi logo. The new logo features a fusion of our national colors and fittingly represents a company managed and operated by Belizeans for Belizeans.



Our National Telecom

The COVID-19 pandemic has inherently changed our customers' lives over the past 12 months. Work and school from home, now the new norm, have brought with it increasing demands for our service and high reliability. The new logo captures our passion for being there for our Belizean communities, by providing world class services necessary to support and grow our country in a modern and increasingly integrated world.

We continue to lead Belize's advancement in technology and innovation, with the best Mobile and Fiber networks which have been key in successfully transitioning Belize to virtual and increasingly digital modes of operating, supporting business, education and entertainment. Our success, attributable to our hard working and dedicated Belizean staff, benefits the entire country. The Government and people of Belize, with majority ownership, not only benefits financially from the dividends received, but also from the technology, vast networks, and reliable services offered to Belizeans, enabling economic and social activities in all spheres of society.

The transition to the new "Our National Telecom" logo will be executed in a phased approach across all customer touchpoints. Additional costs will be limited as this transition continues to be incorporated in normal business operations.

We are excited about this new national focus as we continue to deliver on the promise of a digital world in a manner that is simple, reliable, and affordable – exactly what Belizeans demand. We are confident that Digi, and Belize, are poised to overcome all future challenges!



Our National Telecom

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COMPANY PROFILE

Belize Telemedia Limited (BTL) is the National Telecom Company of Belize, committed to keeping Belizeans connected and leading the way in the development of the nation's digital future. BTL owns and operates an extensive telecommunications network throughout the country encompassing landline, mobile, broadband, and business solutions. With about 500 skilled and trained employees and 13 stores countrywide, BTL is focused on maintaining its state-of-the-art networks and technologies and developing, engineering, and expanding its products and services.

In our aim to provide the best in communications and over-the-top services, the company offers countrywide access and is the only full-service provider operating in Belize. We offer turnkey solutions for business, residences and transient customers while roaming. Our extensive range of products, services and solutions include:

-
- >> Mobile Voice, SMS, and Data Services over a 4G LTE Advanced Mobile Network
 - >> International Voice, Text, and Data Roaming Services
 - >> Residential and Business Landline and Voice over Broadband Services
 - >> Residential and Business Broadband Services via Fiber
 - >> National and International Data Networks
 - >> DigiBusiness Solutions



Our National Telecom

A photograph of a long, empty conference room with a dark wooden table and several black office chairs. The room is dimly lit, with light coming from windows on the right side.

ANNUAL DIRECTOR'S REPORT

This Annual Shareholders Report covers the fiscal year April 1st, 2020 to March 31st, 2021. The report provides an overview of BTL, major business developments, and an assessment of operations and impacts on the company's finances. BTL's audited financial statements for the year ending March 31st, 2021, together with the auditor's report, form an integral part of this report.

CHAIRMAN'S MESSAGE TO SHAREHOLDERS

KEEPING BELIZE CONNECTED THROUGH COVID-19

DEAR BTL SHAREHOLDER.

2020 was undoubtedly filled with challenges and severe economic implications for Belize and the rest of the world. Despite the economic effects of the COVID-19 pandemic, Digi steadily continued its path to transform and evolve as our National Telecom, while ensuring constant, stable, and affordable connectivity services to our valued customers. The devastating effects of these challenging times is reflected in the near \$29M or 17% decline in our revenues, as well the country's GDP contraction of 14%. Through cost optimization and organizational evolution, we are happy to report that we were still able to turn a net profit of some 605% increase over prior year. The Government of Belize and the people of Belize, by default, will receive 49 cents for every dollar of dividends declared. This, while maintaining contributions to our social commitments through this unprecedented year.

RIISING TO THE COVID-19 CHALLENGE

The strategic importance of maintaining connections, enabling technologies and digital transitions was even more evident in this time. Digi maximized its available resources, including our highly skilled workforce, trusted brand, and modern networks to deliver efficient services to meet the needs of our customers. The lockdowns demonstrated the need and value of fast modern networks that enable our customers to stay connected with loved ones, facilitating business continuity and distance learning. The sudden change in social and business behaviours were supported by the need for broadband services. The resiliency of both our Mobile and Fiber to the Home networks, under this "stress test," with increased traffic volumes, was successful. The Management's plan continuously adjusted to ensure our operations were not impaired. The strategic initiatives implemented yielded BTL savings of \$24M. These savings were achieved by aggressively seeking discounts from local and international vendors, renegotiating contracts, in-sourcing, and reducing operational expenses countrywide.

Amidst the crisis, we were still able to complete strategic projects, such as Digi AirNet, which allows us to provide much needed internet services to customers in rural areas of the country. We also introduced innovative services such as International TopUp and CreditMi, which provided alternate and convenient recharge mediums allowing PrePaid customers to purchase services and stay in touch with family and friends. Furthermore, our new DigiBusiness brand significantly improved the relationship with our business customers, seeking to further improve customer experience and satisfaction.

We were able to cater to students and the working population through our Student and Work from Home Data packages, which facilitated the transition to new remote practices, with 25GB of LTE Data at half the price. These packages further complemented our modern Fiber network, which has continued to prove essential in enabling the digital tools for managing daily life for households, businesses, and Government.



TRANSFORMATION AND OPTIMIZATION

Team Digi contributed remarkably to this transformation, as we were able to further build on an agile mindset by improving communications and aligning with staff. We commenced quarterly town hall sessions which ensured constant communication with staff and the union executives on the financial standing, performance, and projected path of the organization. This approach, along with the Board's and Management's commitment to transparency, was pivotal, in the successful negotiation of a new Collective Bargaining Agreement (CBA) (2021-2024) with the Belize Communications Workers' Union.

The CBA represents the shared commitment between the Company and the Union, to a sustainable and viable company in these challenging times, as it now includes corporate performance goals as a performance measurement.

The organization continues to transform and evolve to ensure efficiency, transparency, profitability, and longevity. As such, we have shifted our financial reporting model. We now focus on Return on Equity (RoE), which measures profitability whilst ensuring that investors receive a return on their investment. Through this new focus, we aim to improve RoE to between 8% and 12% over the next five years. With a mandate for good governance, we have changed our external Auditors for the first time in over 15 years and hired a new Chief Internal Auditor. A newly formed Internal Audit Committee of the Board, that is independent of the chair and management, now has supervisory responsibility for the audit functions. This supports our commitment to transparency and accountability.

SOCIAL RESPONSIBILITY

Digi is the leading corporate citizen as we continue to support communities in times of need. In 2020, it was no different as Digi contributed over \$1M to COVID-19 initiatives by providing free Mobile data packages to frontline workers, increasing DigiNet speeds by 66% free of cost to DigiNet customers, increasing the frequency of our mobile promotions, and launching a social media education and awareness campaign. We are equally proud of our innovative MobilePayz solution, developed specifically for GOB to facilitate the easy and efficient distribution of the COVID-19 Relief funds to approved recipients countrywide. This program, which ended August 2021, disbursed \$19M to 20K+ GOB approved recipients across the country. Digi will continue to fulfill its social corporate

responsibility by contributing to Belize's economic and social recovery. Recovery will triumph by a collaborative effort between government, industries, and other stakeholders which creates and executes sustainable strategies that support investment, innovation, and positive returns in an already constrained environment. We are confident that through a shared vision of an invigorated future, we will overcome the economic challenges, bridge the digital divide, and position ourselves to be more competitive locally, and globally.

THANK YOU

Looking ahead, regardless of the challenges, we are certain of the company's stance as we remain well positioned for profitable growth. We will continue to support community initiatives as the National Telecom, and we will continue to deliver on the promise of a digital future that supports and fosters the growth and development of Belize for all Belizeans!

On behalf of the Board of Directors, I thank our Management Teams, and our employees who have worked tirelessly over the last year to keep our customers and communities connected. A special thank you to our frontline employees. Additionally, I thank our shareholders for their continued trust and support to the organization and its leadership.



Sincerely,

Markhelm Lizarraga
Chairman,
Board of Directors
Belize Telemedia Limited

ANNUAL REPORT





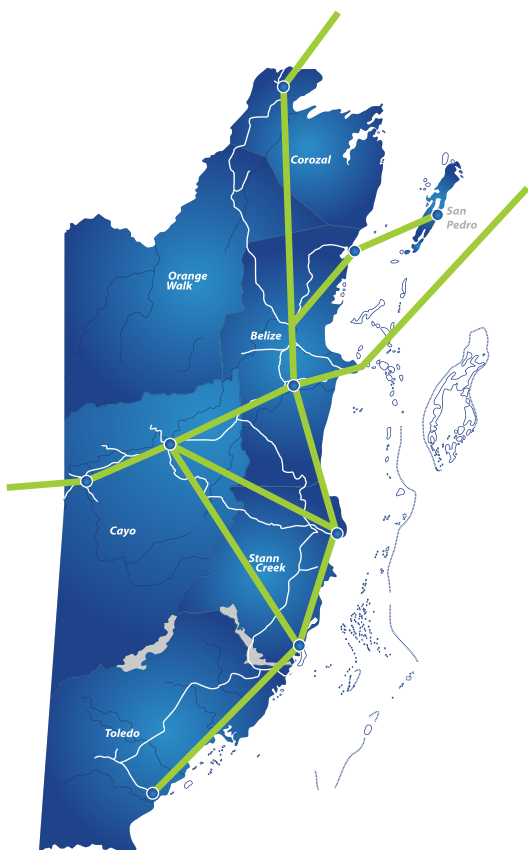
HIGHLIGHTS

LEADING CONNECTIVITY PROVIDER IN BELIZE

Annual Report 2020 Highlights

In 2020, Digi established itself as the undisputed network leader in Broadband and Mobile services, offering reliable coverage to more people in more places during the time when the demand for connectivity was at its highest in history.

With Belize's only Fiber to the Home (FTTH) and 4G LTE Advanced networks, Digi's networks and infrastructure are unmatched, allowing us to deliver the nation's largest, fastest, and most affordable Broadband Internet "DigiNet," Fixed Voice "DigiTel" and Mobile "DigiCell" services.



"WITH DIGINET'S UNMATCHED BROADBAND PERFORMANCE AND COMPELLING OFFERINGS, BELIZE IS EVEN MORE CONNECTED TO THE DIGITAL WORLD."

Our Future Proof Broadband Infrastructure



In 2019, Digi completed the build out of its state-of-the-art Fiber network, the only infrastructure of its kind serving the entire nation with over 2,500 miles of backbone, backhaul and FTTH fiber.



This long-term investment proved to be a key social and economic enabler during the COVID-19 pandemic, meeting and exceeding the demands of customers and businesses with the continued transition to the digital way of life.



Over 30K customers across Belize are connected to the Fiber network, with the ability to successfully manage increased capacity. This allowed us to increase speeds during the initial COVID-19 pandemic lockdown from 30Mbps to 50Mbps for over 20K DigiNet customers enabling the school and work from home transition.



In 2020, the reduction of the monthly fault rate from 15% to 2% is a testament of DigiNet's network reliability.



The decommissioning of our legacy copper network continues and will be completed within the next 12 months. 95% of our customer base is now on our FTTH and 4G LTE Advanced networks.

MODERNIZING OUR NETWORK TECHNOLOGY FOR ALL BELIZEANS

Annual Report 2020 Highlights



Digi has modernized its networks to improve customer experience and quality of service. We continue to remove dated legacy systems. To date, 51 or over 60% of the legacy switches have been decommissioned and customers were migrated to the Fiber network.

Creates potential for greater value, flexibility, speed and reliability.

Value

Investing in a Fiber network has allowed Digi to deliver unmatched customer experience, decreasing price by 70% whilst increasing speeds by 300%.

Flexibility

Allows for prompt deployment of new services, adjustments to existing services and quick connection of new customers.

Speed

Faster speeds permit customers to quickly and seamlessly use data-intensive services such as video conference, telemedicine, and distance learning from the safety of their homes.

Reliability

Higher service availability and less downtime, especially as the importance of internet connectivity increases significantly.

Presently, with the 60%+ increase over the years in broadband customers and migration to Fiber, we now make more revenues on our new Fiber to the Home (FTTH) Network than any of our other networks.



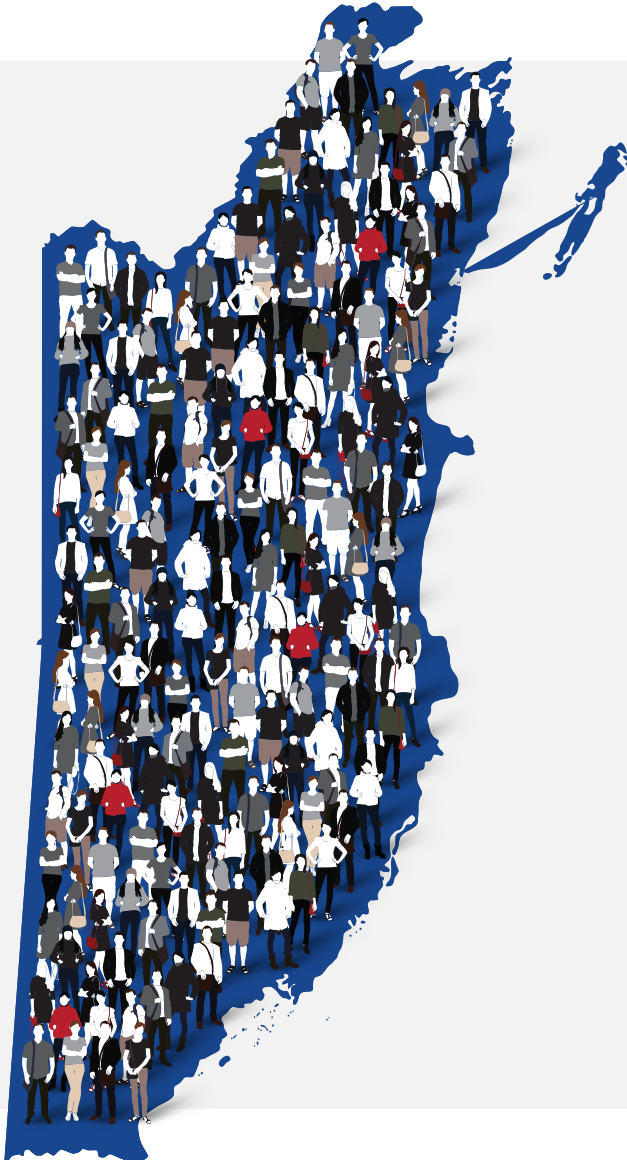
Customers in rural areas countrywide are able to enjoy the best quality service over the most modern and robust Fiber network as they work from home, school from home and stay connected with family and friends.

ENHANCED MOBILE EXPERIENCE

Annual Report 2020 Highlights



WITH OVER 140 4G LTE CELL SITES NATIONWIDE, DIGI HAS NATIONWIDE MOBILE CONNECTIVITY WITH 194K DIGICELL PREPAID AND POSTPAID CUSTOMERS.



In 2020, Digi introduced exciting Mobile promotions that gave PrePaid customers even greater value for money during the pandemic, ensuring that customers were able to stay connected.

TopUp Rewards

PrePaid customers were rewarded with Data Only or Bundles of Talk, Text and Data for their TopUp purchases.

Student Data Plan

An affordable 25GB LTE Mobile Data package that allowed uninterrupted learning for students with limited or no broadband access at home.

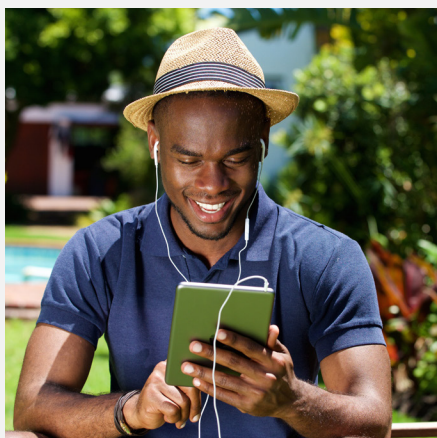
Work From Home Data Plan

An affordable 25GB LTE Mobile Data package that allowed employees to work from home or from their mobile devices.

NEW DIGI SERVICES IN THE MARKET

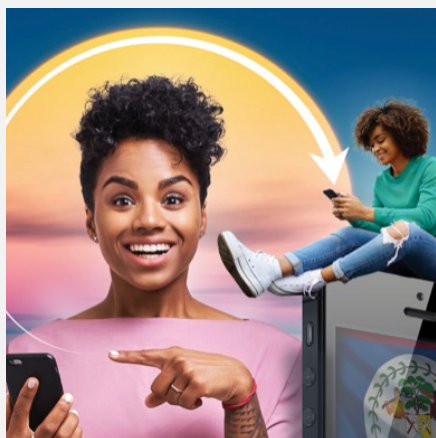
Annual Report 2020 Highlights

**DIGI CUSTOMERS WERE ABLE TO EXPERIENCE
EVEN MORE WITH THE LAUNCH OF NEW
INNOVATIVE SERVICES PROMPTED BY A NEED TO
MEET AND EXCEED THE DEMANDS FOR
CONNECTIVITY COUNTRYWIDE.**



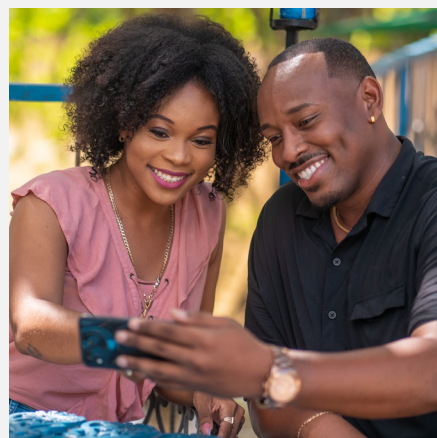
Digi AirNet

Customers in rural areas have access to Internet and Fixed Voice services via Digi's Mobile network. Customers can choose from any of our four affordable monthly plans and receive large data allowances to meet their needs whether for entertainment to stream movies as well as work and school from home.



International TopUp

Family and friends in the Diaspora in the USA, UK and worldwide, can send TopUp instantly to any Digi PrePaid numbers in Belize.



CreditMi

Qualifying Digi PrePaid customers can get a credit advance from Digi to make calls, send SMS or purchase LTE Mobile Data.

TAKING CUSTOMER EXPERIENCE TO NEW LEVELS

Annual Report 2020 Highlights

Putting customers first will always be one of Digi's primary commitment. In 2020, Digi made significant improvements and enhancements to our customers' experience. The use of our digital channels for customer engagement increased as the pandemic made in office interactions difficult; and as such, the company deployed technology to enable remote call center services ensuring our customers' service were uninterrupted. We also made improvements to our in-store experience to ensure the safety of both our employees and customers.

WOW Experience



Digi launched its Customer Experience strategy titled "The WOW Experience" focusing primarily on improving interactions across all customer touchpoints, while also revamping internal processes to always facilitate positive customer interactions.



Keeping Customers Connected



COVID-19 brought unexpected financial challenges for customers. Many were unable to make bill payments. We were there for our customers during these difficult times by ensuring their services were uninterrupted.



To make it easy for customers to manage their accounts, Digi separated their arrears from the current portion of their bill. Digi also introduced affordable payment options while extending payment periods to meet the financial reality of our customers.

MAKING IT EASY AND SAFE TO STAY CONNECTED

Annual Report 2020 Highlights



Queuing Management System



Introduction of a Queuing Management System to effectively manage the flow of traffic in all DigiStores countrywide. Through this touchpoint, customers are able to complete transactions such as bill queries without the assistance of a DigiRep. This assisted in the reduction of face to face contact during the pandemic and allowed for the streamlining of in office processes while increasing efficiency.

DigiBusiness



Launch of the DigiBusiness brand with the primary focus of providing high quality service to all Digi Business customers. This also included the launch of the DigiBusiness webpage: www.livedigi.com/business

Digi Professional Services



Digi offers support to all Business customers via Digi Professional Services. Through consultancy or technical support, we can assist in growing your business.

- Hardware/Software Consultancy
- Network Design/Implementation
- Internal Wiring & Civil Works
- MS365 Training
- Network Security
- Call Center Support Services
- Solutions Design & Development

CITIZEN DIGI

Annual Report 2020 Highlights

MAKING AN IMPACT THAT MATTERS

Digi is one of the nation's leading Corporate Citizens. In 2020, Digi took action to minimize the negative impacts of COVID-19 for communities.

MobilePayz

DIGI'S MOBILEPAYZ SOLUTION AND DISTRIBUTION EFFORTS, VALUED AT \$400K, WAS PROVIDED FREE OF COST FOR THE PEOPLE AND GOVERNMENT OF BELIZE.



Digi in partnership with the Ministry of Human Development, Social Investment Fund and the National Bank of Belize launched the country's first mobile payment system – MobilePayz.



Digi developed an in-house payment system FREE of charge. MobilePayz facilitated a convenient and secure digital method for approved Belizeans of the Belize COVID-19 Cash Transfer Program to conveniently access their funds.



After only 3 months of development, the system and processes were approved for deployment.



Over 20K approved recipients have successfully utilized this program with \$19M distributed to mostly rural recipients via our DigiStores countrywide.

THANK YOU #TeamDigi



Our well-equipped staff were able to quickly transition to rotation and work from home systems to ensure their safety and that of our customers during the pandemic. Successful implementation required coordination and input from all divisions across the company.



Digi Frontline workers were equipped with COVID-19 packages which included facemasks and hand sanitizers, and all DigiStores were fitted with hand sanitizer stations for customers. Cleaning protocols were enhanced across the company to ensure that all work environments were safe.



Staff were provided with frequent updates and COVID-19 tips to spread awareness and encourage safety practices.

GIVING BACK TO OUR FRONTLINE WORKERS

Annual Report 2020 Highlights

GIFTED FRONTLINE WORKERS WITH A FREE GOODWILL PREPAID PACKAGE OF TALK, TEXT, AND DATA AT A VALUE OF \$80 PER PACKAGE



Increased DigiNet speeds FREE of cost by 66% (30Mbps to 50Mbps) to over 20K DigiBasic customers to allow for seamless transitions to online learning and work from home.



Introduction of a new Mobile PrePaid Data plan with 25GB of LTE Data during countrywide lockdown to support customers, for whom we were unable to provide installations due to COVID-19 restrictions.



More frequent Mobile PrePaid promotions to allow customers to get more and do more during the lockdown.



2 Toll Free numbers FREE of cost to GOB (0-800-SOCIALS & 0-800-SAVE-BZE) to help spread COVID-19 awareness and provide easy access to information.

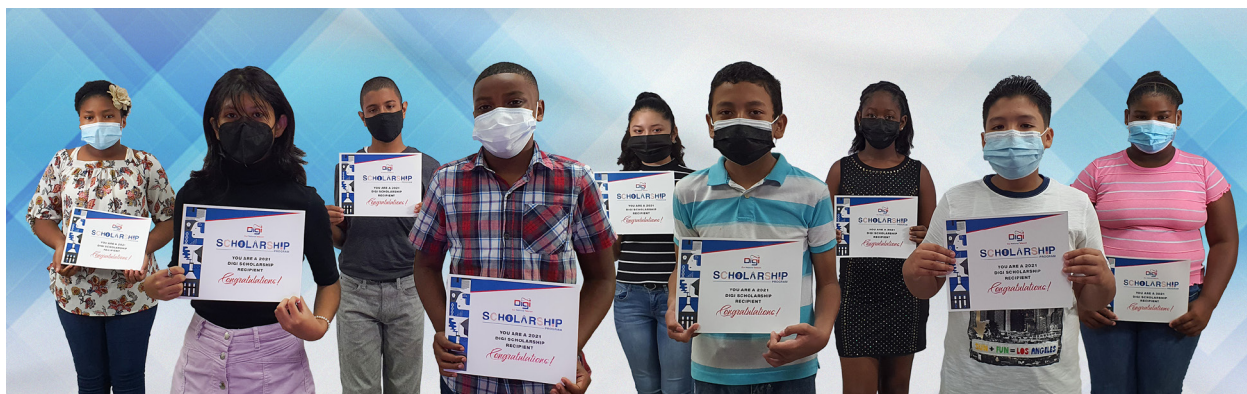


ONGOING EDUCATION INITIATIVES

Annual Report 2020 Highlights

Digi's Scholarship Program

SINCE 1991, WE HAVE INVESTED OVER \$4M TO PROVIDE FREE TUITION AND BOOKS TO 700+ STUDENTS BECAUSE THE CHILDREN ARE OUR FUTURE



93 students are currently enrolled in the program at an average annual cost of \$130K

Digi's Free Internet for Schools Program

Since 1995, Digi has continuously invested in its Internet for Schools program which offers FREE internet up to 130Mbps to 249 schools and 67 NGOs

SECURING THE PRESENT TO ENSURE OUR FUTURE

Annual Report 2020 Highlights

The Company engaged in necessary cost optimization initiatives as there was a significant decrease in demand for our services due to lockdowns. This meant Digi had to operate lean and efficiently, securing the present to ensure that we have a future.

\$24M IN TOTAL SAVINGS

\$1.3M

DISCOUNTS & TERMINATED CONTRACTS

Discounted rental agreements, discontinued service contracts

\$15.7M

COST REDUCTION INITIATIVES

Reduction in Other General and Administrative Expenses. Computer equipment, network spares including maintenance, staff costs and overtime.

\$0.81M

DISCONTINUED SERVICES & AGREEMENTS

Billboard advertising, staff engagement initiatives, park maintenance

\$1.1M

IN-SOURCING (UTILIZING IN-HOUSE RESOURCES)

A/C and network maintenance, cleaning contracts, vehicle maintenance

\$4.8M

REDUCED SERVICE LEVEL AGREEMENTS

Reduction in consultancy fees and bandwidth renegotiations

A CLEAR VISION

Annual Report 2020 Highlights

Collective Bargaining Agreement



The signing of the Collective Bargaining Agreement (CBA) follows extensive negotiations between the Company and the Union, regarding benefits, wages, terms of employment and reflects the joint partnership between the parties to ensure the general wellbeing of staff.



It governs the employment relationship and aids the parties in achieving their joint objectives regarding staff wellbeing and company success.



In 2021, Belize Telemedia Limited and the Union on behalf of its employees amended the Terms of Employment and benefits including Leave of Absence, Paternity Leave, Acting & Responsibility Allowances, and disciplinary guidelines for employees.



In partnership, we will continue creating a work environment which allows for growth and advancement opportunities as well as skill development.



We remain committed to working closely with the Belize Communications Workers' Union for the benefit of both the company and the members of staff.



We will create an environment where employees feel secure and positive about the future outlook.

DIGI 2.0

Annual Report 2020 Highlights



August 1st, 2020 marked the launch of our new and exciting Digi 2.0 organization.



The changes in the Telecom landscape have resulted in a decline in core telecom revenues and a need to leverage our new networks to offer new services to diversify to new ICT solutions and non-telecom revenues.



We have transitioned from a monopolistic company, rebranded from BTL to Digi, and since then, undertaken a brand revamp, strengthened our networks, and began exploring new revenue generating opportunities.



The Digi 2.0 organization is founded on 4 key pillars – **Innovation, Operational Excellence** and **New Business Models**, while also focusing on **end-to-end Customer Experience**.



Paramount to the success of this new organization is our operational effectiveness as we increase revenues from existing services, simultaneously increasing customer satisfaction and developing our human capital.



This new structure places departments, teams, and individuals in key positions where we can leverage their experience, talent, and knowledge.

The world has changed. The pandemic has shown how critical connectivity and digital services are to society. Digi is strongly positioned and through our long-term investments, we are acting now to ensure that we continue to lead the digital transformation and take advantage of the new revenue generating opportunities. We are optimistic that the demand for our services supports our ambition to grow revenues and drive shareholder returns.

AS THE LEADERS IN INNOVATION, WE MUST BE THE FIRST TO THE MARKET WITH MODERN IDEAS AND BUSINESS SOLUTIONS!

ANNUAL REPORT





FINANCIAL STATEMENTS

2020

Belize Telemedia Limited

Revenues **\$141.3M BZ\$**



Fiber

\$62.1M BZ\$



Mobile

\$60.8M BZ\$



Legacy

\$11.3M BZ\$



**Sales +
Solutions**

\$7.1M BZ\$

EBITDA

\$64M BZ\$

EBITDA Margin



45.3%

Net Income

\$8.7M BZ\$

Customer Base

194K Mobile Customers

31K DigiNet Customers

11K DigiTel Customers

Network Connectivity

90% Mobile 4G LTE Advanced Coverage **88%** Homes Passed FTTH Coverage

Network Evolution

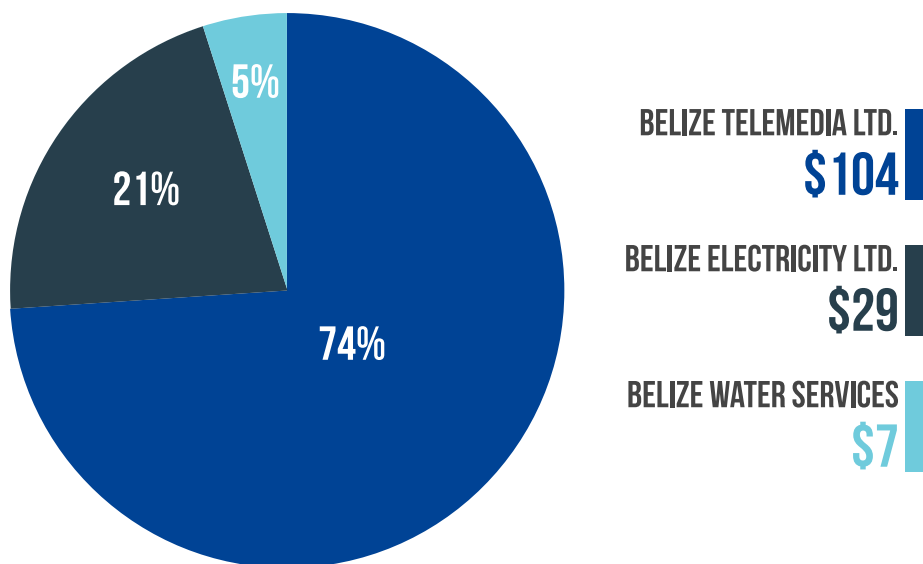
Over **95%** of our customers' connections are powered via our Mobile 4G LTE Advanced & Fiber to the Home Networks (FTTH).

DIGI'S CONTRIBUTION TO THE NATIONAL ECONOMY

Digi is the nation's largest contributor in business taxes paid to the Government of Belize and fees paid to the Public Utilities Commission. Over the past 5 years (2015 to 2019), we have contributed to 74% or \$104M of the total business taxes and fees collected from Belizean utilities. This \$104M tax and fees paid by Digi is revenue for the Government utilized for the economic development of Belize and Belizeans.

COMPANY	LICENSE FEE	SPECTRUM FEE	BUSINESS TAX	TOTAL PAID
BTL	\$11	\$5	\$88	\$104
BEL	\$6	\$0	\$23	\$29
BWS	\$2	\$0	\$5	\$7
TOTAL	\$19	\$5	\$116	\$140
% PAID BY BTL	56%	100%	76%	74%

In BZ\$ millions except percent data



In BZ\$ millions except percent data

FULL-YEAR RESULTS

The fiscal year 2020/21 was a tumultuous year, defined by unexpected and unpredictable challenges due to the COVID-19 pandemic. This period of uncertainty required our business leaders to plan, adapt, and respond with resilient leadership. The overwhelming global challenges brought on by the pandemic adversely impacted the Belizean economy as our GDP contracted by 14% amidst lockdowns and business slowdown. The local telecommunications industry was not spared as overall business shrunk to new lows.

Surmounting the looming economic crisis of fiscal year 2020, required us to respond early with bold strategies to balance the demand of all stakeholders, while focusing on protecting the economic health of the Company. The result is that we remained viable and profitable. Whilst annual revenues declined by almost \$29M or 17%, the effectiveness of the strategies employed is exhibited by the \$7.4M improvement in net income over the same period last year. The company implemented cost leadership strategies balancing capacity whilst reducing expenses to secure the present and ensure our future. Through strategic initiatives and well-coordinated efforts, we were able to achieve a significant \$24M reduction in expenses. These initiatives included contract renegotiations, in-sourcing, cost efficiencies, and adjustments for structural overcapacity brought about by lower economic and business activity, both nationally and internationally. BTL is thankful for the dedication of its internal stakeholders, who personally shared and assisted the company through this unparalleled challenge in our history.

As at March 31st, 2021, we achieved net operating profit after tax (NOPAT) of \$8.7M, up by \$7.4M or 605% from the previous year's figure of \$1.2M (restated). This level of profitability was attained despite gross revenues decreasing by \$28.8M (17%) to \$141.3M over the same period ended 2019/20. This decrease was mainly due to a \$10.4M in Mobile PrePaid usage, \$6M in merchandise revenue, \$5.3M from one time solution sales revenue and \$5.2M in international roaming and international inbound voice services. This trend reflects the COVID-19 impact of lockdowns, closure of our ports of entry affecting mainly tourism, along with slowdown in local business activity in this twelve-month period.

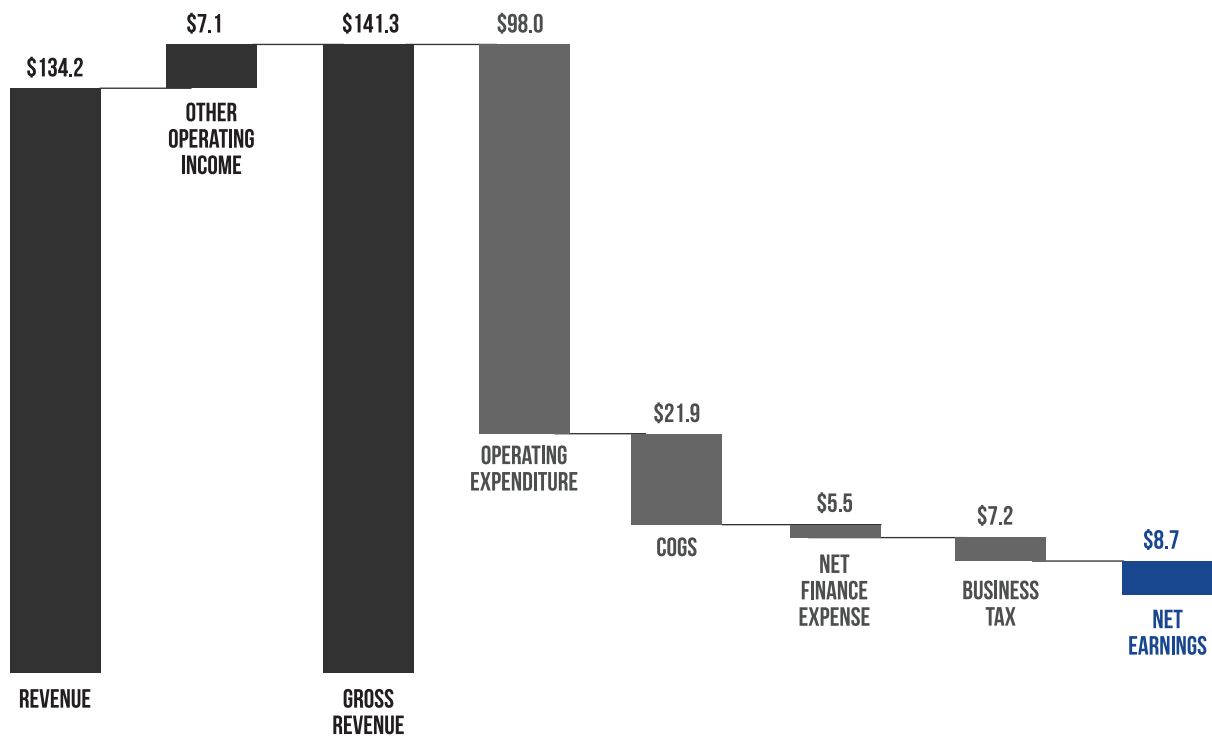
The contraction in revenue was however offset by a significant decrease in operating cost of \$36.8M which included \$24M in cost optimization strategies implemented by the company. The reduction in operating costs included decreases of \$20M or 48% in Costs of Goods Sold, \$11.4M or 45% in Other General and Administrative expenses; \$3.2M or 11% in Staff Cost; and a \$3.6M or 35% in maintenance expenses. However, with the commissioning of the new Fiber to the Home network (FTTH) and expansion of the Mobile network, our depreciation and amortization expense increased by \$5.3M from the same period last year.

Our convergent billing system (MIND) successfully combined all PrePaid and PostPaid service charges and enabled a unified view of our customers' account information. However, these progressive efforts did not come to fruition without challenges which continue to be addressed in the 2021/22 fiscal year. Subscriber account receivables continued on an upward trend though at a 50% decelerated rate compared to the previous year. The COVID-19 financial disruption of the Belizean economy, and billing system challenges to suspend customers for non-payment were the main contributors to this trend. The macroeconomic conditions with sharp reductions in GDP along with forward-looking projections worsened the expected credit losses from our customers, and resulted in recognizing an increase in bad debt expenses in this current fiscal year of \$4.7M.

NET INCOME

For the year ended March 31st, 2021, net income surged 605% to \$8.7M from \$1.2M (restated) in 2019/20. Conversely, in 2020/21, revenues declined by \$28.8M or 17% from prior year. However, this decline in revenues was counterbalanced by considerably lower expenses in cost of goods sold, bad debt, maintenance, staff costs, and other general and administrative expenses. Total expenses for 2020/21, excluding business tax, declined by 23% or \$36.8M.

INCOME STATEMENT WATERFALL



Figures in BZ\$ Million

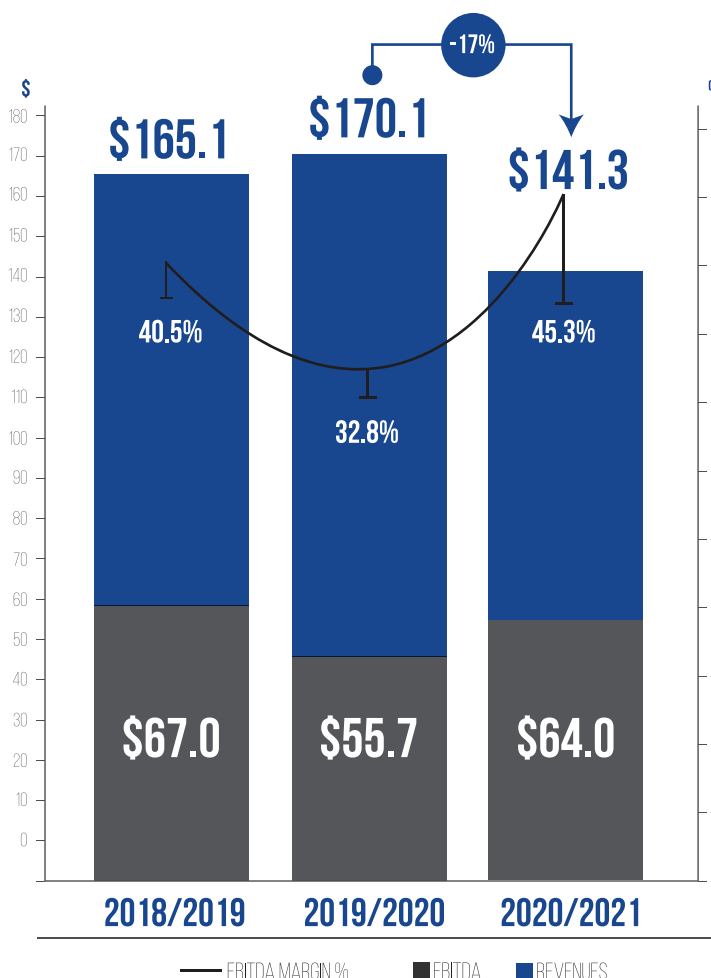
GROSS REVENUES

Total revenue for the fiscal year was \$141.3M, the COVID-19 headwinds having caused a drop of \$28.8M. The drop was seen mainly in mobile revenues, merchandise revenues and one-time sales and solutions revenues.

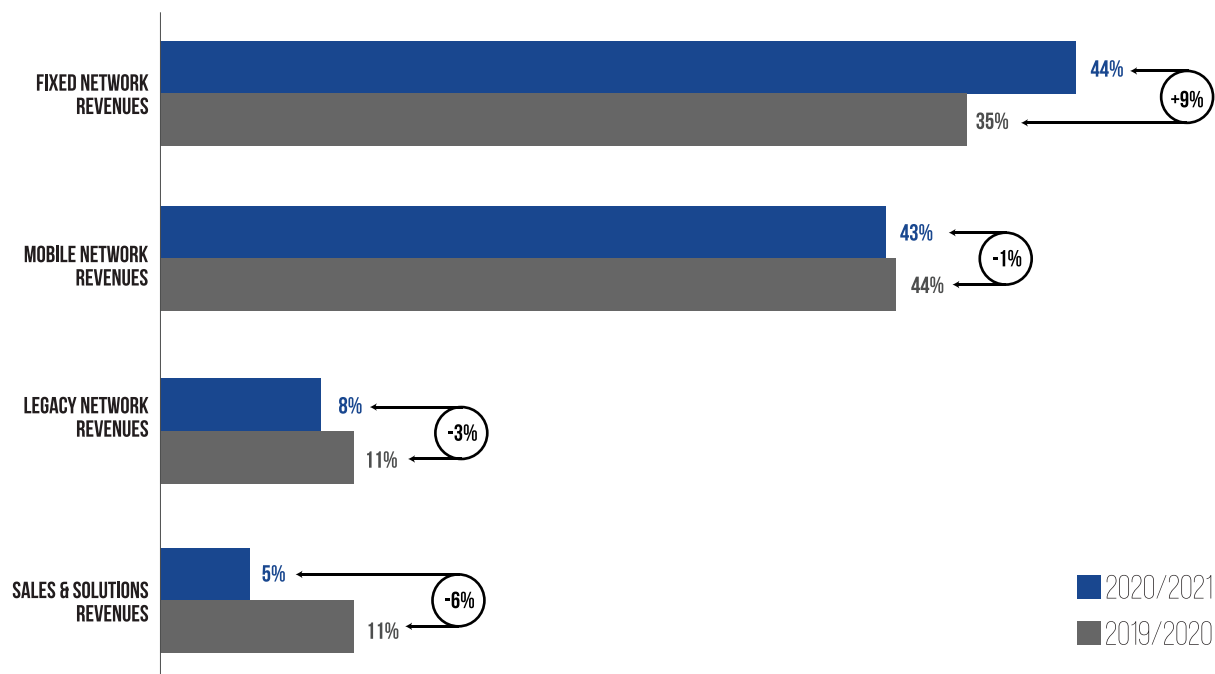
Noteworthy is the strong performance of BTL's Earnings before Interest, Taxes, Depreciation and Amortization (EBITDA) to \$64M from \$55.7M in March 2020. This \$8.3M or 15% improvement over last year was seen despite the fall in revenues and benefited particularly from the strategic cost containment measures. These measures also contributed to the reduction in reliance on credit facilities and ultimately our debt exposure.

REVENUE & EBITDA MARGIN

Figures in BZ\$ Millions Excluding % Data



REVENUES BY CATEGORY



BTL continues to migrate customers from the legacy copper network to the ultra-fast and future proof FTTH network. This migration is scheduled for completion by March 2022, which will see the old legacy switches and ancillary equipment with zero customers being powered down. Efficiency improvements anticipated include less cost in relation to network maintenance and electricity consumptions. By March 2021, over 95% of our 240K plus customer connections were on our Mobile and FTTH networks.

Fiber network revenues in this fiscal year at 44% accounted for the largest percentage of total revenues followed by Mobile with 43%. Legacy network revenues declined to 8% as expected, due to migration to the new FTTH network. Sales and solutions that include emergent ICT services such as MS365, DigiLearn, and cloud partnership agreements made up 5%.

Fiber network revenues increased by \$1.7M or 3% from last year. This is attributed to the quality and reliability of our FTTH DigiNet and DigiTel services, as almost 42K businesses and consumers relied on the fast connectivity. The ongoing successful migration of legacy services is accredited to ongoing marketing initiatives that have resulted in successful customer loyalty, and ultimately favourable customer retention, despite the challenging economic atmosphere of 2020. In the new fiscal year, we do expect some churn given the hardships experienced by our customers with the ongoing depressed economic environment.

Mobile revenues decreased \$13.5M due to lower customer consumption of PrePaid services, driven by lower economic activity as customers curtailed spending in all sectors to manage the impact of the 2020 business downturn. International roaming and international inbound calling revenues continued their expected decline in line with telecom market trends using over the top services and further worsened by the lockdowns and closing of our borders.

Revenues for sales and solutions decreased by \$11M due to decreases in handset merchandise as consumers spent less on devices and reduced one-time service and solution sales. The company will continue to focus on ICT digital technologies as we transition and diversify from non-core telecom to meet the digital revolution transition of our customers, businesses and Government.

FIBER NETWORK REVENUES

By the close of 2020/21, our Fiber to the Home (FTTH) network had been expanded to cover almost 90% of all homes and revenues grew \$1.7M compared to prior year. Via this network, the company delivers all its traditional wire-line services, including our flagship fixed broadband internet service “DigiNet.” The expansion of the DigiNet footprint, combined with our value-added service bundles, were effective in turning around the previous declines in our fixed legacy customer base. Over the period between implementation and completing of the project, the customer base has seen an increase of over 65% to over 30K connections.

As at March 31st, 2021, the company’s Fiber network customer base remained steady for our business portfolio. The consumer portfolio saw a marginal decline due to the external hardships of 2020. Through flexible and innovative marketing initiatives, BTL was able to support businesses with temporary contraction of services as they charted their business recovery plans while ensuring a continuous quality experience for our residential customers. It is anticipated that with the economic realities being faced by our customers that there may be some churn. However, in the medium term the investments made thus far in the FTTH future proof network will ensure that we can meet the needs of our customers whilst offering new services over this same medium with very little new capital outlays.

MOBILE REVENUES

Mobile revenues decreased by \$13.5M from prior year challenged by the 2020 global economic slowdown which mainly impacted Mobile PrePaid revenues whereas Mobile PostPaid saw an increase of \$1.7M compared to prior year. Roaming revenues declined by \$4.7M or 88% over the comparative period last year. This decrease is directly attributed to the shut down in the tourism sector from international tourists when travel restrictions were implemented by most countries worldwide. It is projected that these revenues will mostly recover and stabilize with the reopening of borders made possible by increased COVID-19 vaccination. Full recovery to pre pandemic performance is anticipated in the latter half of 2022 barring any further outbreaks.

Despite these challenges, the past and current investments in our network quality have helped to reduce churn and expand both our PrePaid and PostPaid customer bases. In addition, focused marketing initiatives to support work from home connectivity for students and workers assisted greatly in keeping the customer base loyal.

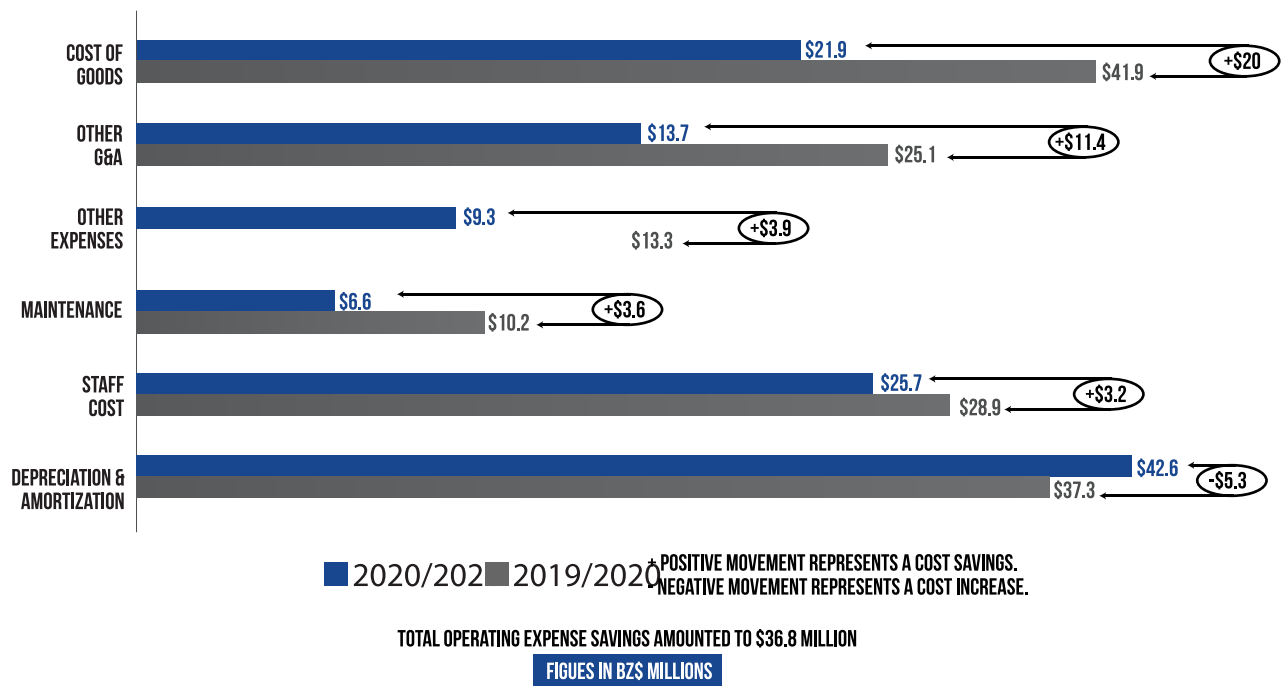
LEGACY NETWORK REVENUES

Legacy network revenues continue its planned migration to the new Fiber network, thus declining 33% or \$6M compared to prior year. The ongoing legacy customer migration is illustrative of BTL’s cost leadership strategies that will allow the company to consolidate its many legacy networks into only two; namely Mobile and FTTH by the end of March 2022.

SALES AND SOLUTIONS REVENUES

Sales and solutions revenues saw a decrease of \$11M over the prior year. This resulted from a decrease by \$6M in merchandise, particularly handset sales, and \$5M in one-time sales for corporate solutions. The decline in merchandise revenues was a combination of less spend by customers on handsets and the implementation of a handset consignment model. This new consignment model whilst reducing gross revenues is net margin positive on overall profitability. There was a decrease in take up of one-time corporate solutions, however we continued to offer Microsoft 365 productivity suite licenses and collaboration platform products to businesses and consequently experienced an increase in sales. This trend is expected to continue as the digital transition is only starting given the effects of business disruption from the pandemic. BTL will continue to partner and work with Government and the business community in expanding services such as DigiLearn and Safe Cities amongst other solutions.

EXPENSES BY CATEGORY



BTL's total operating expenses excluding business tax for the year ended 2020/21, decreased by \$36.8M or 23% to \$119.9M from \$156.7M in the prior period. These savings are a direct result of the effective strategies implemented by the company to optimize cost and efficiency adjustments to its internal structures.

DEPRECIATION & AMORTIZATION

Depreciation and amortization expenses increased by \$5.3M over the prior period. This increase is primarily due to additions to the Fiber to the Home (FTTH) and mobile networks, tower upgrades, convergent billing system and other software costs for projects which were completed in the latter part of the prior period. Depreciation and amortization of these assets commenced in the current reporting period and account for the overall increase in depreciation and amortization charges.

COST OF GOODS

Cost of goods expenses decreased by \$20M or 48% compared to the same period last year. This decrease is largely attributed to the company's decision to implement a device consignment model, which resulted in the elimination of the acquisition cost of merchandise devices by \$7.1M over the prior period. The renegotiation in July 2020 of international bandwidth capacity contracts was successful as it reduced expenses by \$5.3M compared to prior period. On a full year basis, we project these savings to be almost \$8M. There were other decreases seen in commissions paid to distributors of the company's PrePaid TopUp services by \$5.1M associated with a reduction of commission rates for bulk purchases but majority due to the overall contraction in Mobile PrePaid purchases. Additionally, expenses for business solutions cost were lower by \$1.8M due to one-time sales and solutions sold to Government of Belize in the prior period, being Safe Cities and DigiLearn services. The cost of cloud service (MS365) licenses also decreased by \$1M when compared to prior period due to less sales.

STAFF COSTS

Net salaries, and fringe benefits decreased by approximately \$3.2M or 11% over the prior period. The overall reduction is associated with the staff initiatives which the company implemented in response to COVID-19 pandemic. These varied initiatives included hiring freeze, temporary pay cuts, reduced allowances, forgoing of bonuses and reduction of overtime hours.

MAINTENANCE EXPENSES

Over the period, maintenance expenditures declined by \$3.6M or 36%. This decline was due to Management's continued focus on cost savings strategies to reduce expenses which included re-negotiating contracts, aggressive discount negotiations on contract renewals, postponing maintenance and discontinuation of some service level agreements. The postponing of some maintenance works will be done in the new fiscal year.

OTHER G&A

Other General and Administrative expenses decreased by \$11.4M or 45% from prior year. Allowances, staff activities, advertising, and bad debt expenses are the major contributors to the net decrease. Allowances and staff activities decreased by \$3.4M due to COVID-19 implemented staff initiatives along with lockdown restrictions which limited local travelling. In addition, several of the annual staff initiatives were cancelled due to the social distancing restrictions which limited social gathering. Advertising decreased by \$2.2M due to reduction in overall spending which included renegotiated billboard contracts, cancelled promo events and minimal purchases of promotional items. Bad debt expense decreased by 50% to \$4.7M as compared to last year's figure of \$9.4M. Last year, the increase was attributable to the implementation of IFRS 9 accounting standard that stipulated a revised forward looking measurement approach on all receivables. This year, the impact on credit management decreased due to the company's efforts of collecting and reducing receivables from our customers despite the macroeconomic difficulties.

OTHER EXPENSES

Other expenses decreased by \$3.9M from prior year. Last year there was the final \$5M asset write down of the Ericsson 3G Mobile network and none in this period. There were other decreases in training, electricity and office supplies which amounted to \$0.7M which is a direct result of the company's continued cost optimization efforts. There was an increase, as compared to the previous period, in Spectrum Fees of \$1M as fees paid in this fiscal normalized.

BALANCE SHEET (AUDITED)

CONSOLIDATED BALANCE SHEET YEAR ENDED 31 MARCH

	AUDITED 2021	RESTATE AUDITED 2020	VARIANCE \$	VARIANCE %
ASSETS	BZ\$'000	BZ\$'000	BZ\$'000	BZ\$'000
CURRENT ASSETS	54,259	59,069	(4,810)	-8%
NON CURRENT ASSETS	307,583	345,079	(37,496)	-11%
TOTAL ASSETS	361,842	404,148	(42,306)	-10%
LIABILITIES				
CURRENT LIABILITIES	67,845	97,119	(29,274)	-30%
NON CURRENT LIABILITIES	59,357	78,843	(19,486)	-25%
TOTAL LIABILITIES:	127,202	175,962	(48,760)	-28%
RETAINED EARNINGS	84,677	78,223	6,454	8%
OTHER SHAREHOLDERS' EQUITY	149,963	149,963	(0)	0%
TOTAL SHAREHOLDERS' EQUITY:	234,640	228,186	6,454	3%
TOTAL LIABILITIES & SHAREHOLDERS' EQUITY:	361,842	404,148	(42,306)	-10%

FINANCIAL RATIO ANALYSIS YEAR ENDED 31 MARCH

	2021	2020	2020 VS 2021
CURRENT RATIO	0.8	0.6	▲
RETURN ON ASSETS	2.3%	0.3%	▲
RETURN ON EQUITY	3.7%	0.5%	▲

BLUE ARROW REPRESENTS BETTER METRIC THAN LAST YEAR

RETURN ON ASSETS

Over the period 2020/21, the return on assets improved to 2.3% as compared to 0.3% in the previous year. This was due to an increase in net income, coupled with significant reductions in capital expenditures of \$32.6M as compared to the previous year. Given the investments of the previous years, the company is now focused on improving the operating asset efficiency by ensuring most services offered to customers are on the two large countrywide networks (Mobile and FTTH). The migration and subsequent decommissioning of the copper legacy networks will yield further positive results.

CAPITAL EXPENDITURES

BTL operates the largest and most extensive telecom network in Belize and has been continuously investing in same. To date, BTL has over 140 Mobile sites and over 2,500 miles of backbone, backhaul and FTTH fiber. During 2019/20, the company invested \$36.9M in capital expenditures. In 2020/21 however, there was a deceleration in investments to \$4.3M. This is due both to the completion of the major network expansion projects as well as deferring some capital projects to next fiscal until it had a better projection of the negative macroeconomic impact. The investments in these 12 months were geared to improving our customer's experience, creating opportunities for us to provide additional and more advanced enhancements and capabilities now and in the future. More specifically, the capital expenditure was spent on property, plant and equipment, including Fiber to the Home (FTTH), Wireless Mobile networks (4G LTE Advanced), and our Convergent Customer Billing system.

SHAREHOLDER RETURNS

The twelve months ended March 31st, 2021, resulted in net profit increasing by \$7.4M or 605% to \$8.7M from \$1.2M in the previous year. Earnings per share increased to 14 cents.

Shareholders' equity increased by 3% to \$234.6M from \$228.2M following the transfers of net profits and after payment of dividends.

The company achieved a return on equity of 3.7% as compared to 0.5% in the previous year. The return this year, whilst still below the average 10-year return on equity of 8%, reflects the positive work done in this most difficult 12 months. The company is on a strategic path to increase its Return on Equity to between 8% and 12% over the next 5 years.

DIRECTORS

As at March 31st, 2021, the Board of Directors of Belize Telemedia Limited comprised of Chairman of the Board: Mr. Markhelm Lizarraga, Directors - Mr. Marconi Leal Jr., Mr. Jermie Usher, Mr. Jose Urbina, Mrs. Denise Courtenay, Mr. Michael Bowen, Mr. Eric Eusey, Mrs. Nigeli Sosa, Mr. Michael Hyde, and Ms. Emogene Habet.

AUDITORS

For the end of the fiscal year 2020/21, HLB Belize, LLP was BTL's external auditor. A resolution to re-appoint them or to appoint another competent accounting firm as auditors for 2021/22 for Belize Telemedia Limited will be proposed at BTL's annual general meeting.

BY ORDER OF THE BOARD OF DIRECTORS,

A handwritten signature in black ink, appearing to be 'M. Salas', written over a horizontal line.

CORPORATE SECRETARY

BOARD OF DIRECTORS

Annual Report 2020-2021



MARKHELM LIZARRAGA
CHAIRMAN

The Government of Belize as holder of the Special Share, appoints the Chairman, Markhelm Lizarraga and one other Director, Marconi Leal Jr. As holder of 49.3% of issued ordinary shares, the Government of Belize appoints 4 more Directors: Jose Urbina, Denise Courtenay, Michael Bowen, and Jermie Usher. The Social Security Board, as holder of 34.3% of issued ordinary shares appoints three directors: Nigeli Sosa, Michael Hyde, and Emogene Habet. One Publicly Elected Director is appointed: Eric Eusey.



MARCONI LEAL JR
DEPUTY CHAIRMAN



JERMIE USHER
DIRECTOR



JOSE URBINA
DIRECTOR



DENISE COURTENAY
DIRECTOR



MICHAEL BOWEN
DIRECTOR



ERIC EUSEY
DIRECTOR



MICHAEL HYDE
DIRECTOR



NIGELI SOSA
DIRECTOR



EMOGENE HABET
DIRECTOR



MELISSA BALDERAMOS-MAHLER
CORPORATE SECRETARY

EXECUTIVE LEADERSHIP TEAM

Annual Report 2020-2021



IVAN TESUCUM
CHIEF EXECUTIVE OFFICER



KENDRA SANTOS
CHIEF HUMAN RESOURCES OFFICER



JOSE RIVEROLL
CHIEF OPERATIONS OFFICER



STEPHANE TEYSSEDRE
CHIEF COMMERCIAL OFFICER



PEARL SAWERS
GM, FINANCE



ANNUAL REPORT





CONSOLIDATED FINANCIAL STATEMENTS

BELIZE TELEMEDIA LIMITED

*Financial Statements for the Years Ended
March 31, 2021 and 2020 and Independent
Auditors' Report*

BELIZE TELEMEDIA LIMITED

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INDEPENDENT AUDITORS' REPORT

**To the Board of Directors and Shareholders
of: Belize Telemedia Limited**

Opinion

We have audited the consolidated financial statements of Belize Telemedia Limited which comprise the consolidated statement of financial position as at March 31, 2021 and the consolidated statement of comprehensive income, consolidated statement of changes in equity and consolidated statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the consolidated financial statements present fairly, in all material respects, the consolidated financial position of Belize Telemedia Limited and its Subsidiaries as at March 31, 2021, and of its consolidated financial performance and its cash flows for the year then ended in accordance with International Financial Reporting Standards (IFRSs).

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 Belize Telemedia Limited in accordance with the International Ethics Standards Board for Accountants' *Code of Ethics for Professional Accountants* (IESBA Code), and we have fulfilled our other ethical responsibilities in accordance with the IESBA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Matter

The consolidated financial statements for the year ended March 31, 2020 were audited by a predecessor auditor who expressed an unmodified opinion dated December 21, 2020.

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

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

In preparing the consolidated financial statements, management is responsible for assessing Belize Telemedia Limited and its Subsidiaries' 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 Belize Telemedia Limited and its Subsidiaries or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing Belize Telemedia Limited and its Subsidiaries' financial reporting process.

hlb.bz

Partners: Claude Burrell, CPA, CISA, CDPSE | Giacomo Sanchez, CPA

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HLB Belize, LLP is an Independent member of HLB, the global advisory and accounting network


Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the consolidated 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 the aggregate, they could reasonably be expected to influence the economic decisions of users on the basis of these consolidated 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 consolidated financial statements, whether due to fraud or error; to design and perform audit procedures responsive to those risks; and to 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 purpose of expressing an opinion on the effectiveness of the entity'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 entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, 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 Belize Telemedia Limited and its Subsidiaries to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the consolidated financial statements including the disclosures, and whether the consolidated 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 identified during the audit.


Chartered Accountants
Belize City, Belize
August 9, 2021

BELIZE TELEMEDIA LIMITED
CONSOLIDATED STATEMENTS OF FINANCIAL POSITION
AS AT MARCH 31, 2021 AND 2020
(IN THOUSANDS OF BELIZE DOLLARS)

Page 3

	Notes	2021	2020 Restated	April 1, 2019 Restated
ASSETS				
<u>Non-current assets</u>				
Property, plant and equipment	2.5, 2.9, 6	271,178	304,649	314,849
Intangible assets	2.6, 2.9, 7	18,329	20,411	8,907
Right-of-use assets	2.7, 8	1,186	2,056	-
Other non-current asset	9	2,047	2,391	2,735
Non-current assets held for sale	2.8	-	-	5,068
Finance lease receivable	2.4, 2.7, 10	14,843	15,572	16,290
Total non-current assets		307,583	345,079	347,849
<u>Current assets</u>				
Inventories	2.9, 2.10, 11	10,205	13,236	18,974
Trade and other receivables	2.11, 12	35,468	35,648	29,630
Prepayments	2.12	2,505	4,024	5,370
Finance lease receivable, current portion	2.4, 2.7, 10	731	717	771
Cash and cash equivalents	2.13	5,350	5,444	7,396
Total current assets		54,259	59,069	62,141
TOTAL ASSETS		361,842	404,148	409,990
LIABILITIES & EQUITY				
<u>LIABILITIES</u>				
<u>Non-current liabilities</u>				
Trade and other payables, non-current portion	2.14, 13	2,023	2,600	672
Lease liabilities	2.7, 8	825	1,413	-
Borrowings	2.15, 14	56,509	74,830	71,419
Total non-current liabilities		59,357	78,843	72,091
<u>Current liabilities</u>				
Trade and other payables	2.14, 2.17, 13	22,400	28,764	43,472
Lease liabilities, current portion	2.7, 8	429	653	930
Borrowings, current portion	2.15, 14	21,291	34,188	25,503
Dividends payable	2.26	18,867	23,486	12,645
Other non- financial liabilities	2.18, 2.19, 15	4,858	10,028	16,294
Total current liabilities		67,845	97,119	98,844
TOTAL LIABILITIES		127,202	175,962	170,935
<u>EQUITY</u>				
Ordinary shares	2.22, 16	49,552	49,552	49,552
Preference shares	2.22, 17	48,500	48,500	48,500
Share premium	18	15,274	15,274	15,274
Capital reserve - non-distributable	19	36,637	36,637	36,637
Retained earnings		84,677	78,223	89,092
TOTAL EQUITY		234,640	228,186	239,055
TOTAL LIABILITIES AND EQUITY		361,842	404,148	409,990

Restated (Note 27)

The financial statements on pages 3 to 6 were approved and authorized for issue by the Board of Directors on August 9, 2021 and are signed on its behalf by:


Chairman


Director

The notes on pages 7 to 34 form an integral part of these financial statements.

BELIZE TELEMEDIA LIMITED
CONSOLIDATED STATEMENTS OF COMPREHENSIVE INCOME
FOR THE YEARS ENDED MARCH 31, 2021 AND 2020
(IN THOUSANDS OF BELIZE DOLLARS)

Page 4

	Notes	2021	2020 Restated
Revenue	2.23, 20	134,459	151,954
Other operating income	20	6,826	18,116
Gross Income		141,285	170,070
Operating costs	2.24, 21	(119,912)	(151,664)
Impairment of non-current assets held for sale		-	(5,068)
Operating profit		21,373	13,338
Finance income	2.25	766	404
Finance costs	2.24	(6,243)	(3,258)
Net finance cost		(5,477)	(2,854)
Profit before tax		15,896	10,484
Business tax	22	(7,234)	(9,255)
PROFIT FOR THE YEAR		8,662	1,229
Other comprehensive income		-	-
TOTAL COMPREHENSIVE INCOME		8,662	1,229
Profit attributable to:			
Owners of the Company		8,662	1,229
Earnings per share attributable to the owners of the Company:			
Basic and diluted earnings per share	23	0.14	(0.01)

Restated (Note 27)

The notes on pages 7 to 34 form an integral part of these financial statements.

BELIZE TELEMEDIA LIMITED
CONSOLIDATED STATEMENTS OF CHANGES IN EQUITY
FOR THE YEARS ENDED MARCH 31, 2021 AND 2020
(IN THOUSANDS OF BELIZE DOLLARS)

Page 5

	Ordinary Shares	Preference Shares	Share Premium	Capital Reserve, Non-Distributable	Retained Earnings	Total
Balance at March 31, 2019 as previously reported	49,552	48,500	15,274	36,637	92,113	242,076
Impact of correction of errors (Note 27)	-	-	-	-	(3,021)	(3,021)
Balance as restated at March 31, 2019	49,552	48,500	15,274	36,637	89,092	239,055
Comprehensive income						
Profit for the year	-	-	-	-	1,229	1,229
Other comprehensive income	-	-	-	-	-	-
Total comprehensive income	-	-	-	-	1,229	1,229
Transactions with owners of the Company						
Dividends declared to ordinary shareholders (Note 24)	-	-	-	-	(10,158)	(10,158)
Dividends declared to preference shareholders (Note 24)	-	-	-	-	(1,940)	(1,940)
Total transactions with owners of the Company	-	-	-	-	(12,098)	(12,098)
Balance as restated at March 31, 2020	49,552	48,500	15,274	36,637	78,223	228,186
Comprehensive income						
Profit for the year	-	-	-	-	8,662	8,662
Other comprehensive income	-	-	-	-	-	-
Total comprehensive income	-	-	-	-	8,662	8,662
Transactions with owners of the Company						
Dividends declared to ordinary shareholders (Note 24)	-	-	-	-	(268)	(268)
Dividends declared to preference shareholders (Note 24)	-	-	-	-	(1,940)	(1,940)
Total transactions with owners of the Company	-	-	-	-	(2,208)	(2,208)
At March 31, 2021	49,552	48,500	15,274	36,637	84,677	234,640

Restated (Note 27)

The notes on pages 7 to 34 form an integral part of these financial statements.

BELIZE TELEMEDIA LIMITED
CONSOLIDATED STATEMENTS OF CASH FLOWS
FOR THE YEARS ENDED MARCH 31, 2021 AND 2020
(IN THOUSANDS OF BELIZE DOLLARS)

Page 6

	Notes	2021	2020 Restated
Cash flow from operating activities:			
Profit for the year		8,662	1,229
Adjustments for non-cash items:			
Depreciation and amortization	6, 7, 8, 9	42,636	37,338
Gain on disposal of property, plant and equipment		(199)	(242)
Obsolescence expense	11	278	(59)
Re-measurement of expected credit loss	12	4,597	9,315
Impairment of non-current assets held for sale		-	5,068
Business tax		7,232	9,255
Operating profit before working capital changes		63,206	61,904
Changes in:			
Trade and other receivables		(4,417)	(15,332)
Prepayments		1,519	1,346
Inventories		2,753	5,797
Trade and other payables		(6,941)	(12,780)
Other non-financial liabilities		(5,195)	(6,961)
Cash provided by operating activities		50,925	33,974
Business tax paid		(7,207)	(9,490)
Net cash from operating activities		43,718	24,484
Cash flow from investing activities			
Purchase of assets	6, 7	(6,184)	(37,526)
Proceeds on disposal of property, plant and equipment		328	252
Proceeds from finance lease		715	772
Net cash used in investing activities		(5,141)	(36,502)
Cash flow from financing activities			
Dividends paid to shareholders		(6,827)	(1,257)
Proceeds from borrowings		3,471	38,732
Repayment of borrowings		(34,689)	(26,636)
Principal elements of lease payments		(626)	(773)
Net cash used in financing activities		(38,671)	10,066
Net decrease in cash and cash equivalents		(94)	(1,952)
Cash and cash equivalents, beginning of the year		5,444	7,396
Cash and cash equivalents, end of the year		5,350	5,444

Restated (Note 27)

The notes on pages 7 to 34 form an integral part of these financial statements.

1. GENERAL INFORMATION

Belize Telemedia Limited (the Company) and its subsidiaries (together, the Group) provide communication products, services and a broad range of voice, broadband and data communication services including fixed and mobile telephone services and internet services within Belize.

Belize Telemedia Limited is a public limited liability company incorporated and domiciled in Belize. The address of its registered office is #1 St. Thomas Street, Esquivel Telecom Centre, Belize City, Belize.

The Group includes Belize Telemedia Limited (the parent company) which provides telecommunication services and its wholly-owned subsidiaries who are Telemedia Free Zone Limited which provides telecommunication services in the Designated Processing Area (DPA) at Santa Elena, Corozal; BTL Digicell Limited which operates the Mobile LTE Advanced network; Business Enterprises Systems Limited ("BESL"), which sells telecommunication products, rents telecommunication equipment, and provides other non-telecommunications services; International Communication Services Limited and International Communication Services (Belize District) Limited which operate in the DPA at Mile 13 1/2 on the Northern Highway; International Communication Services (Cayo District) Limited; Belize Telecommunications (Overseas) Limited; BTL Mobile Services Limited; Telemedia Investments Limited.

The Company operates under an Individual Telecommunications License, issued by the Public Utilities Commission ("PUC"). The License expires on December 28, 2022 and thereafter is renewable for consecutive periods of five years, unless the PUC or the Licensee serves not less than one year's written notice to the contrary.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

This note provides a list of the significant accounting policies adopted in the preparation of these consolidated financial statements to the extent they have not already been disclosed in the other notes to the financial statements. These policies have been consistently applied to all the years presented, unless otherwise stated. The financial statements are for the Group consisting of Belize Telemedia Limited and its subsidiaries.

2.1 Basis of preparation

(i) Compliance with IFRS

The consolidated financial statements of Belize Telemedia Limited Group have been prepared in accordance with International Financial Reporting Standards (IFRS) and the interpretations issued by the IFRS Interpretations Committee (IFRS IC) applicable to companies reporting under IFRS. The financial statements comply with IFRS as issued by the International Accounting Standards Board (IASB).

The preparation of financial statements in conformity with IFRS requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the Group's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the consolidated financial statements, are disclosed in Note 3.

(ii) Historical cost convention

The financial statements have been prepared on a historical cost basis except for certain financial assets and liabilities measured at fair value and assets held for sale measured at fair value less costs to sell.

(iii) New and amended standards adopted by the Group:

The Group adopted the amendments below for the first time in the current reporting period.

The following amendments are effective for annual reporting periods beginning on or after January 1, 2020. The adoption of these amendments has not had any material impact on the disclosures or on the amounts reported in these financial statements.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.1 Basis of preparation (continued)

(iii) New and amended standards adopted by the Group (continued):

Amendments to References to the Conceptual Framework in IFRS Standards

The amendments include consequential amendments to affected Standards so that they refer to the new Framework. Not all amendments, however, update those pronouncements with regard to references to and quotes from the Framework so that they refer to the revised Conceptual Framework. Some pronouncements are only updated to indicate which version of the Framework they are referencing to (the IASC Framework adopted by the IASB in 2001, the IASB Framework of 2010, or the new revised Framework of 2018) or to indicate that definitions in the Standard have not been updated with the new definitions developed in the revised Conceptual Framework.

The Standards which are amended are IFRS 2, IFRS 3, IFRS 6, IFRS 14, IAS 1, IAS 8, IAS 34, IAS 37, IAS 38, IFRIC 12, IFRIC 19, IFRIC 20, IFRIC 22, and SIC-32.

Definition of a Business (Amendments to IFRS 3)

The amendments clarify that while businesses usually have outputs, outputs are not required for an integrated set of activities and assets to qualify as a business. To be considered a business an acquired set of activities and assets must include, at a minimum, an input and a substantive process that together significantly contribute to the ability to create outputs.

The amendments remove the assessment of whether market participants are capable of replacing any missing inputs or processes and continuing to produce outputs. The amendments also introduce additional guidance that helps to determine whether a substantive process has been acquired.

The amendments introduce an optional concentration test that permits a simplified assessment of whether an acquired set of activities and assets is not a business. Under the optional concentration test, the acquired set of activities and assets is not a business if substantially all of the fair value of the gross assets acquired is concentrated in a single identifiable asset or group of similar assets.

Interest Rate Benchmark Reform (Amendments to IFRS 9, IAS 39 and IFRS 7)

The amendments clarify that entities would continue to apply certain hedge accounting requirements assuming that the interest rate benchmark on which the hedged cash flows and cash flows from the hedging instrument are based will not be altered as a result of interest rate benchmark reform.

(iv) New and amended standards in issue but not yet effective:

The following amendments are effective for annual reporting periods beginning on or after January 1, 2021. The adoption of these amendments are not expected to have a material impact on the disclosures or on the amounts reported in the Group's financial statements.

Interest Rate Benchmark Reform — Phase 2 (Amendments to IFRS 9, IAS 39, IFRS 7, IFRS 4 and IFRS 16)

The amendments introduce a practical expedient for modifications required by the reform, clarify that hedge accounting is not discontinued solely because of the IBOR reform, and introduce disclosures that allow users to understand the nature and extent of risks arising from the IBOR reform to which the entity is exposed to and how the entity manages those risks as well as the entity's progress in transitioning from IBORs to alternative benchmark rates, and how the entity is managing this transition.

The following amendments are effective for annual reporting periods beginning on or after April 1, 2021. The adoption of these amendments are not expected to have a material impact on the disclosures or on the amounts reported in the Group's financial statements.

Covid-19-Related Rent Concessions (Amendment to IFRS 16)

The amendment provides lessees with an exemption from assessing whether a COVID-19-related rent concession is a lease modification.

Covid-19-Related Rent Concessions beyond 30 June 2021 (Amendment to IFRS 16)

The amendment extends, by one year, the May 2020 amendment above that provides lessees with an exemption from assessing whether a COVID-19-related rent concession is a lease modification.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.1 Basis of preparation (continued)

The following amendments are effective for annual reporting periods beginning on or after January 1, 2022. The adoption of these amendments are not expected to have a material impact on the disclosures or on the amounts reported in the Group's financial statements.

(iv) New and amended standards in issue but not yet effective (continued):

Reference to the Conceptual Framework (Amendments to IFRS 3)

The amendments update an outdated reference to the Conceptual Framework in IFRS 3 without significantly changing the requirements in the standard.

Property, Plant and Equipment — Proceeds before Intended Use (Amendments to IAS 16)

The amendments prohibit deducting from the cost of an item of property, plant and equipment any proceeds from selling items produced while bringing that asset to the location and condition necessary for it to be capable of operating in the manner intended by management. Instead, an entity recognizes the proceeds from selling such items, and the cost of producing those items, in profit or loss.

Onerous Contracts — Cost of Fulfilling a Contract (Amendments to IAS 37)

The amendments specify that the 'cost of fulfilling' a contract comprises the 'costs that relate directly to the contract'. Costs that relate directly to a contract can either be incremental costs of fulfilling that contract (examples would be direct labour, materials) or an allocation of other costs that relate directly to fulfilling contracts (an example would be the allocation of the depreciation charge for an item of property, plant and equipment used in fulfilling the contract).

Annual Improvements to IFRS Standards 2018–2020

Makes amendments to the following standards:

IFRS 9	The amendment clarifies which fees an entity includes when it applies the '10 per cent' test in paragraph B3.3.6 of IFRS 9 in assessing whether to derecognize a financial liability. An entity includes only fees paid or received between the entity (the borrower) and the lender, including fees paid or received by either the entity or the lender on the other's behalf.
IFRS 16	The amendment to Illustrative Example 13 accompanying IFRS 16 removes from the example the illustration of the reimbursement of leasehold improvements by the lessor in order to resolve any potential confusion regarding the treatment of lease incentives that might arise because of how lease incentives are illustrated in that example.

The following amendments are effective for annual reporting periods beginning on or after January 1, 2023. The adoption of these amendments are not expected to have a material impact on the disclosures or on the amounts reported in the Group's financial statements.

Classification of Liabilities as Current or Non-current — Deferral of Effective Date (Amendment to IAS 1)

The January 2020 amendments aim to promote consistency in applying the requirements by helping companies determine whether, in the statement of financial position, debt and other liabilities with an uncertain settlement date should be classified as current (due or potentially due to be settled within one year) or non-current. This amendment defers the effective date of the January 2020 amendments by one year, so that entities would be required to apply the amendments for annual periods beginning on or after 1 January 2023.

Definition of Accounting Estimates (Amendments to IAS 8)

The amendments replace the definition of a change in accounting estimates with a definition of accounting estimates. Under the new definition, accounting estimates are "monetary amounts in financial statements that are subject to measurement uncertainty". Entities develop accounting estimates if accounting policies require items in financial statements to be measured in a way that involves measurement uncertainty. The amendments clarify that a change in accounting estimate that results from new information or new developments is not the correction of an error.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.1 Basis of preparation (continued)

Disclosure of Accounting Policies (Amendments to IAS 1 and IFRS Practice Statement 2)

The amendments require that an entity discloses its material accounting policies, instead of its significant accounting policies. Further amendments explain how an entity can identify a material accounting policy. Examples of when an accounting policy is likely to be material are added. To support the amendment, the Board has also developed guidance and examples to explain and demonstrate the application of the 'four-step materiality process' described in IFRS Practice Statement 2.

2.2 Principles of consolidation

(i) Subsidiaries

Subsidiaries are all entities (including structured entities) over which the parent has control. The parent controls an entity when the parent is exposed to, or has rights to, variable returns from its involvement with the entity and has the ability to affect those returns through its power over the entity. Subsidiaries are fully consolidated from the date on which control is transferred to the parent. They are deconsolidated from the date that control ceases.

The parent applies the acquisition method to account for business combinations. The consideration transferred for the acquisition of a subsidiary is the fair values of the assets transferred, the liabilities incurred to the former owners of the acquiree and the equity interests issued by the group. The consideration transferred includes the fair value of any asset or liability resulting from a contingent consideration arrangement. Identifiable assets acquired, liabilities and contingent liabilities assumed in a business combination are measured initially at their fair values at the acquisition date.

Inter-company transactions, balances and unrealized gains on transactions between Group companies are eliminated. Unrealized losses are also eliminated unless the transaction provides evidence of an impairment of the transferred asset. The accounting policies of subsidiaries are changed if necessary to ensure consistency with Group policies.

The parent recognizes any non-controlling interest in the acquiree on an acquisition-by-acquisition basis, either at fair value or at the non-controlling interest's proportionate share of the recognized amounts of acquiree's identifiable net assets.

Non-controlling interests in the results and equity of subsidiaries are shown separately in the consolidated statement of income, statement of comprehensive income, statement of changes in equity and statement of financial position respectively.

Acquisition-related costs are expensed as incurred.

If the business combination is achieved in stages, the acquisition date carrying value of the acquirer's previously held equity interest in the acquiree is re-measured to fair value at the acquisition date; any gains or losses arising from such re-measurement are recognized in comprehensive income.

Any contingent consideration to be transferred by the parent is recognized at fair value at the acquisition date. Subsequent changes to the fair value of the contingent consideration that is deemed to be an asset or liability is recognized in accordance with IAS 39 either in comprehensive income or as a change to other comprehensive income. A contingent consideration that is classified as equity is not re-measured, and its subsequent settlement is accounted for within equity.

The excess of the consideration transferred, the amount of any non-controlling interest in the acquiree and the acquisition-date fair value of any previous equity interest in the acquiree over the fair value of the Group's share of the identifiable net assets acquired is recorded as goodwill. If this is less than the fair value of the net assets of the subsidiary acquired in the case of a bargain purchase, the difference is recognized directly in the statement of comprehensive income.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.2 Principles of consolidation (continued)

(ii) Changes in ownership interests in subsidiaries without change of control

Transactions with non-controlling interests that do not result in loss of control are accounted for as equity transactions – that is, as transactions with the owners in their capacity as owners. The difference between fair value of any consideration paid and the relevant share acquired of the carrying value of net assets of the subsidiary is recorded in equity. Gains or losses on disposals to non-controlling interests are also recorded in equity.

(iii) Disposal of subsidiaries

When the Group ceases to have control, any retained interest in the entity is remeasured to its fair value at the date when control is lost, with the change in carrying amount recognized in comprehensive income. The fair value is the initial carrying amount for the purposes of subsequently accounting for the retained interest as an associate, joint venture or financial asset. In addition, any amounts previously recognized in other comprehensive income in respect of that entity are accounted for as if the Group had directly disposed of the related assets or liabilities. This may mean that amounts previously recognized in other comprehensive income are reclassified to comprehensive income.

2.3 Foreign currency translation

(i) Functional and presentation currency

Items included in the financial statements of each of the Group's entities are measured using the currency of the primary economic environment in which the entity operates ('the functional currency'). The consolidated financial statements are presented in 'Belize dollars' (BZ\$), which is the Group's functional and presentation currency.

(ii) Transactions and balances

Foreign currency transactions are translated into the functional currency using the exchange rates prevailing at the dates of the transactions or valuation where items are remeasured. Foreign exchange gains and losses resulting from the settlement of such transactions and from the translation at year-end exchange rates of monetary assets and liabilities denominated in foreign currencies are recognized in the statement of comprehensive income.

Foreign exchange gains and losses that relate to borrowings and cash and cash equivalents are presented in the statement of comprehensive income within 'finance income or expense'. All other foreign exchange gains and losses are presented in the statement of comprehensive income within 'sundry income/expense'.

2.4 Financial instruments

A financial instrument is any contract that gives rise to both a financial asset in one entity and a financial liability or equity in another entity.

Financial assets

(i) Classification

The Group classifies financial assets in the following measurement categories:

- (a) those to be measured subsequently at fair value, either through OCI or profit and loss; and
- (b) those to be measured at amortized cost.

The classification depends on the entity's business model for managing the financial assets and the contractual terms of the cash flows.

For assets measured at fair value, gains and losses will be recorded either in profit or loss or OCI.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.4 Financial instruments (continued)

The Group reclassifies its financial instruments when and only when its business model for managing those assets changes.

(ii) Derecognition

Financial assets are derecognized when the rights to receive cash flows from the financial assets have expired or have been transferred and the Group has transferred substantially all of the risks and rewards of ownership.

(iii) Measurement

At initial recognition, in the case of a financial asset not at fair value through profit or loss (FVPL), the Group measures a financial asset at its fair value plus transaction costs that are directly attributable to the acquisition of the financial asset. Transaction costs of financial assets carried at FVPL are expensed in profit or loss.

A financial asset is measured at amortized cost if both of the following conditions are met:

(a) the financial asset is held within a business model whose objective is achieved by both collecting contractual cash flows and selling financial assets; and

(b) the contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

A financial asset is measured at fair value through profit or loss (FVPL) unless it is measured at amortized cost or at fair value through other comprehensive income (FVOCI) in accordance with the criteria mentioned in the preceding paragraphs.

The Group directly reduces the gross carrying amount of a financial asset when the entity has no reasonable expectation of recovering a financial asset in its entirety or a portion thereof. A write-off constitutes a derecognition event.

Financial liabilities

The Group's financial liabilities are initially measured at fair value, net of transaction costs, and are subsequently measured at amortized cost using the effective interest method.

A financial liability (or part of it) is extinguished when the debtor either (a) discharges the liability (or part of it) by paying the creditor, normally with cash, other financial assets, goods or services; or (b) is legally released from primary responsibility for the liability (or part of it) either by process of law or by the creditor.

Impairment of financial assets

The Group recognizes loss allowances for Expected Credit Losses (ECLs) on financial assets measured at amortized cost and contract assets.

The Group measures loss allowances at an amount equal to lifetime ECLs. Loss allowances for trade receivables and contract assets are always measured at an amount equal to lifetime ECLs.

When determining whether the credit risk of a financial asset has increased significantly since initial recognition and when estimating ECLs, the Company considers reasonable and supportable information relevant and available without undue cost or effort. This includes both quantitative and qualitative information and analysis, based on the Group's historical experience and informed credit assessment and including forward looking information.

The Group assumes that the credit risk on financial assets has increased significantly if it is more than 90 days past due.

The Group recognizes loss allowances for ECLs on a financial asset in default when it meets the following criteria:

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.4 Financial instruments (continued)

- (i) the borrower is unlikely to pay its credit obligations to the Group in full, without recourse by the Group to action such as realizing security if any is held; or
- (ii) the financial asset is more than 90 days past due.

Life-time ECLs are the ECLs that result from all possible default events over the expected life of the financial instrument. The maximum period considered when estimating ECLs is the maximum contractual period over which the Group is exposed to credit risk.

Measurement of ECLs:

ECLs are a probability-weighted estimate of credit losses. Credit losses are measured as the present value of all cash shortfalls (i.e. the difference between the cash flows due to the entity in accordance with the contract and the cash flows that the Group expects to receive).

Credit-impaired financial assets:

At each reporting date, the Group assesses whether financial assets carried at amortized costs are credit-impaired. A financial asset is 'credit-impaired' when one or more events that have a detrimental impact on the estimated future cash flows of the financial asset have occurred.

Evidence that a financial asset is credit-impaired includes the following observable data:

- significant financial difficulty of the borrower or issuer;
- a breach of contract such as a default or past due event;
- it is becoming probable that the borrower will enter bankruptcy or other financial reorganization; or
- the disappearance of an active market for a security because of financial difficulties.

Presentation of allowance for ECLs in the statement of financial position:

Loss allowances for financial assets measured at amortized cost are deducted from the gross carrying amount of the assets.

Write-off:

The gross carrying amount of a financial asset is written off (either partially or in full) when there is no reasonable expectation of recovering a financial asset in its entirety or a portion thereof. This is generally the case when the Group determines that the borrower does not have assets or sources of income that could generate sufficient cash flows to repay the amounts subject to the write-off. This assessment is carried out at the individual asset level.

Recoveries of amounts previously written off are included in 'bad debts recoveries' in the statement of profit or loss.

Financial assets that are written off could still be subject to enforcement activities in order to comply with the Group's procedures for recovery of amounts due.

2.5 Property, plant and equipment

Property, plant and equipment are carried at historical cost less accumulated depreciation and any accumulated impairment. Historical cost includes expenditure that is directly attributable to the acquisition of the items and any cost incurred to bring the asset to the location and condition necessary for it to be capable of operating in the manner intended by management.

Subsequent costs are included in the carrying amount of the asset or recognized as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the Group and the cost of the item can be measured reliably. The carrying amount of the replaced part is derecognized. All other repairs and maintenance are charged to comprehensive income during the financial period in which they are incurred.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.5 Property, plant and equipment (continued)

Land and assets in the course of construction are not depreciated. Depreciation on other assets is calculated using the straight-line method to allocate their cost or revalued amount to their residual values over their estimated useful lives, as follows:

Type of assets:	Useful life
Buildings (wood, concrete)	25 or 40 years
Transmission equipment	7-10 years
Switching equipment	5-20 years
Tower equipment	10-20 years
Other plant and equipment	10-20 years
Motor vehicles	5 years
Computer equipment	4-5 years

The residual values of assets, useful lives and depreciation methods are reviewed annually, and adjusted prospectively if appropriate, if there is an indication of a significant change since the last reporting date.

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposals are determined by comparing the proceeds with the carrying amount and are recognized within "Other income" in the statement of comprehensive income.

2.6 Intangible assets

(i) Licenses

Separately acquired computer software licenses are capitalized on the basis of the costs incurred to acquire and bring to use the specific software.

(ii) Computer software

Computer software comprises computer software purchased from third parties.

Intangible assets have a finite life and are initially measured at cost. After initial recognition, intangible assets are measured at cost less accumulated amortization and accumulated impairment. Intangible assets are amortized over their estimated useful life: 3 to 10 years.

The carrying amount of an intangible asset is derecognized on disposal or when no future economic benefits are expected from its use. The gain or loss arising from derecognition of an intangible asset is recognized in profit or loss.

Software integral to an item of hardware equipment is classified as property, plant and equipment.

Costs associated with maintaining computer software programs are recognized as an expense when they are incurred.

2.7 Leases

(i) Leases where the Group is the lessee

For any new contracts entered into on or after April 1, 2019, the Group considers whether the contract is, or contains a lease. A lease is defined as 'a contract or part of a contract, that conveys the right to use an asset (the underlying asset) for a period of time on exchange for consideration'. To apply this definition the Group assesses whether the contract meets three key evaluations which are whether:

- (a) The contract contains an identified asset, which is either explicitly identified in the contract or implicitly specified by being identified at the time the asset is made available to the Group
- (b) The Group has the right to obtain substantially all of the economic benefits from use of the identified asset throughout the period of use, considering its rights within the defined scope of the contract.
- (c) The Group has the right to direct the use of the identified asset throughout the period of use. The Group assess whether it has the right to direct "how and for what purpose" the asset is used throughout the period of use.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.7 Leases (continued)

At the commencement of the lease term, the Group recognizes finance leases as assets and liabilities in its statement of financial position at amounts equal to the fair value of the leased property or, if lower, the present value of the minimum lease payments, each determined at the inception of the lease. Subsequently, lease payments are apportioned between the finance charge and the reduction of the outstanding liability.

The Group depreciates the right-of-use assets on a straight-line basis from the lease commencement date to the earlier of the end of the useful life of the right-of-use asset or the end of the lease term.

At commencement date, the Group measures the lease liability at the present value of the lease payments unpaid at that date, discounted using the interest rate implicit in the lease if that rate is readily available or the Group's incremental borrowing rate.

Lease payments included in the measurement of the lease liability are made up of fixed payments (including in substance fixed), variable payments based on an index or rate, amounts expected to be payable under a residual value guarantee and payments arising from options reasonably certain to be exercised.

Subsequent to initial measurement, the liability will be reduced for payments made and increased for interest. It is remeasured to reflect any reassessment or modification, or if there are changes in fixed payments.

The Group has elected to account for short-term leases and leases of low-value assets using the practical expedients. Instead of recognizing a right-of-use asset and lease liability, the payments in relation to these are recognized as an expense in profit or loss on a straight line basis over the lease term.

On the statement of financial position, right-of-use assets and lease liabilities are shown separately from other assets and liabilities.

(ii) Leases where the Group is the lessor

The Group's accounting policy under IFRS 16 has not changed from the comparative period. As a lessor the Group classifies its leases as either operating or finance leases. A lease is classified as a finance lease if it transfers substantially all the risks and rewards incidental to ownership of the underlying asset, and classified as an operating lease if it does not.

The Group recognizes assets held under a finance lease in its statement of financial position and presents them as a receivable at an amount equal to the net investment in the lease. The net investment in the lease is the gross investment in the lease discounted at the interest rate implicit in the lease. Subsequently, the recognition of finance income is based on a pattern reflecting a constant periodic rate of return on the Group's net investment in the finance lease.

Lease income from operating leases are recognized in income on a straight-line basis over the lease term. Costs, including depreciation, incurred in earning the lease income are recognized as an expense.

2.8 Non-current assets held for sale

Non-current assets are classified as held for sale if their carrying amount will be recovered principally through a sale transaction rather than through continuing use and a sale is considered highly probable. They are measured at the lower of their carrying amount and fair value less costs to sell.

An impairment loss is recognized for any initial or subsequent write-down of the asset to fair value less costs to sell. A gain is recognized for any subsequent increases in fair value less costs to sell of an asset (or disposal group), but not in excess of any cumulative impairment loss previously recognized. A gain or loss not previously recognized by the date of the sale of the non-current asset is recognized at the date of derecognition.

Non-current assets are not depreciated or amortized while they are classified as held for sale.

Non-current assets classified as held for sale are presented separately from the other assets in the statement of financial position.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.9 Impairment of non- financial assets

Assets that have an indefinite useful life or assets not ready to use are not subject to amortization and are tested annually for impairment. Assets that are subject to depreciation or amortization are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. An impairment loss is recognized for the amount by which the asset's carrying amount exceeds its recoverable amount. The recoverable amount is the higher of an asset's fair value less costs of disposal and value in use. For the purposes of assessing impairment, assets are grouped at the lowest levels for which there are largely independent cash inflows (cash-generating units). Prior impairments of non-financial assets (other than goodwill) are reviewed for possible reversal at each reporting date.

2.10 Inventories

Inventories are stated at the lower of cost and net realizable value. Cost is determined using the "first-in, first-out" (FIFO) method. Cost comprises of direct material costs (which includes all shipping, importation costs and delivery costs to the warehouse), direct labour and overheads that have been incurred in bringing the inventories to their present location and condition. Net realizable value is the estimated selling price in the ordinary course of business, less the estimated costs of completion and the estimated costs necessary to make the sale. At each reporting date, inventories are assessed for impairment. If inventories are impaired, the carrying amount is reduced to its selling price less cost to complete and sell and the impairment loss is recognized immediately in the statement of comprehensive income.

Goods held on consignment are excluded from inventories and are covered by the Group's all risk insurance, as declared in the listing, in the event of loss.

2.11 Trade and other receivables

Trade receivables are amounts due from customers for goods sold or services performed in the ordinary course of business. They are generally due for settlement within 30 days and are therefore all classified as current. Trade receivables are recognized initially at the amount of consideration that is unconditional, unless they contain significant financing components, when they are recognized at fair value. The Group holds the trade receivables with the objective of collecting the contractual cash flows and therefore measures them subsequently at amortized cost using the effective interest method.

The Group recognizes lifetime expected credit losses (ECL) for trade receivables using the simplified approach. The expected credit losses on these financial assets are estimated based on the Group's historical credit loss experience and an analysis of the debtor's current financial position, adjusted for various factors. The factors include issues specific to the debtors, the general economic conditions of the industry in which the debtors operate and an assessment of both the current as well as the forecast direction of conditions at the reporting date. The time value of money is included where appropriate. The Group writes off a trade receivable when there is information indicating that the debtor is in severe financial difficulty and there is no realistic prospect of recovery.

2.12 Prepayments

Prepayments represent costs paid in advance of their intended use or coverage. Prepayments are expensed in the period the service is received.

2.13 Cash and cash equivalents

Cash and cash equivalents include cash on hand, demand deposits and other short-term highly liquid investments with original maturities of three months or less and bank overdrafts which are repayable on demand and which forms an integral part of the Group's cash management. Bank overdraft facilities available to finance capital expenditures are included in borrowings.

2.14 Trade and other payables

These amounts represent liabilities for goods and services provided to the Group prior to the end of the financial year which are unpaid. The amounts are unsecured and are usually paid within 30 days of recognition. Trade and other payables are presented as current liabilities unless payment is not due within 12 months after the reporting period. They are recognized initially at their fair value and subsequently measured at amortized cost using the effective interest method.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.15 Borrowings

Borrowings are initially recognized at fair value, net of transaction costs incurred. Borrowings are subsequently measured at amortized cost. Any difference between the proceeds (net of transaction costs) and the redemption amount is recognized in profit or loss over the period of the borrowings using the effective interest method. Fees paid on the establishment of loan facilities are recognized as transaction costs of the loan to the extent that it is probable that some or all of the facility will be drawn down. In this case, the fee is deferred until the draw-down occurs. To the extent there is no evidence that it is probable that some or all of the facility will be drawn down, the fee is capitalized as a prepayment for liquidity services and amortized over the period of the facility to which it relates.

Borrowings are removed from the balance sheet when the obligation specified in the contract is discharged, cancelled or expired. The difference between the carrying amount of a financial liability that has been extinguished or transferred to another party and the consideration paid, including any noncash assets transferred or liabilities assumed, is recognized in profit or loss as other income or finance costs.

Where the terms of a financial liability are renegotiated and the entity issues equity instruments to a creditor to extinguish all or part of the liability (debt for equity swap), a gain or loss is recognized in profit or loss, which is measured as the difference between the carrying amount of the financial liability and the fair value of the equity instruments issued.

Borrowings are classified as current liabilities unless the Group has an unconditional right to defer settlement of the liability for at least 12 months after the reporting period.

2.16 Borrowing costs

General and specific borrowing costs that are directly attributable to the acquisition, construction or production of a qualifying asset are capitalized during the period of time that is required to complete and prepare the asset for its intended use or sale. Qualifying assets are assets that necessarily take a substantial period of time to get ready for their intended use or sale. Investment income earned on the temporary investment of specific borrowings, pending their expenditure on qualifying assets, is deducted from the borrowing costs eligible for capitalization. Other borrowing costs are expensed in the period in which they are incurred.

2.17 Customer Deposit

Customer deposits represent security deposits made by customers upon initial creation of relevant service accounts with the Company. The deposit is refunded net of arrears upon closure of the customer account.

2.18 Deferred income

Deferred income represents funds received from customers for services that have not yet been delivered. Deferred income is recognized as revenue in the period in which the service is provided to the customer.

2.19 Taxation

The tax expense for the period comprises of current year tax. The tax charge is calculated on the basis of the tax laws in force during the financial reporting period. Management evaluates situations in which applicable tax regulation is subject to interpretation and establishes provisions where appropriate on the basis of the amounts expected to be paid to the tax authorities.

Taxes are based on monthly gross revenue receipts and are payable within the following month.

Complying with deferred taxation accounting pursuant to International Accounting Standard (IAS) 12 is not applicable.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.20 Employee benefits

(i) Pension obligations

The Group has two defined contribution plans, one for management and one for non-management staff. The defined contribution plans are pension plans under which the Group pays fixed contributions into a separate entity and has no legal or constructive obligations to pay further contributions if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods. The plans are administered by separate Board of Trustees and the funds are held outside the Group.

The Group pays contributions to privately administered pension plans on a mandatory or contractual basis. The contributions are recognized as staff pension expense when they are due. If contribution payments exceed the contribution due for service, the excess is recognized as an asset.

(ii) Termination benefits

The Group recognizes termination benefits in accordance with the labour laws of Belize, union agreement and Group policy.

2.21 Provisions

Provisions for legal claims, restructuring costs and environmental restoration are recognized when the Group has a present legal or constructive obligation as a result of past events; it is probable that an outflow of resources will be required to settle the obligation; and the amount can be reliably measured. Provisions are not recognized for future operating losses.

Provisions are measured at the present value of management's best estimate of the expenditures required to settle the present obligation at the end of the reporting period. The discount rate used reflects current market assessments of the time value of money and the risks specific to the obligation.

2.22 Share capital

Ordinary and preference shares are classified as equity. Preference shares are shares which entitles the holder to a fixed dividend, whose payment takes priority over that of dividends paid on ordinary shares.

Equity instruments are measured at the fair value of the cash or other resources received or receivable, net of the direct costs of issuing the equity instruments.

2.23 Revenue recognition

The Group recognizes revenue when a performance obligation specified in a contract with a customer is performed, the amount of the transaction price allocated to the performance of that obligation is identified, and the Group expects to be entitled to the said consideration in exchange for transferring the contracted goods and services to the customer. Revenue is measured based on the consideration receivable, excluding amounts collected on behalf of third parties and shown net of general sales tax, returns, rebates and discounts. Group revenue is reported after eliminating sales within the Group.

(a) Sales of services

The Group earns revenue mainly from providing the following telecommunication services: access charges, airtime usage, fixed line usage, messaging, interconnection fees, data services and information provision, connection fees and equipment sales. Products and services may be sold separately or in bundled packages. Revenue for access charges, airtime usage and messaging by contract customers is recognized as revenue when the services are performed, with unbilled revenue resulting from services already provided, billed at the end of the billing cycle. Unearned revenue from services to be provided in future periods is deferred. Revenue from the sale of prepaid credit is deferred until such time as the customer uses the credit, or it expires.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.23 Revenue recognition (continued)

Revenue from interconnection fees is recognized at the time the services are performed.

Revenue from data services and information provision is recognized when the Group has performed the related service and, depending on the nature of the service, is recognized either at the gross amount billed to the customer or the amount receivable by the Group as commission for facilitating the service.

Customer connection revenue is recognized together with the related equipment revenue to the extent that the aggregate equipment and connection revenue does not exceed the fair value of the equipment delivered to the customer. Any customer connection revenue not recognized together with related equipment revenue is deferred and recognized over the period in which services are expected to be provided to the customer.

Revenue from prepaid sales is recognized based on extent of consumption by customer. Allocations are done to respective revenue streams based on the type of service usage.

(b) Sale of goods

Revenue for device sales is recognized when the device is delivered to the end customer and the sale is considered complete. For device sales made to intermediaries, revenue is recognized if the significant risks associated with the device are transferred to the intermediary and the intermediary has no general right of return. If the significant risks are not transferred, revenue recognition is deferred until sale of the device to an end customer by the intermediary or the expiry of the right of return.

(c) Multiple element sales

Bundled offers that combine different elements are assessed to determine whether it is necessary to separate the different identifiable components and apply the corresponding revenue recognition policy to each element. Total package revenue is allocated among the identified elements based on their respective values. Under IFRS 15, for bundled packages that combine voice, text and data services, the total revenue will be treated as one single performance obligation and will be recognized when (or as) the obligation is satisfied.

Sales of SIMs in bundled packages:

Under IFRS 15, the total consideration in the contract must be allocated to all the products and services provided, for example, SIMs and mobile telecommunication services, based on their stand-alone selling prices. The stand-alone selling prices are determined based on the list prices at which the Group sells the SIMs and telecommunication services.

Bundled Packages:

When revenue arrangements include multiple deliverables, the revenue recognition criteria are applied separately to each transaction. In certain circumstances it is necessary to separate a transaction into identifiable components to reflect the separate obligations of the transaction. Deliverables are separated into individual transactions when the following two conditions are met: (1) the deliverable has value to the customer on a stand-alone basis and (2) there is evidence of the fair value of the item. The arrangement consideration is then allocated to each separate unit of accounting based on its relative fair value.

The Group has adopted the practical expedients associated with the application of the new criteria that were adopted in the implementation of the standard with the objective of reducing the complexity in its application. The main practical expedients that the Group adopted are:

The financial component is not considered significant as the period between the moment when the promised good or service is transferred to a customer and the moment when the customer pays for that good or service is less than one year. The vast majority of contracts issued do not include a significant financing component.

Costs to obtain a contract are recognized as expenses when incurred as the amortization period of the asset that the Group would otherwise recognize is less than one year.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.24 Finance and operating costs

Finance and operating costs are recognized in the period incurred.

2.25 Interest income

Interest income is recognized using the effective interest method. When a loan and receivable is impaired, the Group reduces the carrying amount to its recoverable amount, being the estimated future cash flow discounted at the original effective interest rate of the instrument, and continues unwinding the discount as interest income. Interest income on impaired loan and receivables is recognized using the original effective interest rate.

2.26 Dividend distribution

In accordance with the Company's Articles of Association: (I) Section 128 (B), "Unless otherwise agreed in writing by the holder of the Special Share, upon the 21st day after the publication of the audited balance sheet and accounts for each financial year (the Dividend Date), the Directors shall be deemed to have recommended and the Company in general meeting be deemed to have declared a final dividend payable in cash such that the total dividends shall be equivalent to 45% of the Company's profits available for distribution divided by the total ordinary shares". (II) Section 128 (D), "The Company's profits available for distribution are its accumulated realized profits, so far as not previously utilized by distribution or capitalization, less any accumulated realized losses, so far as not previously written off in a reduction or reorganization of capital duly made".

2.27 Exceptional items

Exceptional items are disclosed separately in the financial statements, when it is necessary to do so to provide further understanding of the financial performance of the Group. They are material items of income or expense that are shown separately due to the significance of their nature or amount.

2.28 Segment reporting

The Group has one operating segment. This is based on the management and internal reporting structure which combines the Group's business units and is consistent with the manner in which internal reporting is provided to and reviewed by the Group's chief operating decision-maker. The Group has determined the Board of Directors as its chief operating decision-maker.

3. CRITICAL ACCOUNTING ESTIMATES AND JUDGEMENTS

Estimates and judgements 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 Group 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 addressed below.

Significant estimates and judgements

The Group provides for bad and doubtful debts based on an evaluation of the collectability of individual debtor balances. The Group estimates expected credit losses based on the Group's historical credit loss experience and an analysis of the debtor's current financial position, adjusted for factors that are specific to the debtors, general economic conditions of the industry in which the debtors operate and an assessment of both the current as well as the forecast direction of conditions at the reporting date, including time value of money where appropriate.

The estimate for obsolete inventories is based on an evaluation of slow-moving items, particularly inventories that have not moved in line with its useful life.

The Group reviews the estimated useful lives of property, plant and equipment at the end of each reporting period. During the current year, there have been no changes to the useful life of assets.

3. CRITICAL ACCOUNTING ESTIMATES AND JUDGEMENTS (continued)

The Group's intangible assets mainly consists of licenses and computer software. Licenses are amortized over their estimated useful lives of three to five years and computer software over five years.

The Group measures non-current assets classified as held for sale at the lower of its carrying amount and fair value less costs to sell. Fair value less costs to sell is determined through the engagement of an independent expert experienced in the sale of such assets.

The fair value of items sold on a finance lease is estimated to be the discounted cash flows arising from the payments due under the finance lease agreement.

The Group applies judgement in determining whether a contract is, or contains, a lease and in estimating the incremental borrowing rate of the lease.

4 FINANCIAL RISK MANAGEMENT

The Group's activities expose it to a variety of financial risks, mainly, credit risk, foreign currency risk, interest rate risk and liquidity risk.

(a) Credit risk

Credit risk arises from cash and cash equivalents, deposits with banks and financial institutions, and credit exposures to customers.

(i) Risk management

Credit risk is managed on a group basis. For cash and cash equivalents and deposits with banks and financial institutions, the Group does business with only reputable entities.

For customers, the Group has adopted credit policies which include assessing the customer's credit worthiness, requesting a deposit before credit is granted, regular review of credit limits and pursuing legal recourse to collect overdue balances.

(ii) Impairment of financial assets

The Group's only type of financial asset that would be subjected to the expected credit loss model is trade receivables.

Whilst cash and cash equivalents are also subject to the impairment requirements of IFRS 9, the impairment loss identified was considered immaterial.

On that basis, the loss allowance as at March 31, 2021 and March 31, 2020 was determined as follows:

	Current	More than 30 days past due	More than 60 days past due	More than 120 days past due	Total
March 31, 2021					
Expected loss rate	11.2%	16.2%	17.1%	48.4%	
Gross carrying amount	7,759	4,281	1,408	38,704	52,152
Loss allowance	867	694	241	18,750	20,552

4. FINANCIAL RISK MANAGEMENT (continued)

	Current	More than 30 days past due	More than 60 days past due	More than 120 days past due	Total
March 31, 2020					
Expected loss rate	18.1%	32.7%	39.1%	47.8%	
Gross carrying amount	9,527	5,386	3,422	23,762	42,097
Loss allowance	1,721	1,763	1,339	11,368	16,191

Trade receivables are written off where there is no reasonable expectation of recovery which include failure of customer to engage in a repayment plan, and a failure to make contractual payments for a period greater than 120 days past due.

Impairment losses on trade receivables are presented as net impairment losses within operating profit and subsequent recoveries of amounts previously written off are credited against the same line item.

(b) Foreign currency risk

Foreign currency risk - is the risk that the value of a financial transaction will fluctuate because of changes in foreign exchange rate. The Group incurs currency risk exposure in respect of overseas trade purchases and commitments made in currencies other than Belize dollars and repayable in foreign currencies, mainly in US dollars. Its exposure to losses from currency risk is mitigated by the fact that the official exchange rate for the Belize dollar is tied to the US dollar at BZ\$2 to US\$1.

(c) Interest rate risk

Interest rate risk - is the risk that the value of a financial instrument will fluctuate due to changes in market interest rates. The Group has no significant exposure to interest-rate risk on its assets held in the form of bank deposits since these assets earn fixed interest rates. The Group has managed to mitigate changes in interest and interest rate risk on borrowings by negotiating fixed interest rates and terms with the local and foreign financial institutions that provide funding to the Group.

(d) Liquidity risk

Liquidity risk - is the risk that the Group will encounter difficulty in meeting the obligations associated with its financial liabilities that are settled by delivering cash or another financial asset. The Group's objective when managing liquidity is to ensure, as far as possible, that it will have sufficient liquidity to meet its liabilities when they are due, under both normal and stressed conditions, without incurring unacceptable losses or risking damage to the Group's reputation.

The Group performs cash flow forecasting to ensure that it has sufficient cash to meet operational needs whilst maintaining a sufficient buffer in its undrawn committed borrowing facilities so that the Group does not breach borrowing limits or covenants on any of its borrowing facilities.

In addition, the Group maintains the following lines of credit:

- Secured \$10 million overdraft facility. Interest is paid at 6.25%. The facility has a 365 days maturity that renews automatically at the option of the Group.
- Secured \$15 million overdraft facility. Interest is paid at 6.25%. The facility has a 365 days maturity that renews automatically at the option of the Group.

4. FINANCIAL RISK MANAGEMENT (continued)

(d) Liquidity risk (continued)

The following are the remaining contractual maturities of financial liabilities at the reporting date.

	Within 3 months	3 months to 1 year	Between 1 and 5 years	Over 5 years	Total
March 31, 2021					
Trade and other payables	8,149	14,251	2,023	-	24,423
Lease liabilities	-	429	825	-	1,254
Borrowings	9,121	12,170	36,799	19,710	77,800
	17,270	26,850	39,647	19,710	103,477
March 31, 2020					
Trade and other payables	6,805	21,959	2,600	-	31,364
Lease liabilities	-	653	1,413	-	2,066
Borrowings	29,414	4,774	25,878	48,952	109,018
	36,219	27,386	29,891	48,952	142,448

(e) Market risk

Market risk- relates to unforeseeable factors that could occur both within the local market and also within the international telecommunication market. Local market risk examples include the impact to the Group's business arising from activities of new or existing competitors; local socio-economic factors which affect the insuring public and changes to the regulatory environment. International market risk examples include availability of capacity from the international telecommunications market and pricing of such capacity and global socio-economic factors which impact the local market.

The Group minimizes its exposures to market risks by maintaining informational networks that allow early recognition of and response to changing market conditions and also through maintaining close contacts with its customer base, local regulatory and other governing authorities and international parties.

(f) Capital management

The Group's objectives when managing capital are to maintain a strong capital base so as to maintain investor, creditor and market confidence, to sustain future development of the business, to maintain an optimal capital structure and to reduce the cost of capital.

In order to maintain or adjust the capital structure, the Group may adjust the amounts of dividends paid to shareholders, issue new shares or sell assets to reduce debt.

The Group monitors capital using a ratio of 'debt to equity'. Debt is calculated as total liabilities as shown in the statements of financial position. Total capital is calculated as total equity as shown in the statements of financial position.

The Group's policy is to keep the ratio below 2.00. The Group's 'debt to equity' ratio at March 31 was as follows:

	2021	2020
Total liabilities	127,202	175,962
Total equity	234,640	228,186
Debt to equity ratio	0.54	0.77

5. CATEGORIES OF FINANCIAL ASSETS AND FINANCIAL LIABILITIES

The following table shows the carrying amounts of financial assets and financial liabilities of each category of financial instruments held by the Group:

	2021	2020
Financial Assets		
Financial assets at amortized cost		
Trade and other receivables	35,468	35,648
Cash and cash equivalents	5,350	5,444
Finance lease receivable	15,574	16,289
Total Financial Assets	56,392	57,381
Financial Liabilities		
Financial Liabilities at amortized cost		
Trade and other payables	24,423	31,364
Borrowings	77,800	109,018
Lease liabilities	1,254	2,066
Total Financial Liabilities	103,477	142,448

6. PROPERTY, PLANT AND EQUIPMENT

	Land and buildings	Network equipment	Other assets	Assets in the course of construction	Total
At March 31, 2019	59,987	541,872	49,322	71,576	722,757
Additions	34	87	90	36,708	36,919
Transfers	4,672	83,097	(4,008)	(96,665)	(12,904)
Disposals	-	-	(1,732)	-	(1,732)
At March 31, 2020	64,693	625,056	43,672	11,619	745,040
Additions	9	16	5	4,268	4,298
Transfers	(28)	1,700	123	(2,032)	(237)
Disposals	-	-	(1,810)	-	(1,810)
At March 31, 2021	64,674	626,772	41,990	13,855	747,291
Accumulated depreciation					
At March 31, 2019	14,490	359,643	33,775	-	407,908
Charge for the year	984	30,553	2,670	-	34,207
Disposals	-	-	(1,724)	-	(1,724)
At March 31, 2020	15,474	390,196	34,721	-	440,391
Charge for the year	1,589	33,141	2,673	-	37,403
Disposals	-	-	(1,681)	-	(1,681)
At March 31, 2021	17,063	423,337	35,713	-	476,113
Carrying amount:					
At March 31, 2020	49,219	234,860	8,951	11,619	304,649
At March 31, 2021	47,611	203,435	6,277	13,855	271,178

Other assets comprises of vehicles, computers and other equipment.

Assets in course of construction (Special project assets) at March 31, 2021 consist mainly of materials and cables for installation, additions for LTE network, FTTH network and other projects focused on network improvement.

Transfers for the fiscal year ended March 31, 2021 from assets in the course of construction to LTE sites, materials for several sales jobs and long haul projects.

7. INTANGIBLE ASSETS

Cost	
At March 31, 2019	37,564
Additions	606
Transfers from assets in the course of construction (Note 6)	12,904
At March 31, 2020	51,074
Additions	1,886
Transfers from assets in the course of construction (Note 6)	237
At March 31, 2021	53,197
Accumulated amortization	
At March 31, 2019	28,657
Charge for the year	2,006
At March 31, 2020	30,663
Charge for the year	4,205
At March 31, 2021	34,868
Carrying amount:	
At March 31, 2020	20,411
At March 31, 2021	18,329

Intangible assets consist of all purchased software mainly for billing, value added services and licenses for all Microsoft products and additional software used by the Group.

8. RIGHT-OF- USE ASSETS

This note provides information for leases where the Group is a lessee. For leases where the Group is a lessor, see Note 10.

(i) Amounts recognized in the statement of financial position

The statement of financial position shows the following amounts relating to leases:

	2021	2020
Right-of-use assets:		
Tower space	667	1,314
Office space	399	544
Motor Vehicles	120	198
	1,186	2,056

There were no additions to right-of-use assets during the fiscal year ended March 31, 2021 (2020- \$279,000).

Lease liabilities:

Current	429	653
Non- current	825	1,413
Total current & non- current	1,254	2,066

The maturity analysis of undiscounted lease liabilities recognized on the Group balance sheet is as follows:

	Lease Payments	Finance Charges	Net Present Values
Rental payments within one year	495	82	413
Rental payments due between one and two years	386	56	330
Rental payments due between two and three years	255	34	221
Rental payments due between three and four years	81	22	59
Rental payments due between four and five years	50	18	32
Rental payments due after five years	263	64	199
Total lease liabilities	1,530	276	1,254

8. RIGHT-OF-USE ASSETS (continued)

(ii) Amounts recognized in the statement of comprehensive income

The statement of comprehensive income shows the following amounts relating to leases:

Amortization charge of right-of-use assets	2021	2020
Land lease	-	(32)
Tower space	(461)	(519)
Office space	(145)	(150)
Motor Vehicles	(78)	(82)
	(684)	(783)
Interest expense included in finance costs	130	177
Expense relating to low value assets that were included in operating costs.	(799)	595

The total cash outflow for leases in the fiscal year ended March 31, 2021 was \$799,432 (2020- \$950,000).

(iii) The Group's leasing activities and how they are accounted for

The Group leases office space, tower space, tower room and vehicles. Leases of tower space, tower room and office space are generally limited to a lease term of 3 to 5 years. There are three tower space leases with lease terms extended between 15-20 years. Leases of vehicles are for 3 years. There is one land lease with extended lease term for 99 years. Each lease generally imposes a restriction that, unless there is a contractual right for the Group to sublet the asset to another party, the right-of-use asset can only be used by the Group. Leases are either non-cancellable or may only be cancelled by incurring a substantial termination fee. The Group is prohibited from selling or pledging the underlying leased assets as security. For leases over office premises, the Group must keep those properties in a good state of repair and return the properties in their original condition at the end of the lease.

With the exception of short-term leases and leases of low-value underlying assets, leases are recognized on the statement of financial position as a right-of-use asset and a corresponding lease liability at the date at which the leased asset is available for use by the Group.

9. OTHER NON-CURRENT ASSETS

I. Americas Region Caribbean Ring System (ARCOS-1)

Cost - Arcos -1	
At March 31, 2019	8,103
Additions	-
At March 31, 2020	8,103
Additions	-
At March 31, 2021	8,103
Accumulated amortization	
At March 31, 2019	5,382
Amortization for the year	344
At March 31, 2020	5,726
Amortization for the year	344
At March 31, 2021	6,070
Carrying amount	
At March 31, 2020	2,377
At March 31, 2021	2,033

Telemedia is a party to the Americas Region Caribbean Ring System (ARCOS-1), an optical fiber submarine cable system available to facilitate the provision of international telecommunication services in the region. The original project cost was approximately \$801.7 million of which BTL funded \$8.006 million.

9. OTHER NON-CURRENT ASSETS (continued)

The ARCOS-1 system became operational in March 2002. Its total cost is being amortized over its estimated service life of twenty-five years, commencing March 2002.

II. Intra-group shares	2021	2020
A Group subsidiary, BTL (Overseas) Limited, holds 2,624 shares in Belize Telemedia Limited, at a cost of \$11 thousand.	11	11
A Group subsidiary, BTL Telemedia Investments Limited, holds 500 shares in Belize Telemedia Limited, at a cost of \$3 thousand.	3	3
	14	14

10. FINANCE LEASE RECEIVABLE

Current receivables:	2021	2020
Finance lease - gross receivable	1,036	1,036
Unearned finance income	(305)	(319)
	731	717

Non-current receivables:		
Finance lease - gross receivable	17,508	18,541
Unearned finance income	(2,665)	(2,969)
	14,843	15,572

	2021	2020
Gross receivables from finance lease		
No later than one year	1,036	1,036
Later than one year and no later than five years	4,142	4,142
Later than five years	13,365	14,400
	18,543	19,578
Unearned future finance income	(2,969)	(3,289)
Net investment in finance lease	15,574	16,289

The net investment in finance lease may be analyzed as follows:

No later than one year	731	717
Later than one year and no later than five years	3,074	3,012
Later than five years	11,769	12,560
	15,574	16,289

The Group, as lessor, has entered into a finance lease agreement which gives the lessee the exclusive right to use specific strands of Dark Fiber within specified cable routes. The lease is for a period of 20 years with minimum lease payments of \$86 thousand per month.

11. INVENTORIES

	2021	2020
Spares, other consumable supplies and goods for resale	10,654	13,935
Less: provision for obsolete inventories	(449)	(699)
	10,205	13,236

The provision for obsolete inventory as at March 31 reconcile to the opening provision as follows:

Opening provision for obsolete stock at April 1	699	930
Increase/ decrease in provision recognized in profit or loss during the year	278	(59)
Stock written off during the year as obsolete	(528)	(172)
Closing loss allowance at March 31	449	699

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12. TRADE AND OTHER RECEIVABLES	2021	2020
Trade receivables	52,152	42,097
Less: Expected credit loss (Note 4 (a))	(20,552)	(16,191)
Trade receivables - net	31,600	25,906
Foreign telephone network administrations receivable	1,371	2,377
Other receivables	2,497	7,365
	35,468	35,648

The expected credit loss for trade receivables as at March 31 reconcile to the opening loss allowance as follows:

	2021	2020
Opening loss allowance at April 1	16,191	7,041
Increase in loan loss allowance recognized in profit or loss	4,597	9,315
Receivables written off during the year as uncollectible	(236)	(165)
Closing loss allowance at March 31	20,552	16,191

13. TRADE AND OTHER PAYABLES	2021	2020
Trade payable	7,457	11,813
Accruals	2,723	5,026
Other payables	3,121	5,411
Customer deposits	5,752	5,031
Interest payable	999	966
License fees	4,371	3,117
	24,423	31,364
Less: non- current portion	(2,023)	(2,600)
	22,400	28,764

14. BORROWINGS	2021	2020
Amount drawn down on \$20 million bank overdraft facility, secured, with interest at 6.25% per annum, to assist with working capital requirements, the installation of the 4G LTE Advanced network and the fiber network.	-	12,616
Amount drawn down on \$10 million bank overdraft facility, secured, with interest at 6.25% per annum, to assist with working capital requirements, the installation of the 4G LTE Advanced network, the fiber network and the MIND Convergent Billing system.	3,472	10,297
Bank loan for \$30 million, secured, payable in seven years, with payment of interest only during the first three years and principal and interest during the remaining four years. \$26 million is repayable with interest at 7% per annum and \$4 million (USD\$2 million) is repayable with interest at 6.25%. Repayment of principal commences in 2021 and will consist of eight semi-annual instalments of \$3.75 million, exclusive of interest.	30,000	30,000
Amount drawn down on a 12-year loan of USD\$17.5 million (BZD\$35 million) from Taiwan International Cooperation and Development Fund (Taiwan ICDF), secured, with payment of interest only at 5.5% per annum for the first three years, and principal and interest during the remaining nine years. Repayment of principal will commence in 2021 and will consist of 18 semi-annual instalments of USD\$972 thousand, exclusive of interest.	35,000	35,000
Balance of \$25.8 million, unsecured, payable to Government of Belize (GOB), at its fair value of \$23 million, for full and final settlement of all claims and or obligations arising under the nationalized British Caribbean Bank Loan Agreement. The balance is to be settled over 44 months, beginning with the fiscal year ended March 31, 2019. There is no explicit interest rate attached to loan.	6,238	12,605

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14. BORROWINGS (continued)	2021	2020
Bank loan for \$3.5 million, secured, with interest at 5.75% per annum, repayable in six years, with payment of interest only during the first year and principal and interest during the remaining five years. Repayment of principal commences in August 2020 and will consist of sixty monthly instalments of \$67.9 thousand, inclusive of interest.	3,090	3,500
Re-purchase obligation for \$5 million, secured, with interest at 6.5% per annum, repayable in full on April 13, 2020.	-	5,000
	77,800	109,018
Less: current portion	(21,291)	(34,188)
	56,509	74,830
Loans are repayable as follows:		
2021-2022	21,291	
2022-2023	12,528	
2023-2024	12,114	
2024-2025	12,157	
2025-2026 and thereafter	19,710	
	77,800	
The bank loans are secured by mortgages/charges over various properties held by the Group. The ICDF loan is secured by a guarantee by the Government of Belize, majority shareholder.		
Borrowing costs capitalized during the year amounted to \$78 thousand (2020 - \$3.3M).		
15. OTHER NON- FINANCIAL LIABILITIES	2021	2020
Deferred Income	2,890	7,226
Current tax liability	1,968	2,802
	4,858	10,028
16. ORDINARY SHARES	2021	2020
Authorized: 100,000,000 ordinary shares of \$1 par value	100,000	100,000
Issued and fully paid: 49,551,652 ordinary shares of \$1 par value and 1 Special Share of \$1 par value	49,552	49,552
17. PREFERENCE SHARES	2021	2020
Authorized, issued and fully paid: 48,500,000 4% non-redeemable, cumulative preference shares of \$1 par value	48,500	48,500
18. SHARE PREMIUM	2021	2020
In July 2007, a rights issue was offered to shareholders at \$3 per share. As a result of this offer an additional 8,216,725 ordinary shares were issued. After the transaction was complete, the average share price was \$2.859 due to discounts offered when payments were made in US dollars.	15,274	15,274

19. CAPITAL RESERVE - NON DISTRIBUTABLE

2021 **2020**

At the close of business, on May 29, 2007, the assets and liabilities of Belize Telecommunications Limited were vested in Belize Telemedia Limited. Within the Telemedia financial statements, at that date, the non-distributable portion of the excess of total assets less total liabilities, less equity shares issued and fully paid, was placed in a non-distributable capital reserve.

36,637 **36,637**

20. REVENUE AND OTHER OPERATING INCOME

Revenue from contracts with customers is disaggregated by major products and service lines.

2021 **2020**

Major products/ services lines

Fixed internet & voice	72,551	76,451
Mobile	60,105	68,479
Roaming & international settlements	1,803	7,024
	134,459	151,954
ICT services	6,658	17,910
Revenues from contracts with customers	141,117	169,864
Other	168	206
	141,285	170,070

21. OPERATING COSTS

2021 **2020**

Facilities and infrastructure	57,548	56,027
General and administrative expenses	36,422	51,749
Network and other fees	25,942	43,888
	119,912	151,664

22. TAXATION

In accordance with the Ninth Schedule of the Income and Business Tax Act, as revised, the Group is subject to business tax at 1.75% on gross revenue receipts from internet and data services and non-telecommunication services, 19% on gross revenue receipts from telecommunication services, and 3% on gross revenue receipts from rent.

Entities within the Group holding Designated Processing Area status attract corporate taxes at a rate of 1.75% of chargeable income above three million Belize dollars and 3% of the chargeable income below three million Belize dollars and such tax shall be repayable in the currency of the United States.

A general sales tax of 12.5% is levied on goods and services. The General Sales Tax (GST) is a tax on consumer spending that is collected in stages, at the point of importation of the business purchases and on the sales of the business' good and services when the goods are sold or service is provided. The payment of tax on purchases and collection of tax on sales are netted monthly and the net tax paid to the Government of Belize. The tax is consistently excluded from the cost of goods sold of the Group.

23. EARNINGS PER SHARE

Basic earnings per share is calculated by dividing the net profit for the year attributable to ordinary shareholders by the weighted-average number of ordinary shares outstanding.

Diluted earnings per share is calculated by dividing the net profit for the year attributable to ordinary shareholders by the weighted average number of ordinary shares outstanding adjusted for its dilutive potential.

23. EARNINGS PER SHARE (continued)

	2021	2020
Profit attributable to ordinary shareholders (basic and diluted)		
Profit for the year attributable to ordinary shareholders	8,662	1,229
Effect of dividends paid on cumulative preference shares	(1,940)	(1,940)
Profit for the year attributable to ordinary shareholders (basic)	6,722	(711)
Dilutive effects	-	-
Profit for the year attributable to ordinary shareholders (diluted)	6,722	(711)
Weighted-average number of ordinary shares (basic and diluted)		
Outstanding ordinary shares	49,552	49,552
Effect of intra-group shares (held by subsidiary companies)	(3)	(3)
Weighted average number of ordinary shares (basic)	49,549	49,549
Dilutive effects	-	-
Weighted average number of ordinary shares (diluted)	49,549	49,549
Earnings per share (basic)	0.14	(0.01)
Earnings per share (diluted)	0.14	(0.01)

24. DIVIDENDS

The following dividends were declared by the Company:

	2021	2020
Final dividend for the year ended March 31, 2020 at 0.0054 cents per ordinary share (March 31, 2019 - 20.50 cents per share)	268	10,158
Final dividend for the year ended March 31, 2020 at 4 cents per non-redeemable preference share (March 31, 2019 - 4 cents per share)	1,940	1,940
	2,208	12,098

25. COMMITMENTS & CONTINGENCIES

Capital commitments	2021	2020
Capital expenditure authorized and contracted - GUL Sites	-	461
Capital expenditure authorized and contracted - MIND Billing System	728	-
Capital expenditure authorized and contracted - FTTH/ NBP	5,168	7,774
Capital expenditure authorized and contracted - MS365	3,085	-
Capital expenditure authorized and contracted - other projects	652	2,380
	9,633	10,615
Capital expenditure planned but not contracted	2,067	1,390

26. RELATED PARTY TRANSACTIONS

The Government of Belize (GOB) owns 49.3% of the ordinary shares and 100% of the preference shares of the Company (Parent). The Belize Social Security Board owns 34.3% of the ordinary shares of the parent company. GOB is also the majority shareholder of Belize Electricity Limited and Belize Water Services Limited (government- related entities).

The following transactions were carried out with related parties:

(a) Sales of goods and services	2021	2020
Sales of services:		
- Belize Social Security Board	1,040	1,663
- Government of Belize	17,475	17,119
- Belize Electricity Limited	1,574	1,232
- Belize Water Services Limited	479	522
	20,568	20,536

Good and services are sold to related parties on the same terms and conditions that would be available to third parties except as noted below.

(b) Purchases of goods and services	2021	2020
Purchases of services:		
- Entities controlled by key management personnel	15	160
- Belize Electricity Limited	1,353	1,115
- Belize Water Services Limited	18	59
	1,386	1,334

Goods and services are bought from related parties on normal commercial terms and conditions.

(c) Key management compensation

The total remuneration paid to key management personnel (includes executive and non-executive directors):

	2021	2020
Salaries and other short-term benefits	5,086	5,844
Termination benefits/ post-employment benefits	182	195
	5,268	6,039

(d) Year-end balances arising from sales and purchases of goods and services:

	2021	2020
Receivable from related parties:		
Government of Belize	2,862	2,364
Belize Social Security Board	103	61
Belize Electricity Limited	18,998	20,159
Belize Water Services Limited	181	241
	22,144	22,825

Receivables from related parties arise mainly from the sale of telecommunication, data and related services and are due in the month following the date of sale, except for the sale of dark fiber to BEL under a finance lease agreement. Receivables are unsecured and bear no interest, except for the sale of dark fiber.

26. RELATED PARTY TRANSACTIONS (continued)

(e) Year- end balances receivable from key management:

	2021	2020
Advances and loans to key management, interest free with no fixed maturity date	246	523

Payable to related parties:

Government of Belize	6,238	12,605
Belize Electricity Limited	420	441
Belize Water Services Limited	6	7
	6,664	13,053

27. CORRECTION OF ERRORS

During 2021, the Group discovered that deferred income had been erroneously recorded in its financial statements in prior reporting periods. The errors have been corrected by restating each of the affected financial statement line items for prior periods. The following tables summarize the impact on the Group's consolidated financial statements:

I. Consolidated statements of financial position

	Impact of correction of errors		
	As previously reported	Adjustments	As restated
April 1, 2019			
Total assets	409,976	-	409,976
Other non-financial liabilities	19,317	3,021	22,338
Others	154,641	-	154,641
Total liabilities	173,958	3,021	176,979
Retained earnings	92,113	(3,021)	89,092
Others	149,963	-	149,963
Total equity	242,076	(3,021)	239,055
March 31, 2020			
Total assets	404,134	-	404,134
Other non-financial liabilities	5,706	4,322	10,028
Others	165,934	-	165,934
Total liabilities	171,640	4,322	175,962
Retained earnings	82,545	(4,322)	78,223
Others	149,963	-	149,963
Total equity	232,508	(4,322)	228,186

II. Consolidated statements of comprehensive income

	Impact of correction of errors		
	As previously reported	Adjustments	As restated
For the year ended March 31, 2020			
Revenue	153,888	(1,934)	151,954
Operating costs	(152,297)	633	(151,664)
Others	939	-	939
Profit	2,530	(1,301)	1,229
Total comprehensive income	2,530	(1,301)	1,229

28. LITIGATION

The Company is subject to certain legal proceedings and claims that arise in the ordinary course of business operations. Management believes that the amount of liability, if any, from these actions, with the exception of item (a) below, would not have a material effect on Company's financial position or results of operations. The following legal matters continue to require keen attention and consultation with the Company's attorneys in order to minimize exposure:

(a) Claim No. 514 of 2011, International Telecommunications Limited ("INTELCO") v Belize Telemedia Limited - The Claimant, INTELCO is seeking reimbursement of the balance of the purchase price for assets allegedly purchased by BTL. INTELCO also seeks damages in the alternative for alleged breach of contract. An Application filed by INTELCO was heard and a decision was to be handed down on or around July 2012. The decision remains outstanding. The Claimant has taken no further steps in the claim since that time. Should BTL be unsuccessful in defending the claim, it is open to liability of US\$49.1 million plus interest at 6% per annum, as well as costs.

(b) Civil Appeals Nos. 18, 19 & 33 of 2016, Curtis Swasey v Belize Telemedia Limited & Belize Telemedia Limited v Curtis Swasey - The Appeals stem from Supreme Court Claim commenced on November 27, 2014 for damages, costs and interest relating to breach of contract and breach of confidence. On February 23, 2016 judgement was delivered in favor of Mr. Swasey in the sum of \$25,000 plus costs. Both parties appealed the decision. The appeals were concluded on October 26, 2020 where the Court of Appeal ruled in favor of BTL. On December 20, 2020 Curtis Swasey filed an Application for Leave to Appeal the Court of Appeals decision to the Caribbean Court of Justice (CCJ). The said Application was contested by BTL. The parties are awaiting directions or a possible decision from the Court of Appeal on the Application for Leave. If BTL is unsuccessful in the Application for Leave to Appeal to the CCJ, then the matter will be heard by the CCJ.

(c) Claim No. 362 of 2019, Gustavo Mendez v Belize Telemedia Limited - The Claimant, Gustavo Mendez is seeking severance pay in the sum of \$30,150.63 pursuant to section 183 of the Labour Act. The trial of the claim was concluded on February 19, 2020. A decision is currently pending to be handed down by the Court. Should BTL be unsuccessful in defending the Claim, it is open to liability of a judgement on or around the sum of \$30,150.63, plus interest at 6% per annum, as well as costs.

(d) Claim No. 751 of 2019, Oscar Gongora v Belize Telemedia Limited - The Claimant, Oscar Gongora sought severance pay in the sum of \$34,343.92 pursuant to section 183 of the Labour Act. The trial of the claim concluded on June 16, 2021. A decision was handed down by the Court on July 30, 2021 which dismissed the claim made by the Claimant and awarded costs (to be agreed or taxed) to BTL. The Claimant reserves the right to appeal the judgement and will have 21 days from the date the decision is perfected in an order, to do so. Any possible exposure to BTL would then stem from an appeal, if pursued by the Claimant.

(e) Claim No. 560 of 2020, Erven Marin et al v Belize Telemedia Limited - The 15 Claimants, are claiming severance pay in the total sum of \$409,919.04 pursuant to section 183 of the Labour Act. The case is ongoing and a Further Decisions Hearing is scheduled for August 2021. Should BTL be unsuccessful in defending the Claim, it is open to liability of a judgement on or around the sum of \$409,919.04, plus interest at 6% per annum, as well as costs.

29. POST- REPORTING DATE

There were no adjusting or non-adjusting events that occurred between the March 31, 2021 reporting date and the date of authorization for issuance.



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