



PIFS E-COMMERCE
BUSINESS TOOLKITS

USING E-COMMERCE TO HELP THE FOOD INDUSTRY IN TONGA 2024

A guide to getting more customers online



Pacific
E-commerce
Initiative



PACIFIC ISLANDS FORUM





CONTENTS

FOREWORD FROM THE PACIFIC ISLANDS FORUM SECRETARIAT	4
SECTION 1: WHY MOVE ONLINE, WHY NOW?	5
SECTION 2: WHAT ARE THE DIFFERENT OPTIONS TO GO ONLINE?	6
SECTION 3: WHAT COSTS SHOULD YOU CONSIDER TO TAKE YOUR BUSINESS ONLINE?	9
SECTION 4: GETTING NOTICED ONLINE.	12
SECTION 5: GETTING PAID ONLINE.	14
SECTION 6: GET MOVING: PACKAGING, SHIPPING, DELIVERY, RETURN.	17
SECTION 7: COMPLYING WITH LAWS AND REGULATIONS.	18
SECTION 8: SECURITY TIPS.	20
SECTION 9: FURTHER INFORMATION.	21
INDUSTRY REFERENCE GROUP MEMBERS	22



FOREWORD FROM THE PACIFIC ISLANDS FORUM SECRETARIAT

Over the past few years, E-commerce has become a focus for the Pacific Islands Forum Secretariat. We are working hard in this space because we believe that E-commerce has the potential to help Pacific businesses overcome their structural challenges and gain a competitive advantage over global competitors.

Our activities and those of our partners are carried out under the umbrella of the [Pacific E-commerce Initiative](#) and guided by the [Pacific Regional E-commerce Strategy and Roadmap](#). This aligns with the Technology and Connectivity thematic area of the [2050 Strategy](#) and its implementation plan.

As a regional organisation, our role is to help our Forum Members work together to achieve their objectives as working together can help us save time, money, and achieve better results. The Pacific Regional E-commerce Strategy and Roadmap notes the need to work together to develop E-commerce skills for our small businesses. The preparation of E-commerce business toolkits is a practical way to do this. Our toolkits are now a well known series in the region and continue to

support Pacific businesses in their online journey.

Approximately 95% of Tongan households are involved in Food commercial activities. It can be in the form of agriculture, livestock, fishery, food importation, or food service providers. They may sell in Tonga, or may export. They may sell to consumers, to businesses, or even to administrations.

Based on a common methodology, which is how we work together, our toolkits have benefitted from the skills of local experts and business leaders to ensure that each toolkit responds to the real needs of the target audience and sector.

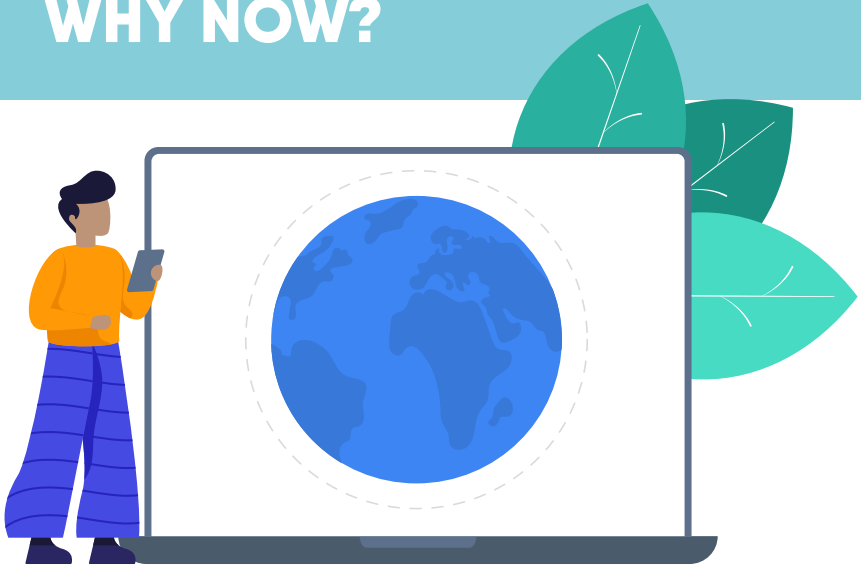
I commend this progressive public-private partnership and wish our small business every success in their digital journey.

Zarak Khan

Director Programmes and Initiatives
Pacific Islands Forum Secretariat

1

WHY MOVE ONLINE, WHY NOW?



Worldwide, E-commerce sales grew by 60% from 2016 to 2022, creating unprecedented opportunities for businesses in both domestic and international markets. In the retail and consumer goods industries, half of sales occur after a digital interaction between the customer and the company (such as through social media, email, web searches, or SMS).

During the COVID-19 pandemic and the aftermath of the Hunga Tonga-Hunga Ha'apai volcanic eruption in January 2022, E-commerce became essential for Tonga's domestic market. With movement restrictions in place across Tonga, E-commerce allowed customers to purchase goods online and have them delivered to their homes.

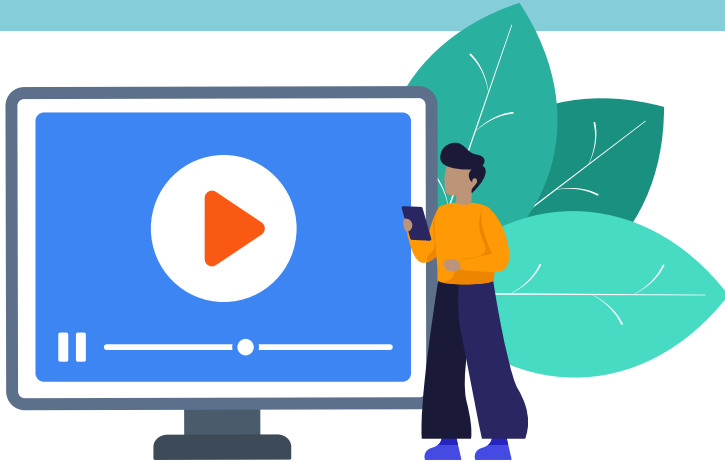
E-commerce offers Tongan businesses the opportunity to tap into new markets and strengthen their relationships with customers. The government fully supports this digital transformation through initiatives such as the [Tonga National E-commerce Strategy](#).

New key services, such as mobile payment or bank payment gateways, are now available. More and more companies are building their web presence through social media, marketplaces, and even their own websites.

Towards the end of 2024, the Pacific Islands Forum Secretariat (PIFS) will deliver E-commerce training to Tongan businesses. This series of three half-day workshops, led by E-commerce experts and national digital service providers, aims to motivate entrepreneurs to advance their digital efforts. Grants for E-commerce projects and specialised coaching are also available.

It is a good moment to invest in the digital transformation, and to start selling food online!

WHAT ARE THE DIFFERENT OPTIONS TO GO ONLINE?



There are three main ways to establish an online presence, each with distinct models, costs, and target audiences.

1. Social media such as Facebook and Instagram offer access to a vast audience – respectively 3 and 2 billion people globally. Users spend more than 2.5 hours daily on social media as of 2024. Setting up a business page is free and straightforward, making it an accessible entry point for businesses. For instance, [Tropical Vibes has 28,000 Facebook followers](#) (see case study below). The Facebook group [Tonga Trading Selling Buying and Exchange](#) has 14,000 members. There were 73,000 Facebook users in Tonga in December of 2023 (66% of its population).

2. Marketplaces are platforms open to businesses to list and sell products without the need to develop your own site. It is a good option to reach a large audience with little effort. For instance, [O4A2](#) and [TongaMarket.com](#) are local marketplaces for businesses in Tonga.

Your presence on the Google search engine is important, including your business description, location, and user rating. Lastly, a functional email address is essential for managing your business online. It allows you to communicate with customers and register for tools such as Meta Business Suite, marketplaces, and other business solutions.

3. Own website is your own space on the internet where people can learn about you, your business and your products. Its effectiveness depends on strong marketing and advanced online functionalities to drive sales. For example, [Hiki 'o Tonga Online Store](#), [L&G Store](#), and [Molisi Supermarket](#) have their own online shopping websites. This option is usually more suitable for businesses that already manage social media and marketplaces channels effectively.

Main pros and cons of the available channels:

	Main pros	Main cons
Social media	<ul style="list-style-type: none">- Affordable to implement.- Simple setup.- Facilitates direct and personal interaction with your audience.	<ul style="list-style-type: none">- Offer only basic features.- Cannot be connected to your bank account in Tonga.
Marketplaces	<ul style="list-style-type: none">- Often reach a broad audience with low financial commitment.- Often include built-in payment options.	<ul style="list-style-type: none">- Restricted ability to customise branding, customer experience, and product presentation.
Own website	<ul style="list-style-type: none">- May be connected to your bank account in Tonga.- Full control over design, content, user experience.	<ul style="list-style-type: none">- Requires significant investment for both initial setup and ongoing maintenance.- Not easy to integrate with other solutions (accounting, stock, emails, etc.), which can complicate operations.

CASE STUDY: O4A2

Shop online for your friends and family in Tonga! Are you a Tongan Business owner? Sign up to O4A2 and start selling online

✔ Tonga Online Shopping ✔ Best Products and Prices ✔ Secure Payments Customer Service

View catalog > Koe ha ae Koloa oku ke fiema'u? 🔍

TRUSTED SELLER

Customer Login/Register Seller Sign Up Shop by Category Shop by Seller New Arrivals SALE

Pepe & Pusiaki
NOW ONLINE
'Eua'

We're excited to announce that you can now order for your family in 'Eua!

SHOP NOW www.o4a2.com

Tonga's Top Vendors ¹⁰⁹ [View all >](#)

VICTORY **Yummie Treats** **OHONIA 'EUA** **HOT PIZZA** **Sonasi Station** **Seini's PHARMACY AND CLINIC** **TONGA POWER LTD** **OE - Office Equipment**

Victory Wholesale & Supermarket Co. Ltd - Pahu > Yummie Treats - Nukualofa > Pepe & Pusiaki Supermarket - 'Eua > Hot Pizza > Sonasi Station - Pausa 'Utu Me'alele > Seinis Pharmacy & Clinic > Tonga Power > OE - Office Equipment >

The O4A2, or “Fakatau Online Ma Ho'o Ofa'anga” marketplace, offers local businesses in Tonga a platform to showcase their products or services, allowing Tongans both locally and abroad to shop online for their friends and families in Tonga (no international shipping). The platform also allows users to pay school fees for students attending registered schools.

Currently, more than 20 businesses, including Hot Pizza and Yummie Treats, are selling on O4A2. The marketplace is encouraging vendors to join its website, as explained [in this short video](#).

Customers can make secure online payments by credit or debit card. Once the payment is received, O4A2 sends the order to the vendor, and communicates the exact pickup location to the customer. All orders placed on O4A2.com are strictly for pickup at their designated location(s) in Tonga.

3

WHAT COSTS SHOULD YOU CONSIDER TO TAKE YOUR BUSINESS ONLINE?

Common costs to all channels:

- First, remember that the E-commerce journey is time consuming. Whatever the channel, some time will be required for writing descriptions and updates about your service, uploading new banners, managing orders, answering customers' requests, and analysing online customer behaviour.
- Other cost components to anticipate include logistics-related expenses, such as packaging, labelling, inventory management, delivery, duties, and returns (see Section 6 for more information).
- **Content production:** costs for creating photos, videos, and translations. If you decide to create a video for marketing your business, the minimum cost is TOP 1,500 per video if the production is done by a company in Tonga.
- A reliable **internet connection** is essential. With speeds below 1 Mbps, basic activities such as sending emails or uploading photos can become very slow, hindering communication with customers.
- You also need to consider the additional cost of **international transfers** and exchange rates.



Example of internet costs:

Internet provider	Estimated cost for 35GB per month including Wi-Fi device	Unlimited data plan
Tonga Communication Corporation	TOP 70 per month.	Depends on speed and internet device but will be at least TOP 1,000 per month for unlimited data plan per month.
Digicel Tonga Ltd	TOP 138 per month.	Depends on speed and internet device but will be at least TOP 1,000 per month for unlimited data plan per month.
Starlink	Starlink only has an unlimited data package.	Equipment is approximately TOP 1,000 and unlimited data plan is approximately TOP 250 per month.

Costs specific to social media:

- You may need to allocate a budget for advertising, particularly on platforms such as Facebook, Instagram, or TikTok, to effectively reach and engage your target audience. You should start with a TOP 2 budget per campaign to understand how it works.

Costs specific to marketplaces:

- **Commission fees** can be charged as a percentage of each transaction, or as a cost per unit sold.
- International transfers and exchange rates: additional costs associated with transferring funds and currency conversion.

Costs specific to your own website:

When requesting detailed quotations from potential suppliers, consider the following key components:

- **Web development:** This includes the creation of the website according to agreed specifications, such as key functionalities and language support. This may cost for instance TOP 1,000 for a basic website development.
- **Maintenance:** This includes costs for licences, hosting, domain registration, additional plugins, and security certificates. This may cost TOP 200 per month.
- **Bank commission fees:** Up to 4% of the transaction amount with payment gateways provided by BSP or ANZ.

CASE STUDY: TONGAWEBHOST

TongaWebHost is a web development company in Tonga. For a one-time startup cost of TOP 1,000, you can have your own website developed within two weeks. The ongoing monthly costs include TOP 200 for maintenance. This service can provide either a static website or a fully functional website with an integrated e-payment system.

More info on <https://tongawebhost.to/>

TONGAWEBHOST
HOSTING, WEBSITES, EMAIL, ONLINE STORES

Shared Hosting Domains VPS Hosting Dedicated Servers Data Centers Contacts Sign In

Shared Hosting from Tonga Web Host

Data security was a key factor in creating our shared hosting system. That's why, we employ ZFS-powered file storage for your website information. Additionally, you'll be safe from all sorts of hacking attacks through the top-class ModSecurity firewall, which is enabled automatically for all plans. With the zero cost site acceleration tools built-into the Control Panel, it'll be easy for you to boost the performance speeds of your content-intensive web sites considerably. Plus, we will help you move your web sites to our system for free.

Starter Package

- Unlimited NVMe Disk Space
- Unlimited Monthly Traffic
- 1 Hosted Domain(s)
- Unlimited Subdomains
- 100 E-mail Accounts
- 5 MySQL Databases
- 5 GB VPN Traffic

[» All features](#)

Free bonuses

- ACADEMY only \$33.49/yr
- App Installer
- Site Builder
- Site Installer
- Marketing Tools
- Daily Backups
- Website Accelerators
- Sitemap Generator

We're Different

- Shared SSL IPs
- WHOIS Privacy
- ModSecurity
- Domain Backorders
- Data Compression
- No Overselling
- ZFS Storage w/ SSDs
- Fast SSD Drives

Starter hosting at \$3.58/mo.

Evaluate our services with a 30 day free trial. No credit card info required.

[Start Free Trial](#)

Compare Plans

Watch Video

Promotions (PDF)

Brochure (PDF)

Portfolio (PDF)

OpenVZ VPS

\$6.00/mo.

1 CPU Core(s)
1024 MB RAM
20 GB Disk Space

Dedicated Servers

\$40.00/mo.

Intel Atom D525 1.8 GHz (2 cores) CPU
4 GB RAM
2x240 GB SSD

Semi-dedicated Hosting

\$20.00/mo.

Unlimited Hosted Domain(s)
Unlimited Disk Space
Unlimited Monthly Traffic

Once you are online, it is important to get noticed. As mentioned earlier, in the retail and consumer goods industries, about half of sales happen after a digital interaction between the customer and the business through social media, email, web searches, or text. This highlights the importance of effectively using digital marketing to drive online sales.

- Create an **email signature** that includes links to your social media profiles and your personal website, if available.
- **Social networks:** Focus on the quality of your posts by using high-quality photos, relevant tags, hashtags, and emojis. In Tonga, even an advertisement budget of as little as TOP 2 per day on social media can effectively increase your audience and provide a good return on investment.
- **Direct marketing:** Use tools such as [Mailchimp](#) to send targeted emails to your clients. Effective direct marketing involves well-designed flyers, segmented campaigns, and automated emails (such as welcome messages or birthday offers).
- **Search engine optimisation (SEO)** influences your ranking in search engine results. It depends on factors such as keywords, content quality, and internal links.
- You can improve your visibility with [Google Ads](#).
- **Analytics:** Use analytics solutions across your online channels to track and increase the number of visitors you attract (audience acquisition rate) and how many of these visitors are becoming customers (conversion rate). Monitor which campaigns drive traffic, identify where customers drop off, and address issues such as shopping cart abandonment, since two-thirds of online carts are abandoned.



CASE STUDY: TROPICAL VIBES



Tropical Vibes began as a small, part-time home business but has since grown into a full-time enterprise that relies heavily on social media for product promotion and sales.

- [Facebook](#), with 28,000 followers.
- [TikTok](#), with 18,000 followers.
- [Youtube](#), with 3,000 subscribers
- [Instagram](#), with 600 followers.

Here are some strategies Tropical Vibes' owner uses to sell online:

- Presenting food in a nice, professional way with clear, high-quality photos: this effectively markets the food and attracts customers.
- Using different ways to talk to customers: live videos, photos, blogs, and posts to show what they are offering.

5

GETTING PAID ONLINE.

In Tonga, most people still use cash to pay. “Buy Now Pay Later” is a good option to start selling your food online. But remember, it ultimately depends on the customer’s willingness to complete the payment. Cash handling has disadvantages, such as the time required to reconcile invoices and deposit funds, as well as the risk of losing money through theft or misplacement. Also accepting digital payments may be a gamechanger for your business.

One option is to allow customers to make **bank transfers** to your Tongan bank accounts. While this method is easy to process, it typically takes a few business days for the funds to reach your account,

and banks charge fees for the service. The cost for bank transfers between local banks in Tonga typically ranges from TOP 5 to TOP 10. For receiving international transfers, fees generally range from TOP 10 to TOP 30. However, additional costs may apply, particularly for currency conversion or exchange rate margins, which can increase the overall cost of receiving funds from overseas.

If you have your own website, customers can pay directly through your **payment gateway**, with the funds being deposited into your Tongan bank account.

Another option is **mobile payment**, which has been provided by Digicel in the last few years (see case study on page 16).

Using QR codes is a convenient option for generating bank transfers or mobile payments. You can create a QR code to make it easy for your customers to pay for their purchases in just a few clicks. Your customers will simply scan your code, enter the price, and validate the transaction.



Available payment options in Tonga:

Payment option	Main pros	Main cons
Cash on delivery (COD)	<ul style="list-style-type: none"> - There are no additional fees for you as the seller. 	<ul style="list-style-type: none"> - Payment depends on the customer's effective arrival and willingness to pay, which can lead to potential issues.
Bank transfer	<ul style="list-style-type: none"> - Easily accessible with all local banks. - Simple to use. - Often, lower transaction fees compared to credit cards. 	<ul style="list-style-type: none"> - Does not integrate with websites or apps for streamlined operations. - Up to 3 working days for processing. - Can be costly for international tourists.
Mobile payment	<ul style="list-style-type: none"> - Affordable. (It is currently free if transfer is from Digicel to Digicel number). - Easy for customers in Tonga to use. 	<ul style="list-style-type: none"> - Does not connect with other systems. - Hardly used by customers overseas.
Payment gateway	<ul style="list-style-type: none"> - Clients can complete their payment without leaving your e-shop. - Easy to use for purchases with international E-commerce platforms. 	<ul style="list-style-type: none"> - Commission up to 4% of the transaction amount.



CASE STUDY: MATALUPE CO. LTD, DIGICEL MYCASH PAYMENT

Matalupe offers Digicel's MyCash app as a payment option, allowing customers to make safe and contactless payments when shopping at the store. It is fast, reliable and safe.

Each transaction with the MyCash app costs 50 cents.

Currently, there are more than 20 registered merchants and 25,000 active users.

How can a customer use the MyCash app in Tonga?

1. Download the MyCash app on your phone.
2. Visit any Digicel office to add funds to your MyCash account.
3. Shop at any store in Tonga that accepts MyCash. Pay using the app's QR Pay or Bill Pay option. Alternatively, you can dial *888# on your phone and select the vendor's number.

Receiving money transfers or international remittance directly into your MyCash mobile wallet is easy. My Cash works with sending partners such as Digicel International, Western Union, Money Gram, Remitly, Rocket Remit, Kick Ex, Ria.

6

GET MOVING: PACKAGING, SHIPPING, DELIVERY, RETURN.

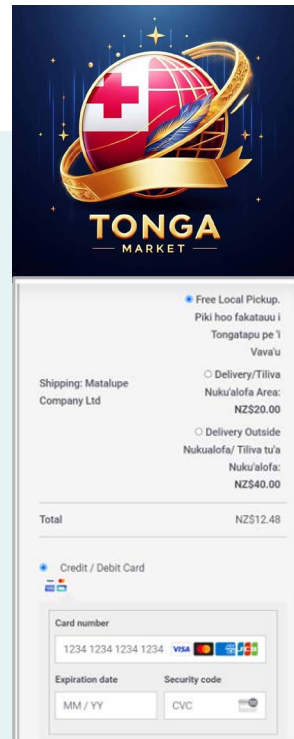
E-commerce relies on efficient logistics and delivery services.

- **Packaging:** Before starting online sales, you must decide how each product will be packaged, including materials, labels, and any necessary warnings.
- **Delivery policy:** Define your delivery capabilities and options, such as global shipping, click-and-collect, or home delivery. Clearly state delivery timeframes and costs to manage customer expectations effectively.
- **Return policy:** Clearly outline procedures for returns, including what happens if the food is delivered late, or does not look as expected. Specify when customers can raise a complaint, whether they need to return the food, and who bears the cost.
- **Refund policy:** If you offer refunds, detail the process for claiming a reimbursement. This should include methods of reimbursement and financial responsibility for the costs.

For example, on its website, for each exported product, Nishi Trading describes pack size, price, min quantity, freight options, and lead time.

CASE STUDY: TONGA MARKET

TongaMarket.com is a marketplace that gathers many sellers and product categories. The grocery category includes almost 600 products. Customers can make direct payment to TML's account in Tonga or New Zealand. Tongans in Tonga and abroad can purchase from various businesses, including vendors from outer islands. Then, for delivery, customers can choose among three options, with different prices: pick up, delivery near the centre, delivery in further areas (more expensive).



The screenshot shows the Tonga Market checkout interface. At the top is the Tonga Market logo, featuring a globe with a red cross and a gold ribbon. Below the logo, there are shipping and payment options. The shipping section is titled 'Free Local Pickup' and offers three options: 'Piki hoo fakatauu i Tongatapu pe 'i Vava'u' (selected), 'Delivery/Tiliva Nuku'alofa Area: NZ\$20.00', and 'Delivery Outside Nuku'alofa/ Tiliva tu/a Nuku'alofa: NZ\$40.00'. The total amount is NZ\$12.48. The payment section is titled 'Credit / Debit Card' and shows a card number field with the value '1234 1234 1234 1234', an expiration date field with 'MM / YY', and a security code field with 'CVC'.

COMPLYING WITH LAWS AND REGULATIONS.

Starting your online business involves ensuring that your business operations comply with national laws and regulations. Here are key elements for your legal checklist:

Registration: You can register your business online or in person. The Business Registries of Tonga are now fully online, making registration easy ([link](#)). To process your company registration, it usually takes 3-5 working days. For sole proprietorship registration, your application form must be submitted to the company registrar together with the payment of the fee of TOP 100.

Business licensing: Every business, whether it's a sole trader, partnership or company, must have a business licence to operate in Tonga. You can apply for this licence either in person or [online](#). Processing a business licence depends on the type of business, however you can expect the process to take 3-5 working days. Application for Business licence submitted online services costs TOP 50.

Certain areas of business, such as the sale of food and fishing, are reserved for Tongan nationals. Any foreigner setting up such a business must have a Tongan partner holding a majority share of the business.

Tonga has food regulations to ensure food safety and quality for consumers. The main legislation governing food safety in Tonga is the [Food Act 2014](#), which provides a legal framework for regulating food production, processing, importation, and sale. This law is designed to protect public health by preventing food contamination, promoting proper labelling, and ensuring food hygiene standards are met.

Tax registration: Consumption tax (VAT) in Tonga is 15%. To apply for a Tax Identification Number (TIN), you can visit the Ministry of Revenue and Customs. More information is available through this [link](#).

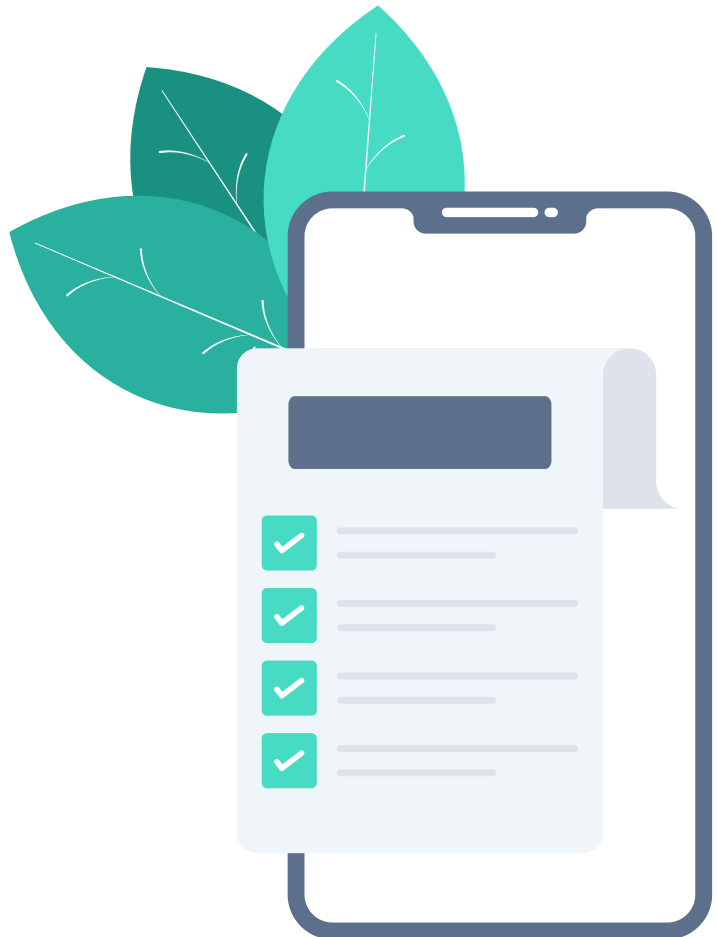
Data protection and privacy: Make sure to clearly explain your privacy policy by answering these questions: What information are you collecting? Why are you collecting this information? How can consumers see and change their information?

Consumer protection: Tonga's Consumer Protection Act (2000) requires businesses to issue receipts, avoid misleading practices, and ensure quality care.

Customisable templates for your E-commerce business' terms and conditions are available online, for example [here](#). Your business website should include clear policies on:

- Customer complaints, dispute settlement;
- Payment terms and conditions; and
- Disclaimer of liability: This is a notice that limits what your business is responsible for if something goes wrong with your product or services.

Tonga is currently updating its legal and regulatory framework as part of the implementation of the National E-commerce Strategy and Roadmap.



8

SECURITY TIPS.

Security tips: protecting your business online

As you venture into E-commerce, it's crucial to protect yourself from the increasing risk of online scams and cyber threats. Security breaches can lead to major disruptions, including lost sales, compromised customer data, and damage to your business reputation - costs that can be avoided by taking preventive measures.

Security tip	Action	Reason
Upsize your passwords	Use strong, unique passwords with at least 12 characters, including letters, numbers, and symbols. Avoid easily guessable information. You can use a service such as LastPass or 1Password to upsize your password.	Longer and more complex passwords are harder to crack, providing an essential layer of security.
Upgrade to two-factor authentication	Enable two-factor authentication on all important accounts, involving a code sent to your phone or email.	Adds an extra step, making it significantly harder for unauthorised users to access your accounts, even if they have your password.
Update your apps regularly	Keep software, apps, and operating systems up to date. Enable automatic updates if possible.	Updates often include security patches for newly discovered vulnerabilities, protecting your systems from attacks.
Uphold your privacy	Be mindful of the information shared online. Adjust privacy settings on social media to limit access to sensitive data.	Reduce the risk of your information being exploited for scams or unauthorised access.
Upscale your data and systems backup	Regularly back up your data using both local and cloud storage solutions. Test your backups to ensure they work.	Ensure you can recover from data loss due to cyberattacks, system failures, or accidental deletion, allowing business operations to continue with minimal disruption.

For more information: <https://pacson.org/cyber-smart-pacific/cyber-smart-pacific-2023>



**Digicel mobile
payment solution**

[www.digicelpacific.com/
mobile/to/apps/mycashton](http://www.digicelpacific.com/mobile/to/apps/mycashton)



**BSP Internet Payment
Gateway in Tonga**

www.bsp.to



Post office delivery solution

www.tongapost.to



Nishi Trading

www.nishitrading.com



Tropical Vibes

[www.facebook.com/
TropicalPalavi/](http://www.facebook.com/TropicalPalavi/)



**Pacific
E-commerce
Initiative**

Pacific E-commerce portal

pacificcommerce.org

National E-commerce Strategy

[pacificcommerce.org/
reports/tonga-national-e-
commerce-strategy](http://pacificcommerce.org/reports/tonga-national-e-commerce-strategy)



Tonga Market

tongamarket.com



**Web developer solution,
Tonga Web Host**

www.tongawebhost.to



O4A2

o4a2.com



INDUSTRY REFERENCE GROUP MEMBERS

WITH MANY THANKS FOR THEIR CONTRIBUTIONS:

Akanesi Katoa	Senior Crown Counsel, Attorney-General's Office, Government of Tonga
Eiko Ahokava	Business owner of Eiko SAN
Fa Finau	BSP Bank Tonga, Manager, Digital Operation Team
Greg Just	Business owner of Tropicana Cafe in Vava'u and web host, Tourism website. Web developer
Jess Afeaki	Business owner and website owner, 'Made in Tonga' website
Kathleen Walters	Trade Negotiation and Facilitation Division & E-Commerce Specialist, Ministry of Trade and Economic Development, Tonga Government
Siosifa Pomana	Tonga Chamber of Commerce Manager. Former employee of Digicel Telstra and his work focuses on digital transformation for Tonga. Siosifa is also the Tonga Web Host Manager.
Teisa Tupou	Tonga Tourism Authority Officer

THANK YOU FOR THE TECHNICAL SUPPORT:

Vashti Maharaj	Advisor, Digital Trade Policy Commonwealth Connectivity Agenda
----------------	--



