

## FREQUENTLY ASKED QUESTIONS (FAQs)

<b>TRBR CORPORATE</b>	
1. What is TRBR?	TRBR is the acronym for our organisation, the Telecommunications Radiocommunications and Broadcasting Regulator
2. Who is TRBR?	TRBR is an independent government statutory body established under the Telecommunications Radiocommunications and Broadcasting Regulation Act of 2009 as amended by amendment No 22 of 2018.
3. What are the functions of TRBR?	The primary function of TRBR established under the TRBR Act of 2009 as amended by amendment No 22 of 2018 is to regulate telecommunications radiocommunications and Broadcasting. This includes advising the Minister on policy, making of regulations and such other matters that the Minister may request. As part of TRBR's functions, TRBR is required to implement, facilitate and enforce the provision of the Act, grant, vary, suspend and revoke licences and exceptions, allocate telephone number blocks, allocate, assign and manage the radio spectrum. TRBR is also responsible to make sure there is sustainable Telecommunications market competition by promoting fair competition, and consumers of the market are protected on and empowered by the services provided.
4. Why must the telecommunication radiocommunication and Broadcasting sector be regulated?	Independent regulation is essential within a competitive market to prevent or overcome unfair practices amongst operators which may impact on a competitive supply of service to telecommunications and Broadcasting stakeholders; particularly consumers - the end-users of telecommunications and broadcasting services. Businesses worldwide operate to make profit, and some may engage, or try to engage in aggressive marketing or actions that may harm competition and create problems for consumers. TRBR has a key role to protect consumers and promote competition, and one of the mechanisms it does so is through establishing regulatory framework such as guidelines, code of practices, regulations and other TRBR policies that guides the processes of competition, keeps the telecommunication market not only dynamic and participative but fair and affordable. An unregulated telecommunication sector is highly likely to lead to dominance and a lack of competition leading to a market that is not only unfair, costly and, ultimately, unacceptable for the consumers and citizens of Vanuatu in terms of price paid for services and products offered in Vanuatu.
5. Why does Vanuatu need an independent Regulator?	For the reason above and in accordance with the 2007 Telecommunication Policy Statement that ascertained that “with a view towards maximizing institutional efficiencies and promoting user and investor confidence in the sector, an independent regulatory body for the telecommunications in Vanuatu

	<p>will be established". TRBR must always maintain its independence to maintain its integrity and efficacy to its key stakeholders – the Vanuatu Government, Licensees and the citizens of Vanuatu. It is international best practice to have independent views and, most importantly, independent decisions made to support and assist all stakeholders. Given this, it is important that the Regulator listens to and considers, but is not unduly influenced or controlled by, external parties: political parties, government influence or industry players.</p>
<p>6. What are telecommunication service providers?</p>	<p><b>Service provider</b> means a person who:</p> <ul style="list-style-type: none"> <li>(a) provides or is entitled to provide a telecommunications service under a licence or exception; or</li> <li>(b) has applied for a telecommunications licence or exception under the Act;</li> </ul> <p>The types of services provided by service providers include:</p> <ul style="list-style-type: none"> <li>○ The Internet through the Internet Service Providers (ISPs)</li> <li>○ Fixed Line telephony with local, national and International access</li> <li>○ Mobile telecommunications services; including with national, and International access and roaming services</li> <li>○ Satellite communications service</li> <li>○ VSAT communications</li> <li>○ Submarine cable communications services</li> <li>○ Earth stations services</li> <li>○ And many more ...</li> </ul>
<p>7. Who are the telecommunication service providers in Vanuatu?</p>	<p>There are a number of licensee's (businesses who have been given Licences to operate in Vanuatu) including:</p> <ul style="list-style-type: none"> <li>○ Digicel (Vanuatu) Ltd</li> <li>○ Kacific</li> <li>○ 3 Link</li> <li>○ Interchange</li> <li>○ Pacific Link Limited (PLL)</li> <li>○ Spim Limited</li> <li>○ Vodafone Vanuatu Limited</li> </ul>

	<ul style="list-style-type: none"> <li>○ Telsat Broadband Limited</li> </ul>
8. What is ICT?	<p>ICT is the acronym for Information and Communication Technology. It encompasses all services and tools related to telecommunications, communications, Information Technology, Internet, cyberspace, radio and TV, spectrum, computers, etc. Today ICT is becoming a national norm for both the developed as well as the developing countries like Vanuatu. Globally it is becoming a force that is driving modern economies and livelihoods.</p>
<b>CONSUMER and COMPLAINTS</b>	
1. Who is a consumer?	<p>To consume is to use or utilize. Therefore, a consumer is one who uses or utilizes a service or product – an end-user. A citizen who owns or uses a phone to communicate, a laptop or computer to receive and send information, a device to engage in conversations, forums, and business dealings with other telecommunications devices to manipulate and manage information and services is a consumer. A telecommunication consumer is one who uses telecommunications services via the use of ICT.</p>
2. What do I do when I am unhappy about a telecommunication service or product?	<p>As with all complaints involving telecommunications services, you should approach your service provider first, such as Digicel, Vodafone or another licensee who is providing you that service.</p> <p>You must also ensure that you had been through all of your service provider's complaints process. If you are still unhappy with the outcome of your complaint, approach TRBR with information such as names, dates, times, duration of calls, etc. that shows your efforts.</p>
3. I think I am losing data credit. Can TRBR help?	<p>First of all, check the following on your handset (telephone handset).</p> <ul style="list-style-type: none"> <li>• Is my internet access on?</li> <li>• Is my WiFi on?</li> <li>• Is my mobile network - Data Connection on?</li> <li>• Is my Data connection on and data roaming?</li> <li>• Do I have mobile coverage not on Airplane mode</li> </ul> <p>If any of the above is on, turn each one-off and check your credit after that; a little later. If you are still losing credit too quickly, follow the processes and steps above in point 2 of Consumer and Complaints.</p>
4. I am experiencing	<p>Yes. After making attempts and having records or evidence of attempts, you</p>

<p>difficulty contacting my telephone company, can TRBR help?</p>	<p>can approach TRBR with the evidence and TRBR will assist with connecting you to your service provider. This can be done by contacting us on 27621 or email us on <a href="mailto:enquiries@trbr.vu">enquiries@trbr.vu</a>, or visit TRBR's website <a href="http://www.trbr.vu">www.trbr.vu</a> and under Consumer Affairs, go to "online complaint forms "and lodge in your complaints. Or you can visit TRBR opposite Bred Bank, Port Vila.</p>
<p>5. I have cancelled my telephone service, but I am still getting bills.... Can TRBR help?</p>	<p>As with all complaints involving telecommunications services, you should approach your service provider first, whether it is Digicel or Vodafone. You should also ensure that you had been through all of your service provider's complaints process including sending detailed written complaint. If you feel they have not assisted you enough and/or the problem remains, you can come to TRBR with records of your communications and required documents and TRBR will do its possible best to assist.</p>
<p>6. I complained to my telephone operator but they have ignored my complaints. Can TRBR help?</p>	<p>Yes! Bring or forward the copy and records of your complaint to your operator to TRBR. Our Consumer Affairs Officer will assist you in analyzing the problem and advising you on the next step(s).</p>
<p>7. A tower is built on my land, but land rent is not being paid to me? Can TRBR help?</p>	<p>No! TRBR can only provide advice on the processes involved but cannot solve your problem. Non-payment of land rent is not a primary telecommunication service complaint so TRBR cannot fully resolve your problem. That must be addressed with the owner of the tower.</p>
<p>8. So what issues can TRBR assist with?</p>	<p>Your complaint should be related to the services, or lack of service, provided by your telecommunication service provider and/or the related network infrastructure. The nature of the complaints may include the following:</p> <ul style="list-style-type: none"> <li>•Quality of Service such as Disruption / Faults in service, Poor QoS, Unreliable service, etc.</li> <li>•Matters related to Billing i.e. Overcharging, Unjustified deductions / Tariffs, Disconnections of service, Unclear billing etc.</li> <li>•Poor Customer Service in terms of handling Consumer Complaints i.e. Refusal to assist, ignored consumer complaint etc.</li> <li>•Misleading Marketing Communication and Practices e.g. Misleading advertisement, hiding facts about service and tariffs etc.</li> <li>•Network Coverage issues</li> <li>•Issues related to Operators infrastructure.</li> </ul>

	<ul style="list-style-type: none"> <li>•Contracts i.e. non-fulfillment of contract terms, unclear terms, etc.</li> <li>•Any other complaints regarding the provision of telecommunications services in Vanuatu and other unfair practices within the market.</li> </ul>
<p>9. Where do I find TRBR, and what do I do?</p>	<p>The TRBR Office is located in the Old Rossi Ocean Walk building opposite the Bred Bank. Talk to the receptionist who will put you in touch with the Consumer Affairs Officer who will assist you to complete a consumer complaints form. If you are unable to approach the office, you can find TRBR online at <a href="http://www.trbr.vu">www.trbr.vu</a> or email us at <a href="mailto:enquiries@trbr.vu">enquiries@trbr.vu</a> or contact us on 27621.</p>
<p>10. What if after TRBR's attempts, I am still not satisfied with the outcome of TRBR's actions and decisions?</p>	<p>The consumer should make their own decisions and consider other alternatives. Having said that, rest assured that TRBR will do its very best to assist you.</p>