

TRR Presentation to the Hon. Prime Minister & Minister for Telecommunications/ICT

At TRR's Office
1st April 2014



Telecommunication &
Radiocommunication
Regulator



The Government
of The Republic
of Vanuatu

Agenda

- Key 2013 Achievements
- Major issues and challenges
- TRR focus for 2014 and priorities
- Key sector indicators



Key 2013 Achievements

- TRR's focus was firmly fixed on both consumers & UAP provision:
 - Increased consumer awareness - & Schools debate
 - Input & support of critical GOV policies, with TRR being given an enhanced role & UAP implementation manager
- TRR worked with & provided strong support to OGCIO in the organisation of Vanuatu's now Annual National ICT Day Celebrations (with over 2500 attendees).
- Ensured competition within the sector: Submarine cable, Regulatory instrument (RIO) developed, new Internet licensee, revoked TVL's dominance in retail mobile market, market statistics gathered, facilitated TVL & Can'L transfer of licence control.
- World Bank Support – Grant - extension until 2016.
- Rensarie Broadband Pilot supported and assisted towards full self-sustainability from 1 December 2013.
- 31 December 2013 Market indicators in aggregated form will be provided in 2013 Annual Report: *first time* accurate and up to the moment statistics available (achieved through cooperative working)



Major issues and challenges

- Considered & putting in place a range of **sustainability options for TRR leading up to after June 2016**: Building capacity, cutting costs, mindful of need to have appropriate number of experienced staff to meet future challenges with awareness of budgetary impact.
- Ensuring & maintaining independence of TRR: Critical and GOV National ICT Policy recognized this.
- Crucial for TRR to make the appropriate decisions on behalf of consumers, and to ensure level playing field for sustainable competition resolutions. Must be based on transparency, natural justice, evidence based with awareness of impact of decisions.
- TRR is a light touch Regulator: consumer focus and retail regulation.
- Implementing UAP Policy. **Our key challenge**:
 - Significant challenge for industry to meet 1 January 2018.
 - Operators must focus on unserved areas and underserved areas.
 - Will build industry maturity & cooperative approach: towards rollout of services, co-location options, *play or pay*.
 - Will drive improved QoS, access to and provision of t/comm's services
 - Safe use of internet and low literacy rate challenges



Major issues and challenges

- Impact of UAP on *all* TRR's work & priorities. UAP is TRR's highest priority & focus for 2014.
- Consumer challenges:
 - TRR has a key role in assisting consumer understanding & recognition of usage & benefits of ICT's.
 - Adaption to new technologies (e.g. elderly) – through youth.
 - Lack of human resources to maintain ICT/telecom equipment e.g. broken laptop/IPAD.
 - Lack of current competition in some areas, no consumer choice available.
- Monitoring QoS and service provision in rural areas challenges:
 - Geographical locations: topology and demographic.
 - Remoteness of islands.
 - Human resource capacity.



TRR focus for 2014 and priorities

- Implementation of UAP Policy & different streams of UA:
 - Through the innovative, challenging UAP: and potential model for other countries to follow.
 - UAP/ICT initiatives (connecting schools, communities, 1000 tablets, internet café's).
 - APT Telecentre project & other UA initiatives.
- Quality of Service and Mobile coverage.
- Consumer Awareness and Education Programs
 - More consumer awareness campaigns at all levels
 - Child online protection.
 - Consumer Protection Regulation
- More detailed market statistics for assessment of Telecommunications/ICT development in Vanuatu: valuable tool for GOV, donors, stakeholders; trends, opportunities.
- Effectively managing Country Code Top Level Domain Name (ccTLD) .Vu
- Monitoring of market behavior and license obligations.
- Working towards ensuring TRR's sustainability.



End: Questions?

