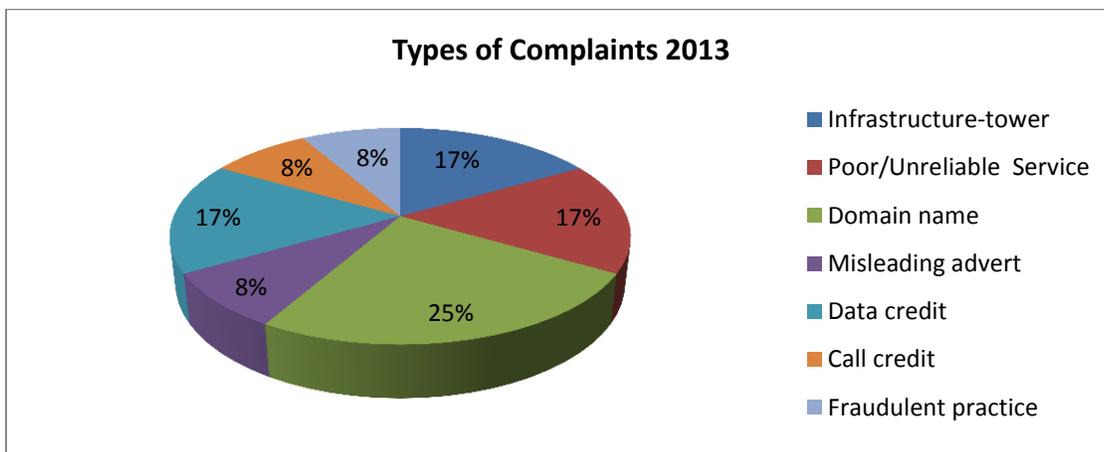


Consumers drive changes - hence, they must be protected

TRR, among its many roles, proactively engages in a range of consumer protection activities, including intervening on behalf of consumers and mediating telecommunications complaints brought to our attention. TRR is actively engaging with consumers and is implementing its Consumer Awareness Protection Plan, which was developed in late 2013.

One of TRR's highest priority matters is to focus on consumer awareness and education, to assist consumers and minimize the number of complaints received. This approach assists both the providers of telecommunications services and end users (customers).

TRR receives arrange of complaints and these are shown and categorized in the chart below:



Above: Pie chart showing Types of complaints TRR intervened and mediated in 2013

In 2013, to heighten consumer awareness, TRR held monthly meetings with its Business and Consumer Advisory Groups (BAG & CAG). The BAG & CAG meetings continued in 2014, but they are now on a quarterly basis building on the increased awareness. In these meetings, common issues faced by the consumers are discussed and TRR has utilized this feedback to develop an appropriate Regulatory framework and response that is best suited for such issues.

Through its activities and communication within communities and with church groups and schools, it has become apparent to TRR that consumers need to be made more aware of their rights, responsibilities and to learn to, and how to, ask questions when in doubt.

Consumers are key drivers to many positive changes at all levels of development in Vanuatu, yet are vulnerable in many ways. TRR, in its effort to address this, has established and continues to fine-tune its consumer regulatory framework that assists development of appropriate responses and deliverables in terms of consumer protection and with the Telecommunications Industry at large.

A key initiative to assist consumers is TRR's introduction of a regulation addressing certain consumer protection issues to:

- Help implement, facilitate and give effect to the statutory consumer protections in respect of Part 8 of the Act by imposing requirements and establishing consumer protection procedures
- Formalizing TRR's oversight of the terms and conditions under which telecommunications services are supplied to consumers to ensure that they are reasonable, appropriate and sufficient.
- Ensuring consumers are given sufficient information about the capabilities and limitations of their telecommunications services, and the terms and conditions under which it is provided.
- Establishing the minimum requirements and conditions must be made available from operators to protect consumers.
- Strengthen customer relations and protection within the telecommunications sector.
- Assist all licensees to develop their customer practices and service guarantees in accordance with Part 8 of the Act

The draft Telecommunications Consumer Protection Regulation is currently undergoing public consultation, and is now made available for review, public feedback and comments. This draft Regulation can be obtained from our website (www.trr.vu), by visiting our office, or making a request to TRR: (678) 27621 or (678) 27487; or enquiries@trr.vu.

TRR welcomes and invites comments and feedback on this consultation document from all interested parties.

We also welcome any consume awareness and protection initiatives that you may have.