



Government of
The Republic
of Vanuatu



Telecommunication &
Radiocommunication
Regulator

PO Box 3547
Port Vila
Vanuatu
Tel: +678 27621

EXCITING TIMES FOR BROADBAND USERS IN PORT VILA

An increase in access to and use of broadband services - particularly mobile broadband - is expected to derive Vanuatu's economy and the benefit that brings to consumers, including faster speeds and lower costs. The use of Telecommunications/ICT technology saves businesses time and money, and provides consumers with enhanced products and services.

It is evident that in developed countries such as Australia, mobile broadband has reduced costs and been one of the biggest drivers of productivity improvement; as well as increasing services and benefits to users. It is also evident that for small businesses, it has placed them in a better position to make more money and offer better services.

People may ask how mobile broadband services could elevate the growth of the economy of Vanuatu. There are numerous explanations but one answer is evident by improved access and capacity through the submarine cable and the increasing service this will facilitate.

The submarine cable reached Vanuatu shores in November 2013. Since then, service providers as well as consumers have been looking forward to better internet services in terms of speed, bigger download/upload capacity and reduced tariffs.

After months of commercial negotiations and bargaining, most existing service providers are now connected to the submarine cable with the aim of giving their customers improved and wider services. Connection to high-speed broadband internet offered by numerous service providers will result in a wider variety of new services and better prices offered to consumers.

It is indeed an exciting time, but it could also be overwhelming time for consumers who will be faced with some tough decisions to make in terms of choice in mobile broadband (internet) connectivity. Both business and individual consumers need to make wise decisions and choices in connecting to broadband internet through the submarine cable.

The roll out of Telecommunications/ICT services through the Government's, Universal Access Policy – connecting those that do not have access to broadband services - will add

social and economic value and benefit. By January 2018, 98% of Vanuatu's population will have access to not just mobile voice coverage but also mobile or other broadband coverage.

TRR wishes to assist consumers with the following tips:

1. Make sure that you fully understand any agreement or products offer before making a commitment.
2. There are terms such as "unlimited", "free", "bonus", etc. which will be used. Be sure that you seek clarification of what that actually means, and, do NOT make assumptions.
3. Ask questions if you are unsure of your potential service provider and/or TRR.
4. Request help if you need it. Your service providers are keen to provide assistance.
5. Use the internet wisely and safely, through responsible participation in social media so downloading appropriate content and engaging in legal online activities is the way to go; and that way you won't regret your actions.
6. Understand market advertisements before you purchase or agree to any service or products.
7. Read the fine print of the advertisements to ensure you fully understand what is expected and being provided - again asking questions if you not understand.

If you want to know more about mobile broadband, listen to FM 107 on Friday 11 April at 12.00pm and participate in the FM107 Talk back show on Tuesday 29 April at 12 noon. You are also invited to come, learn, gain and share during the celebrations of the National ICT day which will take place on the 16th and 17th of May 2014 at the Sea Front.