



Telecommunications &  
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# TRR 2014 and onwards Work Plan

**2014 and onwards  
1 January 2014**

This Work Plan has been developed with the objective of informing our stakeholders of the priority work items being undertaken by the Vanuatu Telecommunications Regulator (TRR) in carrying out the duties as set out in the Telecommunications and Radiocommunications Act 2009

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## 1. VISION, MISSION & VALUES

The Vision, Mission and Values of the Telecommunications and Radiocommunications Regulator, are set out below and articulate the view TRR holds of the future.

### VISION

A communications environment that enriches the social, cultural, customs and commercial fabric of Vanuatu.

### MISSION

To develop a competition led market for the provision of innovative information and communications services, available to all, which: **encourages** sustainable, economically efficient investment; **respects** the interests of consumers; **fosters** ecologically friendly initiatives; and **supports** the social, cultural, customs and commercial welfare of Vanuatu.

To continue to build as an exemplar regulator within the region through thought leadership and to be the employer of choice by: **investing** in our people to develop a professional, passionate team; **transparency** and **fairness** in operations; and **adherence to quality assurance.**"

### VALUES

#### Inspiring:

Our imagination, clarity of thought and clear leadership stimulates innovative thinking that meets the needs of tomorrow.

#### Commitment:

Our drive and determination to achieve excellence, our discipline in the execution of our duties, our focus on the development of our team, and our sense of responsibility instil passion for the development of Vanuatu.

#### Respect:

Our respect for each other is ensured by listening, collaborating and having consideration for each other, the public and licensees we work for, the rule of law, confidentiality, intellectual property, customs, environment, and future generations.

#### Balanced:

Our evidence based approach to decision making and our adaptability to ensure that we remain proportionate, consistent, fair and just.

#### Transparency:

Our open and inclusive approach to regulation ensures that we are held responsible and our

actions and decisions are understood.

## 2. OVERVIEW

- 2.1 In setting out the 2014 and Onwards Work Plan the Telecommunications & Radiocommunications Regulator (TRR) has reviewed and considered:
- a) the progress made in the sector since the creation of the Office of the TRR in 2008;
  - b) issues which are of concern to the industry and stakeholders through a series of discussions and meetings;
  - c) the National economic and social policies and programs being pursued by the Government;
  - d) TRR's Vision, Mission and Values; and
  - e) whether new Regulatory instruments are required and the fitness for purpose of the existing instruments.
- 2.2 The Work Plan is centered on the following key themes:
- a) Economic and social support, in particular for unserved and underserved areas;
  - b) Telecommunications sector development;
  - c) Safeguard interests of consumers;
  - d) Information and Communications Technology Services (ICT) Transition ;
  - e) Institutional strengthening.
- 2.3 The actions under ICT Transition take account of the reality that the growth in higher speed internet services will result in the convergence of services between Broadcasting and Telecommunications. In addition to voice, data and internet customers will use the internet to receive, radio and TV channels as well as downloading music and films.
- 2.4 The Work Plan draws on the Government's Priority Action Agenda (PAA) and its 2007 Telecommunications Policy Statement actions in ensuring ICT for all, the Government's 2013 National ICT Policy, its 2013 Universal Access Policy and its 2013 Cybersecurity Policy.
- 2.5 The following tables present the work tasks under identified themes.
- 2.6 The Work Plan presents a set of work items that will be the core of activities managed by the Regulator's Office.

## 3. 2014 PRIORITY PROJECTS

- 3.1 The following are the **top priority** themes and focus for TRR for 2014:

### **Market & Competition**

- TRR Implementation of the Government UAP & all UA and ICT initiatives including connecting a school, connecting a community policy
- Develop Telecommunication Market Indicators
- Establish a Market Database

## **Engineering**

- Assessment of industry compliance with the Quality of Service (QoS) Guidelines
- Mobile signal coverage Audit
- Improve TRR's National Telecommunications GIS Database (NTGD)
- Radio Spectrum Audit & Review of Spectrum Master Plan
- New Radio Apparatus and Spectrum Fees Schedule

## **Internet Governance**

- Establish an Internet Industry Code of Practice
- Vanuatu Child Online Protection
- .vu ccTLD Management and Administration
- Audit and Review Vanuatu's .vu ccTLD Domain Market arrangements

## **Consumer Affairs**

- Promote Consumer Awareness through the Consumer Awareness Protection Plan (CAPP)
- TRR Consumer Guidelines: Terms & Conditions for Telecommunication Services Provision
- Increasing Consumer Education and Awareness
- Capacity Building for Consumer Community Champions
- Consumer Code of Practice

## 4. TRR WORK PLAN 2014 AND ONWARDS

| TRR Priority Projects           |  |   |                               |                                      |             |                       |                        |
|---------------------------------|--|---|-------------------------------|--------------------------------------|-------------|-----------------------|------------------------|
|                                 | Project Name   | Brief Description   | Priority (1 highest-3 lowest) | Rationale                            | Year(s)     | Indicative Start date | Indicative Finish date |
| <b>Market &amp; Competition</b> |  |   |                               |                                      |             |                       |                        |
| 1                               | <b>TRR Implementation of the Government UAP &amp; all UA and ICT initiatives, including connecting a school, connecting a community policy</b> | To analyze, review & implement appropriate UA initiatives, with a focus on underserved or un-served areas.                                    | 1                             | Implementation of GOV policy         | 2013 - 2018 | Q4/2013               | Q1/2018                |
| 2                               | <b>Develop Telecommunication Market Indicators</b>   | Objective is to facilitate development of the Telecommunications Sector. Gathering market statistics is an important tool for this.           | 1                             | Regulatory Tool                      | 2013 - 2014 | Q1/2013               | Q4/2014                |
| 3                               | <b>Establish a Market Database</b>   | To store telecommunications sector data indicators for statistical reporting and market review.   | 1                             | Regulatory Tool                      | 2013 - 2014 | Q1/2013               | Q4/2014                |
| <b>Engineering</b>              |  |   |                               |                                      |             |                       |                        |
| 4                               | <b>Assessment of industry compliance with the Quality of Service (QoS) Guidelines</b>  | Conduct QoS measurements to ascertain compliance with the established QoS Guidelines; publish consumer QoS data and take action as necessary. | 1                             | Regulatory Tool and Consumer Support | 2013 - 2015 | Q3/2013               | Q4/2015                |

|   |  |   |   |                                      |             |   |                    |
|---|--|---|---|--------------------------------------|-------------|---|--------------------|
| 5 | <b>Mobile signal coverage Audit</b>                                  | Conduct nation-wide mobile signal coverage audit as part of TRR's reporting and for effective planning and management of spectrum in Vanuatu.   | 1 | Regulatory Tool and Consumer Support | 2013 - 2015 | Q3/2013   | Q4/2015            |
| 6 | <b>Improve TRR's National Telecommunications GIS Database (NTGD)</b> | Upgrade the NTGD to develop and maintain coverage maps of existing and planned telecom operator services with spatial data, demographic and economic services, overlaid for useful analysis. Will also significantly assist UAP implementation. | 1 | Regulatory Tool and Consumer Support | 2013 - 2014 | Q4/2013   | Q4/2014            |
| 7 | <b>Radio Spectrum Audit &amp; Review of Spectrum Master Plan</b>     | Conduct first major spectrum audit and review since liberalization in 2008; update the radio spectrum master plan appropriately.  | 1 | Regulatory Tool                      | 2013 - 2014 | Q3/2013 (Plan)<br>Q1/2014 (Audit)                                 | Q4/2014<br>Q4/2015 |
| 8 | <b>New Radio Apparatus and Spectrum Fees Schedule</b>                | Review, update and implement a new Radio Apparatus Fees Schedule/regime. Consider the appropriateness of establishing a fees schedule for radio spectrum.   | 1 | Regulatory Tool                      | 2014-2016   | Q1/2014 (Radio Fees Schedule)<br>Q4/2014 (Spectrum Fees Schedule) | Q4/2014<br>Q1/2016 |

| Internet Governance |  |  |   |                                      |             |         |         |
|---------------------|--|--|---|--------------------------------------|-------------|---------|---------|
| 9                   | <b>Establish an Internet Industry Code of Practice</b> | Conduct second round of public consultation and finalize the draft Internet Industry Code of Practice.   | 1 | Consumer Support                     | 2012 – 2014 | Q4/2012 | Q3/2014 |
| 10                  | <b>Vanuatu Child Online Protection</b>                 | Develop and implement a strategy for establishing a child online protection program for Vanuatu minors so that they can experience a safe and rich internet environment. | 1 | Consumer Support                     | 2013 - 2014 | Q3/2013 | Q3/2014 |
| 11                  | <b>.vu ccTLD Management and Administration</b>         | Consult with industry to develop and implement appropriate .vu ccTLD domain namespace policies.  | 1 | Regulatory Tool and Consumer Support | 2013 - 2014 | Q1/2013 | Q4/2014 |



|                         |   |  |   |                                      |             |         |         |
|-------------------------|---|--|---|--------------------------------------|-------------|---------|---------|
| 12                      | <b>Audit and Review Vanuatu's .vu ccTLD Domain Market arrangements</b>                          | Consult with industry on the efficacy and suitability of current .vu ccTLD Domain Market arrangements. Review Technical & Administrative Management arrangements in Vanuatu.                         | 1 | Regulatory Tool and Consumer Support | 2013 - 2014 | Q2/2013 | Q4/2014 |
| <b>Consumer Affairs</b> |   |  |   |                                      |             |         |         |
| 13                      | <b>Promote Consumer Awareness through the Consumer Awareness Protection Plan (CAPP)</b>         | To implement the CAPP to increase consumer awareness of telecom services and products leading to improvement of consumer input into telecommunications regulation and consumer to be better informed | 1 | Consumer Support                     | 2014 - 2015 | Q1/2014 | Q4/2015 |
| 14                      | <b>TRR Consumer Guidelines: Terms &amp; Conditions for Telecommunication Services Provision</b> | Establish Guidelines for the Terms and Conditions that operators must follow in providing telecommunications services, and handling contractual obligations & complaints.                            | 1 | Consumer Support                     | 2013 - 2014 | Q2/2013 | Q3/2014 |
| 15                      | <b>Increasing Consumer Education and Awareness</b>  | Building on the CAPP, and in implementing the National ICT Policy, establish TRR's Consumer Education Awareness Program  | 1 | Consumer Support                     | 2014 - 2015 | Q1/2014 | Q4/2015 |

|                                    |  |  |   |   |             |         |   |
|------------------------------------|--|--|---|---|-------------|---------|---|
| 16                                 | <b>Capacity Building for Consumer Community Champions</b>                            | TRR will identify and provide basic training for rural community champions towards consumer empowerment, and awareness in rural areas. | 1 | Consumer Support                          | 2014 - 2015 | Q2/2014 | Q4/2015   |
| 17                                 | <b>Consumer Code of Practice</b>   | Consumers must be informed and be protected. A Code will provide guidance towards this.  | 1 | Consumer Support                          | 2014        | Q1/2014 | Q3/2014   |
| <b>Other TRR Priority Projects</b> |  |  |   |   |             |         |   |
| <b>Market &amp; Competition</b>    |  |  |   |   |             |         |   |
| 18                                 | <b>Develop Retail Tariff Notification Guidelines &amp; a Tariff Database</b>         | Provide guidance to all licensees when submitting or filing tariffs.   | 2 | Regulatory Tool                           | 2013 - 2014 | Q4/2013 | Q2/2014   |
| 19                                 | <b>Telecommunications License Regulation</b>   | Develop a Regulation to establish which vendors may operate under a general user license.  | 2 | Regulatory Tool                           | 2014 - 2104 | Q1/2014 | Q2/2014   |
| <b>IT Support</b>                  |  |  |   |   |             |         |   |
| 20                                 | <b>Complete the upgrade of TRR's Website and, particularly, towards e-efficiency</b> | Finalize the upgrade of TRR's website towards e-efficiency   | 2 | Effective Communications with and for TRR | 2013        | Q1/2013 | Q1/2014 (Launch new website)<br>Q4/2016 (E-Business capability) |

|                    |   |  |   |                                      |             |         |         |
|--------------------|---|--|---|--------------------------------------|-------------|---------|---------|
| 21                 | <b>Develop Guidelines to minimize the effect of SPAM</b>                                      | Consult, develop and publish Guidelines to minimize the effect of SPAM   | 2 | Consumer Support                     | 2013 - 2014 | Q4/2013 | Q4/2014 |
| <b>Engineering</b> |   |  |   |                                      |             |         |         |
| 22                 | <b>Consult with Industry and Determine how the 700 MHz LTE Spectrum Might be Proportioned</b> | Conduct public consultation on the proportion of 700 MHz spectrum in order to determine its efficient allocation and use.            | 2 | Regulatory Tool                      | 2014 - 2015 | Q1/2014 | Q4/2014 |
| 23                 | <b>Short Codes Review</b>   | Review industry's implementation of the Short Codes for Emergency Services and the On Net short codes assignment.                    | 2 | Regulatory Tool                      | 2013 - 2014 | Q1/2013 | Q3/2014 |
| 24                 | <b>National Numbering Plan - Numbering Working Group</b>                                      | Establish a Numbering Working Group (NWG) to address numbering issues and provide guidance on future National Numbering Plan review. | 2 | Regulatory Tool                      | 2013 - 2014 | Q2/2013 | Q2/2014 |
| 25                 | <b>Fixed microwave services band plan</b>   | Consult with stakeholders and develop a fixed microwave services band plan.  | 3 | Regulatory Tool                      | 2014        | Q3/2014 | Q3/2015 |
| 26                 | <b>Radiation Guidelines</b>   | Consult, develop and publish a Radiation Guidelines.   | 3 | Regulatory Tool                      | 2014        | Q2/2014 | Q4/2014 |
| 27                 | <b>Radiation Measurements</b>   | Conduct measurements for license compliance.   | 3 | Regulatory Tool and Consumer Support | 2014 - 2015 | Q1/2015 | Q3/2015 |

| <b>Internet Governance</b> |  |   |   |                  |             |         |         |
|----------------------------|--|---|---|------------------|-------------|---------|---------|
| 28                         | <b>State of Vanuatu Internet Market and Online Environments</b>          | Acquire internet market statistics for reporting purposes and to assist policy and decision makers; to determine appropriate internet related guidelines and regulations. | 2 | Regulatory Tool  | 2013 - 2014 | Q1/2014 | Q4/2014 |
| 29                         | <b>Promote Awareness of DNSSec (DNS Security)</b>                        | Promoting and educating industry on the need to secure the DNS servers in Vanuatu and especially the ISPs and ccTLD.  | 3 | Other            | 2013 - 2014 | Q1/2013 | Q4/2014 |
| <b>Consumer Affairs</b>    |  |   |   |                  |             |         |         |
| 30                         | <b>Continue to Support TRR's Consumer &amp; Business Advisory Groups</b> | Increase efforts to improve consumer/business input into telecommunications regulations, with a focus on rural areas  | 2 | Consumer Support | 2014        | Q1/2014 | Q4/2014 |
| 31                         | <b>Establish FAQs on Regulatory issues</b>                               | To educate and protect Consumers  | 2 | Consumer Support | 2014        | Q1/2014 | Q4/2014 |
| <b>LEGAL</b>               |  |   |   |                  |             |         |         |
| 32                         | <b>Audit the current License regime (Telecom)</b>                        | Conduct and review the current License regime (Telecom), for fitness for purpose.   | 3 | Legal Obligation | 2014        | Q1/2014 | Q4/2014 |

|    |   |   |   |                 |      |         |         |
|----|---|---|---|-----------------|------|---------|---------|
| 33 | <b>Support Gov't in developing its Cybercrime Act</b> | Provide effective support to Government/Working Group on the making of the Cybercrime Act | 3 | Regulatory Tool | 2014 | Q1/2014 | Q4/2014 |
|----|---|---|---|-----------------|------|---------|---------|

## 5. INTERNAL TRR PROJECTS

TRR also has a variety of new internal projects it is managing and/or intends to commence.