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The Republic
of Vanuatu



Telecommunication &
Radiocommunication
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PRESS RELEASE

TRR AND POLICE SIGN MOU TO CLAMP DOWN ON HOAX AND NUISANCE CALLS TO EMERGENCY SHORT- CODE NUMBERS

On the 17th July 2012 the Telecommunications and Radiocommunications Regulator (TRR) and the Vanuatu Police Force (VPF) signed a memorandum of understanding (MOU) to collaborate on ensuring that the recently implemented 11x Emergency short-code numbers are free from abuse by the general public.

Under the direction of the DG of the Ministry of Internal Affairs, George Bogiri, the

Telecommunications and Radiocommunications Regulator in conjunction with Digicel & TVL have on 19th December 2011, implemented the following emergency short-code numbers:



- 111 Police**
- 112 Hospital**
- 113 Fire**
- 114 Marine**
- 115 Promedical**

Since the emergency short-code number implementation, in December 2011, emergency agencies have received a significant number of hoax or nuisance calls causing problems and interfering with the proper functioning of emergency services, putting people lives in danger.

The aim of the MOU signed, on 17th July 2012, is to create a partnership between the telecommunications industry via the TRR and the Police to monitor, investigate and or prosecute individuals who persistently make nuisance telephone calls through the short code emergency numbers established by the Government.



As part of the collaboration, TRR has worked with Digicel and TVL and have authorised them to prevent the withholding of phone numbers when dialing an emergency service number. This means that regardless whether a number is withheld by the caller, it will be seen by the emergency services. Therefore, hoax callers will not now be able to hide behind blocking their number.

If an emergency service identifies a hoax caller they will provide the telephone number to the Police who will take firm action in catching any offenders. Hoax and nuisance calls will be investigated and callers possibly prosecuted.

The Telecommunications Regulator, Alan Horne said at the signing ceremony “The MOU and the Authorisation Order signed today, enables all calls to emergency numbers to be traced in order to assist analysis and take action against any malicious, hoax and nuisance callers.” He went on to say “People who persistently make hoax calls, nuisance and malicious calls to emergency services please be warned that your telephone number will be provided to the Police for investigation”.

The Acting Police Commissioner, Arthur Caulton said “The signing of the MOU for collaboration is an important milestone. I am calling on all parents, guardians and school teachers to inform their children who have access to mobile telephones to be aware of the new measures.” He went on to say “We take complaints against people who hamper the working of emergency services and put lives in danger very seriously. We will investigate and track down offenders working hand in hand with TRR, the operators and emergency services.”

The emergency services agencies welcomed the move stating that they were very disappointed in the irresponsibility of a few people and children who hamper their life saving work. The Operations Manager of Promedical Ambulance Service, Michael Benjamin congratulated stakeholders for getting to this point. He stressed the importance for everyone to work together to save lives.

The operators stated that they fully supported the move and will fully collaborate with the Police in assisting identification and location of malicious callers to bring them to justice. TVL’s Commercial and

Marketing Manager, Gerome Guicherd and Digicel's Chief Technical Officer, Sajjad Ahmed pledged support from their respective phone companies to assist the police in fighting hoax and nuisance calls.

About TRR: The Telecommunications and Radiocommunications Regulator (TRR) is the Telecommunications industry Authority. TRR was established under the Telecommunications and Radiocommunications Regulation Act No. 30 of 2009 with the overall responsibility to facilitate the development of the telecommunications sector and manage radio-frequency spectrum in order to promote national social and economic development.

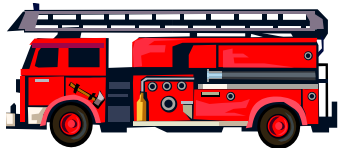
For more information please visit www.trr.vu, phone +678 27621 or email enquiries@trr.vu.



111 Police



112 VCH Ambulance



113 Fire



114 Ports & Harbour



115 Promedical

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