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The Republic
of Vanuatu



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TRR Consumer Awareness and Protection Plan for 2014 and Beyond

TRR Consumer Awareness
and
Protection Plan
2014 and Beyond
(CAPP)

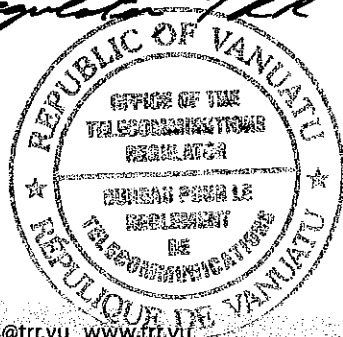
The CAPP intends to inform stakeholders and the TRR Team, of the various consumer oriented priorities, set out in the TRR 2014 and Onwards Work Plan. The CAPP is also intended to highlight common ground where the joint efforts of all partners are necessary to achieve a common goal, in this case one where Vanuatu citizens are educated, protected and empowered. It may also act as a progress monitoring guide.

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1. INTRODUCTION

Consumers are recognized to be drivers of the economy and are influential in developing markets. Consumer behavior prompts innovation, which in turn generates a vibrant market. In telecommunications markets, consumers are critical to the operators for their revenue, to government and society generally; hence, the need for them to be educated, empowered and protected, as stipulated in Part 8 of the 2009 Telecommunications and Radiocommunications Act of 2009 (the Act).

The consumers - customers of telecommunications services - are a major focus for TRR. This document recognizes this focus and establishes our Consumer Awareness and Protection Plan (CAPP) for 2014 and Beyond. It provides a framework within which TRR will manage its consumer affairs activities. Similarly, it puts in place directives including programs and projects which will assist TRR to achieve its consumer objectives, as well as how these will be implemented, managed and monitored. The CAPP also highlights common ground where joint efforts from the TRR Team and our stakeholders are necessary to achieve a common goal; in this case one where Vanuatu citizens are educated, protected and empowered.

Implementation of this plan will commence in 2014. It will be updated annually thereafter.

It is anticipated that at the completion of projected plans and programs established herein, Ni-Vanuatu consumers should be better protected and better educated; as called for in the National ICT policy (*Part IV Section 2. Specific Priorities Priority 5) Building trust (Mitigation, Risks, Threats related to the ICT Development)*). Through this Plan, TRR wishes to contribute to achieving the national vision of "A Just, Educated, Healthy and Wealthy Vanuatu."

2. ROLE OF TRR

The main function of TRR stipulated under Part 2 Section 7 subsection (1) of the Act "*is to regulate telecommunications and radiocommunications*" in Vanuatu. The regulatory function of TRR encompasses a wide range of duties including that of protecting citizens of the country; who are consumers of telecommunication services. Hence, TRR wishes to take a leading role on raising and implementing consumer awareness and protection mechanisms, programs, initiatives and activities in the Telecommunications/ICT sector.

Part 8 of the Act also establishes TRR's guiding mechanism on actions to be taken to telecommunication consumers; another reason for the development of this document. TRR, through the CAPP, is outlining some of the working instruments it will develop/has developed; such as the Consumer Protection Guideline, the Advertising Guideline, the Competition Guidelines, the Internet Regulatory Practices and other Regulatory tools.

Building on from TRR's working instruments and regulatory tools, this document provides a guideline within which TRR will function to ensure consumers are educated on their rights, their responsibilities, their expectations, their obligations and the protection mechanisms, as well as who they may refer to if their rights, as telecommunication consumers, have been violated, or they feel that they have been unfairly treated by telecommunication and radiocommunications service providers. The Act specifies the need for consumer' protection and this CAPP is the guide that TRR will adopt for the implementation and fulfillment of that aim.

3. ROLE OF LICENSEES

In the Act, a licensee is defined as *"a person who holds either a license issued pursuant to this Act or a prior license."* A Service Provider is defined as *"a person who: (a) provides or is entitled to provide a telecommunications service under a license or exception; or (b) has applied for a telecommunications license or exception under this Act."* These terms are often used interchangeably and for the purpose of this document, the term 'licensee' will be applied as a utility term for both.

Parts 5-9 of the Act outline the various roles of the licensees to each other, to TRR and to the Government. Part 8 "Customer Relations and Protection" outlines the obligations of the licensees to their customers including:

- Section 39 Fair dealing practices
- Section 40 Personal Information
- Section 41 Complaints Handling and redress and Dispute resolution
- Section 42 No unjustified discriminatory
- Section 43 Terms of Service.

Clauses 15 to 16 of the telecommunications licenses of the licensees stipulate mandatory requirements linking to the above bullet points of the Act.

These roles are reiterated and specified in detail in TRR's guidelines such as the:

- Advertising Guidelines
- Competition Guidelines
- Consumer Protection Guidelines
- Quality of Service Guidelines.

4. ROLE OF CONSUMERS

Consumers referred to in this document denote citizens who utilize telecommunication services. The Act defines them as an end user, *"a person who is the ultimate recipient of a telecommunications service..."* Currently, in Vanuatu, there is little public documentation defining the rights and responsibilities or roles of consumers.. TRR recognizes that it needs to, and will, play a leading role in respect of consumers of telecommunications services; particularly in raising awareness and developing protection mechanisms. The development of this CAPP is a key step and facilitator. In general terms, Vanuatu citizens, being part of the global community, and Vanuatu being an active member of the United Nations, can draw from the five consumer roles summarized concisely by Consumer International¹ as:

- **Critical awareness** - consumers must be awakened to be more questioning about the provision of the quality of goods and services.
- **Involvement or action** - consumers must assert themselves and act to ensure that they get a fair deal.

¹ Consumers International (CI) is the world federation of consumer groups that, working together with its members, serves as the only independent and authoritative global voice for consumers.

- **Social responsibility** - consumers must act with social responsibility, with concern and sensitivity to the impact of their actions on other citizens, in particular, in relation to disadvantaged groups in the community and in relation to the economic and social realities prevailing.
- **Ecological responsibility** - there must be a heightened sensitivity to the impact of consumer decisions on the physical environment, which must be developed to a harmonious way, promoting conservation as the most critical factor in improving the real quality of life for the present and the future.
- **Solidarity** - the best and most effective action is through cooperative efforts through the formation of consumer/citizen groups who together can have the strength and influence to ensure that adequate attention is given to the consumer interests.²

Consumers worldwide have eight basic consumer rights.³ These are:

- **The right to satisfaction of basic needs** - To have access to basic, essential goods and services: adequate food, clothing, shelter, health care, education, public utilities, water and sanitation.
- **The right to safety** - To be protected against products, production processes and services that are hazardous to health or life.
- **The right to be informed** - To be given the facts needed to make an informed choice, and to be protected against dishonest or misleading advertising and labelling.
- **The right to choose** - To be able to select from a range of products and services, offered at competitive prices with an assurance of satisfactory quality.
- **The right to be heard** - To have consumer interests represented in the making and execution of government policy, and in the development of products and services.
- **The right to redress** - To receive a fair settlement of just claims, including compensation for misrepresentation, shoddy goods or unsatisfactory services.
- **The right to consumer education** - To acquire knowledge and skills needed to make informed, confident choices about goods and services, while being aware of basic consumer rights and responsibilities and how to act on them.
- **The right to a healthy environment** - To live and work in an environment that is non-threatening to the well-being of present and future generations

These rights are important, and are also applicable in respect of telecommunications services.

Equally important to consumer rights, are consumer obligations, referred to as consumer responsibilities, defined above. It is therefore critical that consumers take necessary steps to be educated, empowered and protected, and TRR has a key role in promoting this and assisting their awareness.

Linking the knowledge and understanding of the above, the consumers of the Telecommunications/ICT industry also have a role to play towards their protection from fraudulent, unfair practices, high billing rates of services, unclear terms of services, unsecured personal information, un-secured privacy, disclosure of

² Consumer International interpretation and translation of the UN Guidelines for Consumer Protection, 2003

³ <http://www.consumersinternational.org/who-we-are/consumer-rights/#.UoRdJxS2uk>

private and confidential information through expressing their dissatisfaction and complaints to their service provider(s) and, where appropriate, to TRR for awareness and possible action.

5. ROLE OF TRR STAFF

Consumer awareness, consumer education and empowerment, and consumer protection span over almost all sections of TRR's structure and its projects. TRR Staff input and commitment into the implementation of the CAPP is therefore critical. The plans and strategies outlined in this CAPP links the connection between TRR's technical, legal, internet governance and market and competition teams and TRR's Consumer area.

The TRR Staff must be mindful of Part 8 of the Act and various Government Policies such as the Priority Action Agenda (PAA), Planning Long Acting Short(PLAS), National ICT Policy, National Cyber Security Policy and the Universal Access Policy to ensure citizens of Vanuatu are protected, educated and empowered.

Similarly, priorities listed in the CAPP mirror those outlined in the TRR 2013 and Onwards Work Plan. The CAPP aligns consumer initiatives with appropriate priorities of the different sections within TRR; therefore, TRR staff are expected to, and need to, play an important role in the implementation of the CAPP.

6. OBJECTIVE OF THE PLAN

This plan has been developed to be in harmony with existing TRR policies and documents to ensure established objectives and goals are achieved and maintained. These include the relevant Government policies and TRR regulatory guides and supporting policy documents. Where appropriate, reference is made to regional and global policy documents such as the Millennium Development Goals (MDG) and the UN Res. 67/195, the Framework for Action on ICT for Development in the Pacific (FAIDP). The need for linking the CAPP to these policy documents is to ensure that TRR operates in line with national, regional and global objectives.

7. PACIFIC REGIONAL POLICY

7.1 Framework for Action on ICT for Development in the Pacific

The Framework for Action on ICT for Development in the Pacific (FAIDP) is a guiding document initiated after the review of the Pacific Plan Digital Strategy (PPDS). Its inception occurred at the 40th Pacific Islands Forum held in Cairns, Australia in 2009, in which Vanuatu also took part.⁴

The FAIDP consist of seven thematic areas of focus. These include:

1. Leadership, governance, coordination and partnerships
2. ICT policy, legislation and regulatory frameworks
3. **ICT human capacity building**
4. ICT infrastructure and access
5. International connectivity
6. **Cyber security and ICT applications**

⁴ Final Communique of the 40th Pacific Islands Forum, Cairns. PIFS(09)12

7. Financing, monitoring and evaluation

The CAPP will support the work of the FAIDP by planning and hosting activities and programs that will contribute primarily to the fulfilment of Theme 3: ICT human capacity building and Theme 6: Cyber security and ICT applications.

8. GOVERNMENT POLICY

Prime Minister Carcasses in his 2013 Independence speech listed improved ICT infrastructure and access as necessary mechanisms through which the national vision of *"A Just, Educated, Healthy and Wealthy Vanuatu"*⁵ can be achieved. The Government, through the Prime Minister's office, the Office of the Chief Information Officer (OGCIO) and TRR have been liaising in appropriate policy development.

There are three specific Government Policies and other relevant policies that have given mandate for the Regulator to take a leading role on consumer activity. The key specific policies are as listed below.

8.1 National Information and Communication Technology Policy (National ICT Policy)

The ICT Policy embraces the Vanuatu government's commitment to ensuring the best use of ICTs to achieve the national vision of *"A Just, Educated, Healthy and Wealthy Vanuatu."* TRR being the implementing institution for government policies in the area of telecommunications and radiocommunications, values and recognizes the ICT Policy and commits to working towards achieving all of the government's priorities. TRR is only one of the implementing agencies for this Policy, however. TRR will meet its responsibilities, including the following through its CAPP:

- Priority 4 Integration of ICTs into Sectoral Policies
- Priority 5 Building Trust (Mitigating Risks and Threats related to the ICT Development).
- Priority 7 Capacity Building⁶

8.2 Universal Access Policy (UAP)

The Universal Access Policy (UAP), is intended to provide access to a wide variety of telecommunications services to 98% of the population of Vanuatu by 2017; with a priority on unserved and underserved citizens.

⁷ Currently, coverage of voice only services is available to only around 92% of the population.

The UAP also intend to expand telecommunications services within this timeframe to all stakeholders including primary, secondary and tertiary schools, vocational training facilities as well as early childhood education facilities; health facilities, including hospitals, health centers and dispensaries and public.

TRR will do its best to educate and provide awareness campaigns to ensure the gap between those that currently have and those that currently do not have, are bridged in terms of information dissemination and service provision, and enable the citizens of Vanuatu to be informed about making appropriate choices and decisions. Projects and programs specified in the CAPP will assist towards this long term goal.

⁵National Information and Communication Technology Policy

⁶National Information and Communication Technology Policy

⁷ Universal Access Policy Part 1.1

8.3 National Cyber Security Policy

The National Cyber Security Policy (NCSP) *“sets out the Goals, Policies and Objectives for the Republic of Vanuatu in maximizing safety and security in relation to the use of information and communication technology (ICT).”*⁸

The NCSP identified five specific goals. The CAPP devotes special attention to Goal 4: Capacity building. Goal 4 specifically plans to ensure all citizens obtain training via the formal education system, through rural capacity building initiatives as well as in-service training.

TRR through this CAPP will work collaboratively with government, partners and NGOs to fulfill this goal.

8.4 Priorities and Action Agenda 2006—2015: 2012 Update

The 2012 update of The Priorities and Action Agenda 2006-2015 (PAA update) listed under priority seven, a specific strategy for the expansion of communication services with the use of ICTs.

Strategy 7.1.11: Extend communications services to remote areas by using innovative technology options. (ICT)⁹

TRR through the CAPP adopts Strategy 7.1.11 and will work towards the realization of this important Government priority.

9. TRR WORKPLAN

9.1 2012 TRR Communications Plan

The CAPP partly draws from the seven goals stated in the Communications Plan. The primary focus of the 2012 Communications Plan was devoted to:

- Consumers understanding that they have a choice of communications services and communications providers;
- Sustainable Competition of supply in services;
- High take up and innovative use of internet through consumers understanding of the benefits of the use Telecommunications Services;
- Communities working with TRR and Licensees to achieve service where there is today none;
- Consumer’s always contacting TRR if they have issues which their supplier has not solved;
- All users of Radiocommunications Devices are Licensed;
- Government of the day understanding and supporting the latest development in Telecommunications sector and the role of TRR.

The CAPP will work in line with the objectives and actions listed in the plan. Where appropriate programs will be delivered as proposed in the Communications Plan. Where it is appropriate, programs and projects will be adjusted as required and implemented.

The Communications Plan referred to is being revised. Goals listed currently are, nevertheless relevant so are referred to ensure these are achieved.

⁸ National Cyber Security Policy, 2013 Section 1.1

⁹ Priorities and Action Agenda 2006—2015 : 2012 Update

9.2 TRR 2013 and onwards Work Plan

The TRR 2013 and onwards Work Plan (TRR Work Plan) sets out five priority themes. These priority themes derive, substantially, from internal, national and regional policy documents. It is therefore the main document the CAPP draws from as it seeks to align consumer issues to TRR's objectives and goals, to assist TRR achievement of the objectives of the Act.

The priority themes are also linked to the other priority themes under different line areas such as Universal Access, the Quality of Services and other like documents listed in the TRR Work Plan.

The 2014 TRR Work Plan will continue and strengthen this theme.

10. CONTEXT OF THE PLAN

The CAPP has been developed within the context of the regional and government policies mentioned above. It is also structured within the context of the Telecommunications and Radiocommunications Act and TRR's Vision and Mission Statement. Consumer awareness and protection are part and parcel of the above-mentioned legislation and relevant government policies, and the CAPP attempts to link these policies and TRR objectives. The TRR Work Plan, having incorporated relevant contents of the above, is the main guiding document to which the CAPP refers to.

This CAPP identifies and organizes the following Consumer Related Issues by developing a strategy for Consumer Awareness:

- Lists priority areas established in the TRR's 2013 and onwards work plan
- Identifies areas of consumer concern and identify by Awareness and Protection
- Identifies relevant Compliance Documents
- Identifies relevant Policy Documents
- Identifies partner organizations
- Identifies relevant stakeholders
- Identifies relevant funds and resources to implement the CAPP

11. WIDER DEVELOPMENTS

In 2008, the telecommunication sector was liberalized from the monopoly era established since t pre independence. Licenses were issued to competing telecommunications providers. An l influx in the use of a variety of ICT devices, tools and equipment followed, indicative of a liberalized market that is participative and competitive.

This has associated impacts and the CAPP is developed to ensure the positive impacts are maximized for socio-economic growth, and subsequently minimizing the negative influences. The CAPP intends to do so by projecting activities and programs in line with TRR priorities.

TRR recently established formal working relationships with schools, churches, community groups and statutory bodies through the Consumer Advisory Group, as well as the business sector through the Business Advisory Group. These groups partner TRR's consumer work and assist TRR to disseminate appropriate information, advance the growth of the telecommunications market and promote safe and appropriate use of telecommunications services for consumers.

12. TRR'S CONSUMER RELATED PRIORITIES

Listed below are priorities set out in the TRR Work Plan. Prioritizing priorities denoted three layers of priorities as shown below. These priorities regardless of the status whether initiatives or programs are identified under Consumer Awareness and Consumer Protection as shown below:

Priorities - High	
Consumer Awareness	Consumer Protection
<ul style="list-style-type: none"> Promote Consumer Awareness Consumer Education Basic capacity building for consumer community champions 	<ul style="list-style-type: none"> TRR Consumer Guidelines for Terms & Conditions of Service Consumer Code of Practice Vanuatu Online Child Protection Program Audit Mobile Signal Coverage Quality of Service Guidelines
Priorities - Medium	
<ul style="list-style-type: none"> Upgrade TRR's website and, particularly towards e-efficiency Consumer and Business Advisory Groups Develop informed consumer choices (FAQs) Final Phase of Rensarie UAP BB pilot Project TRR support for the Government connecting School, Connecting a Community Policy .vu ccTLD Management and Administration 	<ul style="list-style-type: none"> Establish a Consumer Complaints Database Final Phase of Rensarie UAP BB pilot Project Users SPAM Guidelines .vu ccTLD Management and Administration
Priorities - Low	
<ul style="list-style-type: none"> Radiation Guidelines Radiation Measurements E-waste Management Guide 	<ul style="list-style-type: none"> Radiation Guidelines Radiation Measurements E-waste Management Guide

13. STRATEGIES & COMPLIANCE

The TRR priorities identified below will be implemented from 2014, however, not in the order as listed. The order of listing is sorted primarily by the level of prioritizing, with top priorities listed above, followed by middle priorities. Low priorities are only listed above in Section 12. The next level of sorting is by Consumer Awareness and Consumer Protection, where top priorities under Awareness are listed above top priorities for Protection.

1. Promote Consumer Awareness					
Objectives	Date	Target Audience	Compliance Document	Policy Document	
<ul style="list-style-type: none"> • CAPP development • Campaigns & Events • Media Presence • Video Conference • Community group visitations • Implementation, M & E 	Start Q3 2013	TRR CAG & BAG	TRR 2013 & Onwards Work Plan Consumer Protection Guidelines Advertising Guidelines Internet Regulatory Practice	UN Resolution 67/195 ICT for Development MDGs ; TRR Act, 2009 National ICT Policy Universal Access Policy Cyber security Policy	
2. Consumer Education					
Objectives	Date	Target Audience	Compliance Document	Policy Document	
<ul style="list-style-type: none"> • CEP development • Print Material Development • Media Material Development • Training program Development • Implementation, M & E 	Start 2013	TRR CAG & BAG Partners	CAG & BAG TOR TRR 2013 & Onwards Work Plan Consumer Protection Guidelines Advertising Guidelines Internet Regulatory Practice	UN Resolution 67/195 ICT for Development TRR Act, 2009 National ICT Policy Universal Access Policy Cyber security Policy	
3. Capacity Building for consumer community champions					
Objectives	Dates	Target Audience	Compliance Document	Policy Document	

<ul style="list-style-type: none"> Champions identification via CAG Champions identification via awareness activities Training 	Start 2013	TRR CAG & BAG Partners	CAG & BAG TOR TRR 2014 & Onwards Work Plan Consumer Protection Guidelines Advertising Guidelines Internet Regulatory Practice	UN Resolution 67/195 ICT for Development TRR Act, 2009 National ICT Policy Universal Access Policy Cyber security Policy
4. TRR Consumer Guidelines for the Terms and Conditions of Service				
Objectives	Dates	Target Audience	Compliance Document	Policy Document
<ul style="list-style-type: none"> Research Guidelines Development Consultation Publication Implementation, M&E 	Start Q3 2013	Government CAG & BAG Operators Consumers Citizens	TRR 2013 & Onwards Work Plan Consumer Protection Guidelines Advertising Guidelines Internet Regulatory Practice Competition Guidelines	UN Guidelines for Consumer Protection (2003) TRR Act, 2009
5. Consumer Code of Practice (CCoP)				
Objectives	Dates	Target Audience	Compliance Document	Policy Document
<ul style="list-style-type: none"> Research Code of Practice Development Consultation Publication Implementation, M&E 	Start Q3 2013	Government & TRR CAG & BAG Consumers & Citizens Licensee/ISPs Partners & Stakeholder	CAG & BAG TOR TRR 2013 & Onwards Work Plan Consumer Protection Guidelines Advertising Guidelines Internet Regulatory Practice Operators License Agreement	UN Guidelines for Consumer Protection (2003) UN Resolution 67/195 ICT for Development TRR Act, 2009 National ICT Policy

					Universal Access Policy Cyber security Policy
6. Universal Child Online Protection Program					
Objectives	Dates	Target Audience	Compliance Document	Policy Document	
<ul style="list-style-type: none"> Research COP Development Consultation Publication Implementation, M&E 	Start Q1 2014	Government Consumers & Citizens Licensee/ISPs Partners & Stakeholders	TRR 2013 & Onwards Work Plan Internet Regulatory Practice	Geneva Declaration of Principles Dec 2003 Tunis Commitment Nov 2005 UN Resolution 67/195 ICT for Development MDGs and TRR Act, 2009 National ICT Policy National Cyber Security Policy Education Cyber Safety Policy	
7. Auditing mobile service coverage					
Objectives	Dates	Target Audience	Compliance Document	Policy Document	
<ul style="list-style-type: none"> Provision of appropriate consumer support 	Start Q3 2013	Government Consumers & Citizens Licensee/ISPs	TRR 2013 & Onwards Work Plan CAG & BAG TOR Consumer Protection Guidelines Advertising Guidelines Internet Regulatory Practice	TRR Act, 2009 National ICT Policy UAP Policy	

8. Quality of Service Guidelines Audit				
Objectives	Dates	Target Audience	Compliance Document	Policy Document
<ul style="list-style-type: none"> QoS Guideline audit Analysis Publication Implementation, M&E 	Start Q2 2013	Government Consumers & Citizens Licensee/ISPs Partners & Stakeholders	TRR 2013 & Onwards Work Plan CAG & BAG TOR Consumer Protection Guidelines Advertising Guidelines Internet Regulatory Practice	TRR Act, 2009 National ICT Policy UAP Policy
9. Upgrade TRR's website and particularly towards efficiency				
Objectives	Dates	Target Audience	Compliance Document	Policy Document
<ul style="list-style-type: none"> Matrix Development Developer Selection Work Plan Alignment Actual Redesign & Consultation Migration & Live Online Website maintenance 	Q3 2013	TRR Team Government Consumers Licensees Partners	TRR 2013 & Onwards Work Plan Consumer Protection Guidelines Internet Regulatory Practice TRR Information Management Policy	TRR Act, 2009 National ICT Policy UAP Policy
10. Phase 2: Consumer & Business Advisory Group				
Objectives	Dates	Target Audience	Compliance Document	Policy Document
<ul style="list-style-type: none"> Strategy Development Engagement and trials Partnership 	Start Q2 2013	Government Consumers & Citizens Licensee/ISPs	TRR 2013 & Onwards Work Plan CAG & BAG TOR Consumer Protection Guidelines	TRR Act, 2009 National ICT Policy UAP Policy

<ul style="list-style-type: none"> • Consultation • Collaborative programming • Implementation 		Partners & Stakeholders	Advertising Guidelines Internet Regulatory Practice	Cyber security Policy
11. Develop informed consumer choices (FAQs)				
Objectives	Dates	Target Audience	Compliance Document	Policy Document
<ul style="list-style-type: none"> • Research • FAQ Compilation • Consultation • Publication • Dissemination (print & digital) 	Start Q3 2013	TRR CAG & BAG Government Consumers & Citizens Licensee/ISPs Partners & Stakeholders	TRR 2013 & Onwards Work Plan Consumer Protection Guidelines Advertising Guidelines Internet Regulatory Practice Competition Guidelines Operators License Agreement	UN Guidelines for Consumer Protection (2003) TRR Act, 2009 National ICT Policy UAP Policy Cyber security Policy
12. Final phase of Nersane UAP BB Pilot Project				
Objectives	Dates	Target Audience	Compliance Document	Policy Document
<ul style="list-style-type: none"> • Provision of appropriate consumer support 	2013	TRR Team	TRR 2013 and Onwards Work Plan Consumer Protection Guidelines	UN Guidelines for Consumer Protection (2003) UN Resolution 67/195 ICT for Development TRR Act, 2009 National ICT Policy Universal Access Policy

13. TRR Support for the Government connecting School Connecting a Community Policy				
Objectives	Dates	Target Audience	Compliance Document	Policy Document
<ul style="list-style-type: none"> Provision of appropriate consumer support 	Start Q4 2013	Government Consumers & Citizens Licensee/ISPs Visitors Partners & Stakeholders International partners and member states	TRR 2013 and Onwards Work Plan Consumer Protection Guidelines Advertising Guidelines Internet Regulatory Practice	UN Guidelines for Consumer Protection (2003) TRR Act, 2009 National ICT Policy UAP Policy
14. Assist with ccTLD Management and Administration – consumer focus				
Objectives	Dates	Target Audience	Compliance Document	Policy Document
<ul style="list-style-type: none"> Provision of appropriate consumer support 	2013	TRR Team	TRR 2013 & Onwards Work Plan Consumer Protection Guidelines Internet Regulatory Practice Consultation Paper on Future Arrangements of the .vu country code Top Level Domain (ccTLD) Management	UN Resolution 67/195 ICT for Development TRR Act, 2009
15. Complaints Database				
Objectives	Dates	Target Audience	Compliance Document	Policy Document
<ul style="list-style-type: none"> Complaints Handling Review Complaints Database Review 	2013	Government Consumers & Citizens	TRR 2013 and Onwards Work Plan Consumer Protection Guidelines	UN Guidelines for Consumer Protection (2003)

<ul style="list-style-type: none"> • Handling Procedures Review • Strengthen Complaints Handling • Maintain Database • Analysis & Reporting 		Licensee/ISPs Visitors Partners & Stakeholders	Advertising Guidelines Internet Regulatory Practice	UN Resolution 67/195 ICT for Development TRR Act, 2009 National ICT Policy
16. User Spam Guidelines				
Objectives	Dates	Target Audience	Compliance Document	Policy Document
<ul style="list-style-type: none"> • Provision of appropriate consumer support 	Q1 2014	TRR Consumers & Citizens Licensee/ISPs Partners & Stakeholders	TRR 2013 & Onwards Work Plan	UN Guidelines for Consumer Protection (2003) TRR Act, 2009 National ICT Policy Cyber security Policy
17. Participate in the annual National ICT Day				
Objectives	Dates	Target Audience	Compliance Document	Policy Document
<ul style="list-style-type: none"> • Organise TRR support • Engage visiting consumers • Conduct surveys • Dissemination information & materials 	Ongoing annually	TRR Team Government Partners & Stakeholders		TRR Act, 2009 National ICT Policy ITU world objective

18. Annual forward planning is also a prioritised area so continuity and proactivity is maintained

Objectives	Dates	Target Audience	Compliance Document	Policy Document
<ul style="list-style-type: none"> • M&E • Work Plan projections • Budgetary planning • Attain approval 	Ongoing annually	TRR Team Government Partners & Stakeholders		TRR Act, 2009 National ICT Policy UAP Policy

14. SUPPORT

The key project areas of primary engagement for Consumer Affairs are:

- Consumer awareness
- Consumer education
- Consumer protection
- Consumer empowerment
- Consumer complaints redress

Support is offered as an important engagement to TRR's consumer related priorities established in the TRR 2013 and Onwards Work Plan. The support rendered may be accompanied as value in time, expertise and technical resources as well as monetary implications.

15. PROJECT IMPLEMENTATION

The CAPP requires the support and commitment of all TRR staff and stakeholders.

16. PROJECT MONITORING GUIDE

TRR will actively monitor the plan by:

- monitoring projects, programs and activities established through this plan on a regular basis
- proactively working with BAG & CAG on a quarterly basis
- proactively working with relevant sections of TRR to achieve their priority goals
- updating this plan annually.

17. CONCLUSION

Activities and programs specified in the CAPP are deemed priority according to TRR's 2013/2014 and Onwards Work Plan, TRR working tools such as the Consumer Protection Guidelines, the Advertising Guidelines, the internet Regulatory Practice, the Competition Guidelines, the National ICT Policy, the Framework for Action in ICT for Development in the Pacific and relevant national and global policies. TRR through the CAPP will work towards achieving its goals. The CAPP will be annually reviewed and updated as required.