



Telecommunications &
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Regulator

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Where do you go when you have an issue with your telecommunications services, or your service provider?

TRR wishes to inform every user of a telecommunications service in Vanuatu that when you have an issue with any services offered to you, or your service provider, there are due processes that you must follow in order to have your complaints considered. TRR is responsible for regulation of telecommunications services - such as text messages, phone calls and internet services – in Vanuatu, and has established simple processes to assist consumers and potential users of telecommunications services.

TRR has evidence that consumers and potential users of telecommunications services, are not necessarily aware of TRR's complaint processes that are in place. This has been demonstrated to TRR staff in a number of face-to-face meetings with many consumers and on social media sites; we note more and more complaints are speculated about on Yumi Toktok Stret (YTS) and in the street without Official complaints lodged being lodged with TRR.

TRR wishes to advise consumers that TRR is here to help you, but you must apply rights and concerns responsibly and appropriately if you have a telecommunications service issue.

To assist your understanding, consumers and potential users of telecommunications services are encouraged to read, understand and follow the processes below:

1. When you have an issue with the service you have subscribed to *first of all you must lodge your complaint of that particular issue to your service provider (SP)*.
2. A responsible SP will respond to you within 5 days. If within 5 days, you have not heard from your SP, you can bring forward your complaint to TRR with evidence of all correspondence with your SP.
3. If you are still not happy or satisfied with the response from your SP, you may refer your complaint to the Regulator's office (TRR) and it will be treated as a dispute for TRR to mediate and, if required, investigate.
4. *Your referral of complaint to TRR must be formally lodged using a complaint application form* which can be obtained from TRR's office, opposite the Bred Bank Building, or by calling 27621 for more information. For the users with access to internet, you can either download the form from:
<http://www.trr.vu/index.php/en/consumer/consumer-protection/voicing-your->

[complaint](#) or fill out an online application form which will be automatically received by the officer responsible.

5. Your complaint application form must be accompanied with all evidence of correspondence with your SP, together with the description of the nature of your issue/complaint. As much as possible, please include all evidence of your issue/complaint. For example, if your credit was lost, when did it happen? How much was deducted?
6. Once your complaint is formally lodged with TRR, it will be directed to the officer responsible to address promptly and appropriately.
7. TRR will mediate and attempt to resolve a satisfactory outcome to the dispute or conflict brought to our attention. *But you must bring it to our attention for us to assist you and that is by following the processes outlined above.*
8. If a dispute or conflict is not resolved to your satisfaction, you may take the issue further with appropriate authorities; including legal action.

This information is provided for all users of telecommunications services and potential users of telecommunications services in Vanuatu.

When an issue has been brought to our attention, TRR will inform SPs and has, generally, been able to negotiate a satisfactory outcome and, at times, informed SPs that they are in breach of their obligations to consumers and must rectify such matters.

TRR is an evidence based institution which mediates issues and complaints between an SP and consumers. TRR office is opposite Bred Bank, in a path to La Tentation (Old Rossies). Look for TRR sign on the side of the wall of the building. Our telephone number 27621.