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# Second Consultation Paper on **REVISED DATA COLLECTON FRAMEWORK**

INVITING COMMENT FROM LICENSEES

24/11/2014

# REVISED DATA COLLECTON FRAMEWORK

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## 2 CONSULTATION FEEDBACK INFORMATION

- TRR welcomes and invites comments and feedback to this consultation document from all licensees and any interested parties;
- We would appreciate your provision of information to be clear by quoting the corresponding main sections and sub sections when providing your comments;
- More general comments on the consultation document should be indicated accordingly;
- In the interests of transparency, TRR will make public all or parts of any submissions made in response to this Consultation Document unless there is a specific request to treat all or part of a response in confidence. If no such request is made, TRR will assume that the response is not intended to be confidential. TRR will evaluate requests for confidentiality according to relevant legal principles;
- Respondents are required to clearly mark any information included in their submission that they consider confidential. They shall provide reasons why that information should be treated as such. Where information claimed to be confidential is included in a submission, respondents are required to provide both a confidential and a non-confidential version of their submission. TRR will determine, whether the information claimed to be confidential is to be treated as such, and, if so, will not publish that information. In respect of the information that is determined to be non-confidential, TRR may publish or refrain from publishing such information at its sole discretion.
- If you have specific questions, please use Section 5 (Your Specific Questions) to provide us with your queries;
- TRR will accept comments in English, French or Bislama;
- If comments are submitted in printed format, they must be submitted on A4 paper accompanied, wherever possible, by a disk containing the comments, in electronic format;
- Comments on this consultation document should be provided to TRR via the following means:
  - Email address [consultation@trr.vu](mailto:consultation@trr.vu)
  - Faxed to (678) 24470
  - Posted or hand delivered to:  
**Licenses Input – REVISED DATA COLLECTON FRAMEWORK**  
Telecommunications and Radiocommunications Regulator  
P O Box 3547, Port Vila, Vanuatu
- The deadline for public Comments is **4pm, 15 December 2014**
- For any phone enquiries regarding this Consultation document, please call the following numbers:
  - (678) 27621 or (678) 27487
- All comments will be reviewed by TRR and will assess comments and feedbacks, submitted when finalizing the document. For transparency, a record of every comment received will be made available for public information, unless comments are labeled 'In Confidence';

### REVISED DATA COLLECTON FRAMEWORK

- For more information about TRR's Consultation Guidelines, please visit the following website [www.trr.vu](http://www.trr.vu)
- You are welcome to visit our website <http://www.trr.vu> for more details on the latest developments in the telecommunication services industry and other related matters.

## REVISED DATA COLLECTION FRAMEWORK

### 3 INTRODUCTION

- This consultation document is in relation to a proposed revision of TRR data collection framework, which was set out in May 2012 in Order 2 of 2012. It relates to the provision of data collected from service providers for the purpose of TRR assessing and monitoring the growth of the telecommunications market.
- As the regulatory agency responsible for the sector, it is critical for TRR to regularly collect accurate market data from service providers to enable TRR to monitor the market effectively and efficiently. The market information collected from operators also assists TRR in providing informed policy advice to the Government and general public (in its annual report etc.) as to the state of the market, as well as market statistics to overseas bodies that regularly request such information (e.g. the International Telecommunications Union (ITU) and Asia Pacific Telecommunity (APT)).
- In 2012, TRR issued Order 2 of 2012, inter alia, ordering service providers to provide quarterly data as set out in Annex 2 of that Order. However, in 2013, concerns were raised by service providers that the required information was of too much detail, imposed unnecessary burden and, to a certain extent, was not technically feasible to provide.
- Service providers sought TRR's review of Annex 2 of the Order in which TRR agreed. To ensure that service providers were not overly burdened, while also enabling TRR's monitoring of the sector and provision of accurate and relevant data/statistics to continue, through provision of certain criteria, TRR agreed to put on hold Annex 2 and work with industry to review the Annex.
- Following a public consultation on a revised Annex in May 2014, it was found that there were some discrepancies in the revised Annex that required to be resolved.
- TRR has now done that. TRR now proposes to collect data every six months instead of quarterly. That, we believe, will significantly reduce any industry burden and still enable accurate and timely provision of relevant data/market statistics.
- In terms of publication of the data, TRR will not publish data (for any publication) that is less than six months old other than when it includes aggregate industry data in TRR's Annual Report, in which case the data will be only four months old. All such data published will only be provided in an aggregated format.

### 4 PURPOSE

- 2.1 TRR is reviewing the established framework, particularly Annex 2, for the collection of market information and data from service providers.
- 2.2 The main objectives for reviewing the data collection framework and criteria specified in Order 2 of 2012 are:

### **REVISED DATA COLLECTON FRAMEWORK**

- a) To ensure that the data requested is reasonable, practicable, sufficient for TRR to perform its functions and does not create undue burden on service providers when providing such quarterly data to TRR;
- b) To ensure an appropriate review and data collection framework is in place to enable TRR to collect relevant data to support and assist TRR in monitoring the telecommunications market;
- c) To ensure TRR provides informed policy advice and accurate and reliable country status reports and market statistics to the Government and overseas agencies such as the ITU and APT, based on appropriate and relevant data received from service providers.

## 5 REGULATORY IMPACT ASSESSMENT

- 2.1 The object of the Telecommunications and Radiocommunications Regulations Act (“the Act”), inter alia, is to facilitate the development of the sector to promote national, social and economic development. To ensure this objective is met, TRR has a responsibility to regulate the telecommunications and radiocommunications sector, and enforce the provisions of the Act.
- 2.2 TRR is not able to, nor is in a position to, monitor the economic development of the sector without accessing and being provided with accurate and relevant market data and information from service operators. As such, collection and accessing of data is therefore critical to TRR’s functions to ensure TRR develops appropriate market statistics and provides informed advice to the Government and relevant information to stakeholders and international agencies.
- 2.3 The lack of such data has a significant impact on all market stakeholders, especially on understanding, monitoring and assessing the trend and growth of the market. Significantly, its provision gives the Government, general public and relevant international agencies – particularly donor agencies - an overview of market trends and vital statistical information over relevant time periods for Vanuatu.
- 2.4 To strike the carefully considered balance between TRR’s monitoring and reporting obligations and stakeholder needs is a challenge. The balance needs to maintain confidentiality, ensure that competition between service providers is not compromised, ensure the non-disclosure of commercially sensitive information, ensure that commercial incentives are not undermined, and ensure that the time and cost associated with such exercise is minimized so as not creating a burden on industry,. TRR believes that the criteria as proposed in this consultation document now strikes that balance.
- 2.5 TRR is particularly mindful of its legal duties under the Act in relation to confidential information received for the performance of TRR’s functions under the Act. TRR will not disclose any raw information or data received from service providers that it believes would affect competition or is confidential/commercial in confidence. TRR, at all times, will ensure that the data requested is appropriate, effective and reasonable to achieve its purposes, and to ensure a fair balance of analysis and reporting to all stakeholders; including service providers.
- 2.6 The revised data collection framework as proposed in this consultation paper is simple and easier. Although it may require a bit detail to be provided on some aspects, it will be provided less frequently, thereby reducing the administrative burden. The revised 6 monthly data is relevant, obtainable and will not impose unnecessary burden on service providers. TRR wishes to make its data collection consistent, simple, effective, appropriate and reliable.
- 2.7 TRR also considers that revised data collection framework, as proposed herein, will jointly serve the interests of service providers, TRR and stakeholders. TRR will continue to maintain confidential information as confidential, will aggregate data and will continue to monitor and assess the market to ensure an effective and sustainable competition within the sector.

## 6 CONSULTATION QUESTIONS

**This section provides the regulatory impact assessment of the regulation/guideline to be consulted.**

**Replace it with relevant text for example:**

Q1: Please provide your comments on any aspect of the revised data collection framework that will be established by the attached draft Order.

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Q2: TRR considers that publishing the aggregated statistics that is at least 6 months old does not disclose commercially sensitive information. Comment is invited on that view. If you disagree with TRR's view, please outline why and indicate what period you consider eliminates any commercially sensitive information.

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Q3: In addition to this six monthly data collection, TRR intends to collect more detailed annual data at the end of each calendar year such as satellites data, employments, investment, etc. TRR, will, separately to this public consultation, consult with industry later this year on this. In the interim, TRR welcomes views on this proposal as well as comments on this six monthly consultation draft.

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## REVISED DATA COLLECTON FRAMEWORK

### REVISED ANNEX A

Ref.	Indicator	Definition
<b>Mobile telecommunications services</b>		
1	Services in operation	The number of pre-paid cellular mobile services (including 2G, 3G and beyond) in operation that initiated a chargeable event in the last 90 days. As of the last day of the month.
2	Mobile data enabled services in operation	The number of pre-paid cellular mobile services in operation with access to data communications (e.g. the internet) at broadband download speeds (i.e. greater than or equal to 512 kbit/s). Refers to the theoretical ability of subscribers to use broadband speed mobile data services, rather than the number of active users of such services.
3	Mobile-to-mobile on-net call minutes	The total number of chargeable pre-paid retail voice call minutes that originated and terminated on the licensee's mobile network during the month. Chargeable minutes are those actually carried on the licensee's network and for which the licensee may charge the caller, irrespective of whether or not an actual charge is levied on the caller.
4	Mobile-to-mobile off-net call minutes	The total number of chargeable pre-paid retail voice call minutes that originated on the licensee's mobile network and terminated in Vanuatu on another licensee's mobile network during the month. Chargeable minutes are those actually carried on the licensee's network and for which the licensee may charge the caller, irrespective of whether or not an actual charge is levied on the caller.
5	Mobile-to-fixed call minutes	The total number of chargeable pre-paid retail voice call minutes that originated on the licensee's mobile network and terminated in Vanuatu on a fixed network during the month. Chargeable minutes are those actually carried on the licensee's network and for which the licensee may charge the caller, irrespective of whether or not an actual charge is levied on the caller.
6	Outbound international call minutes	The total number of chargeable pre-paid retail voice call minutes that originated on the licensee's mobile network and terminated outside Vanuatu during the month. Chargeable minutes are those actually carried on the licensee's network and for which the licensee may charge the caller, irrespective of whether or not an actual charge is levied on the caller.
7	On-net SMS	The total number of chargeable retail pre-paid SMS messages that originated and terminated on the licensee's mobile network during the month. Chargeable messages are those actually carried on the licensee's network and for which the licensee may charge the subscriber who originates it, irrespective of whether or not an actual charge is levied on the subscriber.
8	Off-net SMS	The total number of chargeable retail pre-paid SMS messages that originated on the licensee's mobile network and terminated in Vanuatu on another licensee's mobile network during the month. Chargeable messages are those actually carried on the licensee's network and for which the licensee may charge the subscriber who originates it, irrespective of whether or not an actual charge is levied on the subscriber.
9	Mobile data traffic	The total amount of data usage (measured in megabytes (MB) and excluding SMS and MMS) charged to pre-paid mobile services during the month. All such data should be included regardless of the basis of charging, which may be per unit, per time block, or a subscription plan.
10	Mobile-to-mobile on-net call revenue	Gross retail revenue (excluding VAT) in Vatu from chargeable pre-paid mobile voice calls that originated and terminated on the licensee's mobile network during the month, regardless of the manner in which the call was charged.
11	Mobile-to-mobile off-net call revenue	Gross retail revenue (excluding VAT) in Vatu from chargeable pre-paid mobile voice calls that originated on the licensee's mobile network and terminated in Vanuatu on another licensee's mobile network during the month, regardless of the manner in which the call was charged.

## REVISED DATA COLLECTON FRAMEWORK

Ref.	Indicator	Definition
12	Mobile-to-fixed call revenue	Gross retail revenue (excluding VAT in Vatu from chargeable pre-paid mobile voice calls that originated on the licensee's mobile network and terminated in Vanuatu on a fixed network during the month, regardless of the manner in which the call was charged.
13	Outbound international call revenue	Gross retail revenue (excluding VAT) in Vatu from chargeable pre-paid mobile voice calls that originated on the licensee's mobile network and terminated outside Vanuatu during the month, regardless of the manner in which the call was charged.
14	On-net SMS revenue	Gross retail revenue (excluding VAT) in Vatu from chargeable pre-paid SMS messages that originated and terminated on the licensee's mobile network during the month, regardless of the manner in which the message was charged.
15	Off-net SMS revenue	Gross retail revenue (excluding VAT) in Vatu from chargeable pre-paid SMS messages that originated on the licensee's mobile network and terminated in Vanuatu on another licensee's mobile network during the month, regardless of the manner in which the message was charged.
16	Mobile data revenue	Gross retail revenue (excluding VAT) in Vatu from mobile data usage (excluding SMS and MMS) charged to pre-paid mobile services during the month, regardless of the manner in which the data usage was charged.
<b>International inbound roaming</b>		
1	International inbound roaming call minutes	The total number of chargeable minutes made and received by subscribers of a foreign network operator roaming on the licensee's network in Vanuatu.
2	International inbound roaming call revenue	Gross revenue (excluding VAT) in Vatu from chargeable calls made by subscribers of a foreign network operator roaming on the licensee's mobile network in Vanuatu. This does not include subscribers from Vanuatu roaming abroad and excludes SMS and data usage. It does not refer to the gross revenue generated by mobile roamers as some portion of that revenue is shared with foreign network operators.
<b>Fixed telecommunications services</b>		
1	Fixed telephony services	The number of pre-paid fixed services in operation (including wire-based and wireless) as of the last day of the month.
2	xDSL internet access services	The number of xDSL internet access services in operation supplied on a pre-paid basis as of the last day of the month.
3	Fixed wireless data services	The number of fixed wireless data services in operation supplied on a pre-paid basis as of the last day of the month.
4	Dial-up internet access users	The number of pre-paid dial-up internet access users that initiated a chargeable event during the month. As of the last day of the month.
5	Fixed-to-fixed (on-net) call minutes	The total number of chargeable pre-paid retail voice call minutes that originated and terminated on the licensee's fixed network (including a fixed wireless network) during the month. Chargeable minutes are those actually carried on the licensee's network and for which the licensee may charge the caller, irrespective of whether or not an actual charge is levied on the caller.
6	Fixed-to-fixed (off-net) call minutes	The total number of chargeable pre-paid retail voice call minutes that originated on the licensee's fixed network during the month and terminated in Vanuatu on another licensee's fixed network during the month (including fixed wireless networks). Chargeable minutes are those actually carried on the licensee's network and for which the licensee may charge the caller, irrespective of whether or not an actual charge is levied on the caller.
7	Fixed-to-mobile (on-net) call minutes	The total number of chargeable pre-paid retail voice call minutes that originated on the licensee's fixed network (including a fixed wireless network) and terminated in Vanuatu on the licensee's mobile network during the month. Chargeable minutes are those actually carried on the licensee's network and for which the licensee may charge the caller, irrespective of whether or not an actual charge is levied on the caller.

## REVISED DATA COLLECTON FRAMEWORK

Ref.	Indicator	Definition
8	Fixed-to-mobile (off-net) call minutes	The total number of chargeable pre-paid retail voice call minutes that originated on the licensee's fixed network (including a fixed wireless network) and terminated in Vanuatu on another licensee's mobile network during the month. Chargeable minutes are those actually carried on the licensee's network and for which the licensee may charge the caller, irrespective of whether or not an actual charge is levied on the caller.
9	Outbound international call minutes	The total number of chargeable pre-paid retail voice call minutes that originated on the licensee's fixed network (including a fixed wireless network) and terminated outside Vanuatu during the month. Chargeable minutes are those actually carried on the licensee's network and for which the licensee may charge the caller, irrespective of whether or not an actual charge is levied on the caller.
10	Line rental revenue	Gross retail revenue (excluding VAT) in Vatu from pre-paid line rental charges during the month.
11	Fixed-to-fixed call (on-net) revenue	Gross retail revenue (excluding VAT) in Vatu from chargeable pre-paid fixed voice calls that originated and terminated on the licensee's fixed network (including fixed wireless networks) during the month, regardless of the manner in which the call was charged.
12	Fixed-to-fixed (off-net) call revenue	Gross retail revenue (excluding VAT) in Vatu from chargeable pre-paid fixed voice calls that originated on the licensee's fixed network during the month and terminated in Vanuatu on another licensee's fixed network during the month (including fixed wireless networks).
13	Fixed-to-mobile (on-net) call revenue	Gross retail revenue (excluding VAT) in Vatu from chargeable pre-paid fixed voice calls that originated on the licensee's fixed network (including fixed wireless networks) and terminated in Vanuatu on the licensee's mobile network during the month.
14	Fixed-to-mobile (off-net) call revenue	Gross retail revenue (excluding VAT) in Vatu from chargeable pre-paid fixed voice calls that originated on the licensee's fixed network (including fixed wireless networks) and terminated in Vanuatu on another licensee's mobile network during the month.)
15	Outbound international call revenue	Gross retail revenue (excluding VAT) in Vatu from chargeable pre-paid fixed voice calls that originated on the licensee's fixed network and terminated outside Vanuatu during the month.
16	xDSL internet access service revenue	Gross retail revenue (excluding VAT) in Vatu from the pre-paid supply of xDSL internet access services during the month.
17	Fixed wireless data service revenue	Gross retail revenue (excluding VAT) in Vatu from the pre-paid supply of fixed wireless data services during the month.
18	Dial-up internet access service revenue	Gross retail revenue (excluding VAT) in Vatu from the pre-paid supply of dial-up internet access services, during the month.

REVISED DATA COLLECTON FRAMEWORK

7 DATA REQUIREMENTS

Mobile Telecommunications Service (for service providers providing mobile services)

Pre-paid mobile telecommunications services	January	February	March	April	May	June	July	August	September	October	November	December	Q1	Q2	Q3	Q4
Services in operation																
Mobile data enabled services in operation																
Mobile-to-mobile on-net call minutes																
Mobile-to-mobile off-net call minutes																
Mobile-to-fixed call minutes																
Outbound international call minutes																
On-net SMS																
Off-net SMS																
Mobile data traffic																
Mobile-to-mobile on-net call revenue																
Mobile-to-mobile off-net call revenue																
Mobile-to-fixed call revenue																
Outbound international call revenue																
On-net SMS revenue																
Off-net SMS revenue																
Mobile data revenue																
Post-paid mobile telecommunications																
Services in operation																
Mobile data services in operation																
Mobile-to-mobile on-net call minutes																
Mobile-to-mobile off-net call minutes																
Mobile-to-fixed call minutes																
Outbound international call minutes																
On-net SMS																
Off-net SMS																
Mobile data traffic																
Mobile-to-mobile on-net call revenue																
Mobile-to-mobile off-net call revenue																
Mobile-to-fixed call revenue																
Outbound international call revenue																
On-net SMS revenue																
Off-net SMS revenue																
Mobile data revenue																
International inbound roaming																
International inbound roaming call minutes																
International inbound roaming call revenue																
International inbound roaming call revenue																

## REVISED DATA COLLECTON FRAMEWORK

### Fixed telecommunications service (for service providers providing fixed and internet services)

<b>Pre-paid fixed telecommunications services</b>	January	February	March	April	May	June	July	August	September	October	November	December	Q1	Q2	Q3	Q4
Fixed telephony services																
xDSL internet access services																
Fixed wireless data services																
Dial-up internet access users																
Fixed-to-fixed (on-net) call minutes																
Fixed-to-fixed (off-net) call minutes																
Fixed-to-mobile (on-net) call minutes																
Fixed-to-mobile (off-net) call minutes																
Outbound international call minutes																
Line rental revenue																
Fixed-to-fixed call (on-net) revenue																
Fixed-to-fixed (off-net) call revenue																
Fixed-to-mobile (on-net) call revenue																
Fixed-to-mobile (off-net) call revenue																
Outbound international call revenue																
xDSL internet access service revenue																
Fixed wireless data service revenue																
Dial-up internet access service revenue																
Post-paid fixed telecommunications																
Fixed telephony services																
xDSL internet access services																
Fixed wireless data services																
Dial-up internet access users																
Fixed-to-fixed (on-net) call minutes																
Fixed-to-fixed (off-net) call minutes																
Fixed-to-mobile (on-net) call minutes																
Fixed-to-mobile (off-net) call minutes																
Oubound international call minutes																
Line rental revenue																
Fixed-to-fixed (on-net) call revenue																
Fixed-to-fixed (off-net) call revenue																
Fixed-to-mobile (on-net) call revenue																
Fixed-to-mobile (off-net) call revenue																
Outbound international call revenue																
xDSL internet access service revenue																
Fixed wireless data service revenue																
Dial-up internet access service revenue																