



Telecommunications &
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Regulator

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TRR 2015 and onwards Work Plan

2015 and onwards

This work plan has been produced with the objective of informing our stakeholders of the key work items being undertaken by the Vanuatu Telecommunications & Radiocommunications Regulator in carrying out the duties as set out in the Telecommunications and Radiocommunications Regulation Act 2009

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1. VISION, MISSION & VALUES

The *Vision*, *Mission* and *Values* of the Telecommunications and Radiocommunications Regulator (TRR) are set out below. They articulate the view TRR holds and aspires to maintain.

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 2015 and onwards Work Plan, 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 industry and stakeholders through a series of discussions and meetings throughout the previous year(s);
 - c) issues which TRR believes need to be addressed;
 - d) the National economic and social policies and programs being pursued by the Government;
 - e) The Government's National Information and Communications Technology (ICT) Policy, Cybersecurity Policy and its Universal Access Policy (UAP);
 - f) TRR's Vision, Mission and Values; and
 - g) 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 and promotion of sustainable competition;
 - c) Safeguarding the interests of consumers;
 - d) ICT services transition; and
 - e) Institutional strengthening.
- 2.3 The actions under ICT transition take account of the reality that growth in higher speed internet services will result from TRR's implementation of the UAP and 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, and utilize Over the Top (OTT) services.
- 2.4 This Work Plan draws on the Government's Priority Action Agenda (PAA) and its 2007 Telecommunications Policy Statement actions in ensuring ICT for all, and the Government's 2013 National ICT Policy, its 2013 UAP and its 2013 Cybersecurity Policy.
- 2.5 The following Tables present TRR's work tasks under identified themes, as well as their priorities, and the appropriate indicative timeframes.
- 2.6 This Work Plan presents a set of work items that will be the focus of activities managed by TRR this year.

3. 2015 PRIORITY PROJECTS

- 3.1 The following are the **top priority** issues/tasks for TRR for 2015:

Market & Competition

- Implementation of the Government's UAP & all UA and ICT initiatives; including connecting schools and connecting community internet cafes.
- Review and determine relevant telecommunications markets, including wholesale services.
- Establish an efficient and effective database for collection and provision of market statistics.
- Establish and develop rules on promotions for the telecommunications retail market.

Legal

- Conduct a review of Licence terms and conditions.

Engineering and Technical Compliance

- Develop a Quality of Service (QoS) Regulation.
- Conduct an assessment of industry compliance with the Quality of Service (QoS) Regulation.
- Conduct a Mobile Network Signal and Internet Coverage Audit.
- Monitor compliance with the new Radio Apparatus Licensing regime.
- Develop and Implement a new Spectrum Fees Schedule.

Internet Governance

- Finalize and implement a .vu ccTLD Management and Administration Regulation.
- Consult on, and consider the need for and benefit of, establishing e-Smart school programs.
- Facilitate finalization of the Vanuatu Child Online Protection Strategy Framework.
- Consult on the benefit of establishing a prohibited content/gateway filtering for minors.
- Increasing citizen's awareness of Internet Governance (IG), and the safe use of the internet.

Consumer Affairs

- Monitor the implementation and the effectiveness of TRR's consumer Protection Regulation (CPR).

- Establish, utilize, support and monitor TRR's Community Consumer Champions program.
- Widen representation of TRR's regulatory Business and Consumer Advisory Groups (BAG and CAG).
- Establish and conduct regulatory telecommunications/ICT consumer surveys.
- Develop a National recognition and celebration of World Consumer Day, March 15.
- Support and promote Vanuatu's National ICT day Celebration, May 17, of the ITU's World Telecommunications and Information Society Day.
- Continue to increase consumer education and awareness.

4. TRR WORK PLAN 2015 AND ONWARDS

TRR Priority Projects							
	Project Name	Brief Description	Priority (1 highest- 3 lowest)	Rationale	Year(s)	Indicative Start date	Indicative Finish date
Market & Competition							
1	Implementation of the Government's UAP & all UA and ICT initiatives; including connecting schools and connecting community internet cafes	Analyze, review and continue effective implementation of appropriate UA initiatives; with a focus on underserved or un-served areas	1	Implementation of GOV policy	2013 - 2018	Q4/2013	Q1/2018
2	Review and determine relevant telecommunications markets; including wholesale services	Review, assess and determine relevant telecommunications markets for Vanuatu; (this will be the first such review since competition was established in 2008)	1	Regulatory Tool	2014-2015	Q3/2014	Q2/2016
3	Establish an efficient and effective database for collection and provision of market statistics	Enhance TRR's Market Statistics Database towards provision of high quality and relevant market statistics	1	Regulatory Tool	2014 - 2015	Q4/2014	Q4/2015

4	Establish and develop rules on promotions for the telecommunications retail market	Establish rules to regulate promotions within the retail services market and assist licences in their promotional activities	1	Regulatory Tool	2015	Q1/2015	Q4/2015
Legal							
5	Conduct a review of Licence terms and conditions	Review the current terms and conditions of telecommunications Licences to ensure relevance in terms of services, whilst retaining technical neutrality	1	Regulatory Tool	2015	Q1/2015	Q2/2016
Engineering and Technical Compliance							
6	Develop a Quality of Service (QoS) Regulation	Develop, consult and publish a QoS Regulation to replace the current QoS Guidelines; specifying benchmark QoS levels that must be offered by all operators	1	Regulatory Tool and Consumer Support	2014 - 2015	Q4 2014	Q2 2016
7	Conduct an assessment of industry compliance with the Quality of Service (QoS) Regulation	Conduct a nation-wide assessment to evaluate compliance and benchmark QoS levels offered by all operators. From the assessment, publish operator and consumer QoS data and take appropriate action as necessary	1	Regulatory Tool and Consumer Support	2014 - 2016	Q3 2015	Q4 2016
8	Conduct a Mobile Network Signal and Internet Coverage Audit	Conduct a nation-wide mobile network and internet signal coverage audit and validate the minimum population coverage for each mobile and ISP operator's	1	Regulatory Tool and Consumer Support	2014 - 2016	Q1 2015	Q4 2015

		telecommunications network					
9	Monitor compliance with the new Radio Apparatus Licensing regime	Ascertain compliance with the new prescribed fees, and conduct physical checks of radio apparatus compliance; particularly through appropriate MOUs with relevant authorities	1	Regulatory Tool and Consumer Support	2015	Q1 2015	Q4 2015 (Ongoing)
10	Develop and Implement a new Spectrum Fees Schedule	Develop, consult and implement a new Radio Spectrum Fees Schedule and regime; ensuring that it is fit for purpose for Vanuatu	1	Regulatory Tool and Consumer Support	2014 - 2015	Q4 2014	Q2 2016
Internet Governance							
11	Finalize and implement a .vu ccTLD Management and Administration Regulation	Finalize, implement and monitor the .vu ccTLD regulatory framework Regulation	1	Regulatory Tool	2014 - 2015	Q4 2014	Q2 2016
12	Consult on, and consider the need for and the benefit of, establishing e-Smart school programs	Consult with stakeholders and develop and establish appropriate safe and responsible use of the internet for schools	1	Consumer Support	2015	Q1 2015	Q4 2015
13	Facilitate finalization of the Vanuatu Child Online Protection Strategy Framework	Facilitate the completion of Vanuatu's Child Online Protection strategy; so that minors can experience a safe and rewarding internet environment	1	Consumer Support	2015	Q1 2015	Q4 2015

14	Consult on the benefit of establishing a prohibited content/gateway filtering for minors	Develop, with stakeholders (ISPs), and establish appropriate Content/Gateway Filtering (domestic and international) mechanisms for prohibited content.	1	Consumer Support	2015	Q1 2015	Q4 2015
15	Increasing citizens awareness of Internet Governance (IG), and the safe use of the internet	Raise awareness and education on IG and the safe use of the internet, via a National IG Forum (IGF) aimed at a multi-stakeholder audience for policy dialogue on IG issues	1	Regulatory Tool and Consumer Support	2015	Q1 2015	Q4 2015 (Ongoing)
Consumer Affairs							
16	Monitor the implementation and effectiveness of TRR's Consumer Protection Regulation (CPR)	Monitor the effectiveness of the CPR through complaints received and general views from the public, and TRR's proactive initiatives	1	Consumer Support/Implementation of Government Policy	2015-2016	Q1/2015	Q4/2016
17	Establish, utilize, support and monitor TRR's Community Consumer Champions program	TRR will provide basic training and support for rural community champions towards consumer empowerment, and raising consumer awareness in rural areas	1	Consumer Support/Implementation of Government Policy	2014 - 2015	Q4/2014	Q4/2015
18	Widen representation of TRR's regulatory Business and Consumer Advisory Groups (BAG and CAG)	Increase efforts to widen representation to improve consumer/business input into telecommunications consumer initiatives	1	Consumer Support/Implementation of Government Policy	2015	Q1/2015	Q4/2015

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19	Establish and conduct regulatory telecommunications/ICT consumer surveys	Building on TRR's CAPP and complaints received, surveys will assist TRR to understand the telecommunications Sector consumer behavior, dynamics and customer dissatisfaction; enabling TRR to tailor its awareness and education programs accordingly	1	Consumer Support/Implementation of Government Policy	2015	Q1/2015	Q4/2015
20	Develop a National recognition and celebration of World Consumer Day – March 15	TRR will utilize World Consumer Day (15 March 2015) to promote consumer awareness and education programs on telecommunications/ICT consumer issues	1	Consumer Support/Implementation of Government Policy	2015	Q1/2015	Q1/2015
21	Support and promote Vanuatu's National ICT day Celebration, May 17, of the ITU's World Telecommunications and Information Society Day	Work with OGCIO towards a successful Vanuatu Annual ICT Day Celebration – 17 May 2015 - with a focus on consumer awareness and education	1	Consumer Support/Implementation of Government Policy	2015	Q1/2015	Q2/2015
22	Continue to increase consumer education and awareness	Continue to implement TRR's CAPP to enhance promotion of and more awareness and education in to rural and remote community needs; to assist and enhance implementation of UAP, and assist implementation of the Government's National ICT and Cybersecurity Policies	1	Consumer Support/Implementation of Government Policy	2015	Q1/2015	Q4/2015

Other TRR Priority Projects

Market & Competition

23	Develop Retail Tariff Notification Guidelines	To establish a clear industry understanding and provide guidance to all licensees when submitting or filling tariffs	2	Regulatory Tool	2015	Q1/2015	Q2/2016
24	Develop and establish Telecommunications wholesale and exceptions regulatory framework	Develop a framework for licensees and the telecommunications industry, and assist general users of telecommunications services	2	Regulatory Tool	2014 - 2015	Q4/2014	Q2/2016
25	Revise TRR's Telecommunication Market Indicators/Statistics (Data Collection Framework)	To ensure TRR has access to, and is in possession of, relevant market statistics to effectively monitor the market and provide information to GOV and stakeholders	2	Regulatory Tool	2014-2015	Q4/2014	Q2/2015
26	Develop a Telecommunications Sectorial Report	To establish an Annual Telecommunications Activity Report for the Sector	2	Regulatory Tool	2015	Q1/2015	Q4/2015

Telecommunications Engineering

27	Convert the National Numbering Plan and Procedures(NNP) into a Regulation	Review and update the NNP through TRR's Numbering Working Group and convert it into a Regulation for more effective industry compliance	2	Regulatory Tool and Consumer Support	2015	Q1 2015	Q4/2015
28	Develop a Regulation to cater for Restrictions on the import/sale/use of telecommunications equipment	Develop, consult and implement Type Approval Regulation for telecommunications and radiocommunications equipment, to cater for restrictions on import/sale/use of telecom equipment	2	Regulatory Tool and Consumer Support	2014	Q4 2014	Q2/2016
29	Study the need for, and consult on the relevance of, establishing a SIM registration system for Vanuatu	Consult on the benefit of establishing a Registration of SIMs regime and compliance mechanism	2	Regulatory Tool and Consumer Support	2015	Q1 2015	Q4 2015
Radio Engineering							
30	Develop and publish an enhanced National Frequency Allocation Table (NFAT)	Publish a NFAT and align it with the findings of TRR's Radio Spectrum Audit	2	Regulatory Tool and Consumer Support	2015	Q1 2015	Q4 2015
31	Conduct a Radio Spectrum Audit	Conduct the first major spectrum audit and review since liberalization in 2008; link it to the update of the NFAT plan appropriately	2	Regulatory Tool and Consumer Support	2015	Q1/2015	Q4/2015

Internet Governance							
32	Support the Government in the development of a Cybercrime Act and its implementation	Provide effective support to the Government Working Group on the making of the Cybercrime Act, and its implementation	2	Regulatory Tool	2015	Q1 2015	Q4 2015
33	Acquire statistics on the state of Vanuatu's Internet Market and Online environments	To acquire internet market statistics for the awareness of policy and decision makers, and to determine if further internet related guidelines and/or regulations are required	2	Regulatory Tool	2015	Q1 2015	Q3 2015
34	Promoting and educating industry on DNSSec (DNS Security)	Promoting and educating industry on the need to secure the DNS servers in Vanuatu and, especially, those located at the ISPs and the ccTLD registry	2	Regulatory Tool	2015	Q1/2015	Q4/2015
Legal							
35	Determine Bottleneck facilities in accordance with the TRR Act 2009	To define what infrastructure can be regarded as bottleneck facilities in accordance with the TRR Act 2009	2	Regulatory Tool	2015	Q1/2015	Q2/2016

36	Development of a Price Regulation	To develop and establish a Price Regulation for the retail service market	2	Legal and Regulatory Tool	2015	Q1/2015	Q2/2016
37	Review the TRR Act 2009	To identify any loopholes of the TRR Act 2009, and propose suitable changes, where necessary	2	Regulatory Tool	2015	Q1/2015	Q2/2016
Consumer Affairs							
38	Promote and Support GOV on E- waste management	Increase awareness and provide support to GOV on e-waste control and management	2	Consumer Support/Implementation of Government policy	2015	Q1/2015	Q4/2015
39	Promote Women and Girls in ICT through established organizations	Through established groups and organizations, TRR will promote and educate women and girls to assist their use of ICT's to enhance their daily living; to assist development of informed citizens of Vanuatu	2	Consumer Support/Implementation of Government Policy	2015	Q1/2015	Q4/2015
40	Promote and support of Mobile E – Health	Work with GOV to consider the establishment of an E-Health strategy to support GOV's ICT initiatives	2	Consumer Support/Implementation of Government Policy	2015	Q1/2015	Q4/2015

41	Commence discussions with stakeholders on the utilization of telecommunications/ICT to celebrate and preserve cultural values	Consult on the need to establish a strategy for the utilization of telecommunications/ICT to promote and preserve cultural values	2	Consumer Support/Implementation of Government Policy	2015	Q1/2015	Q4/2015
IT Support							
42	Complete the upgrade of TRR's Website and, particularly, towards e-efficiency	Finalize the upgrade of TRR's website towards e-efficiency	3	Effective stakeholder communication with and for TRR	2015	Q1/2015	Q4/2015
Legal							
43	Facilitate the TRR Legal team being appointed as a State Prosecutor for the purpose of TRR Act 2009	To assist TRR's Legal Team to directly prosecute any person violating the TRR Act 2009	3	Regulatory Tool	2015	Q1/2015	Q3/2015

5. INTERNAL TRR PROJECTS

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