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Report on the consultation of TRR's Revised Data Collection Framework

The Office of the
Telecommunications
and
Radiocommunications
Regulator (TRR)

This report provides the feedback and actions taken as a result of input on the consultation for amending TRR's Data Collection Framework as previously outlined in Annex 2 of Order 2 2012.

5th February 2015

1. BACKGROUND

- 1.1 As the regulatory agency responsible for the sector, it is critical for TRR to collect market data from service providers to assist TRR to effectively monitor the market. TRR will also rely on the information collected from operators to provide informed policy advice to the government and the general public at large, in its annual report, etc., as to the state of the market.
- 1.2 In 2012, TRR issued an order, inter alia, ordering service providers to provide quarterly data as set out in Annex 2 of the Order. Due to issues and concerns raised on the quantum and volume of information requested, a first consultation was released in May 2014.
- 1.3 The consultation proposed a revision of Annex 2 of TRR's Order 2 of 2012 relating to the provision of data; collected by service providers for the purpose of assessing and monitoring the growth of the telecommunications market.
- 1.4 After receiving and reviewing comments received on the first consultation TRR released a second consultation on the revised data collection framework in November 2014.

2. PURPOSE

- 2.1 The document aims to summarise responses and comments from those who have responded to the consultations and includes TRR's responses and comments.

3. SUMMARY OF INDUSTRY COMMENTS

During the consultations, especially the first consultation, the following issues were raised.

- 3.1 Sensitivity of data requested; and
- 3.2 Time period of publication of data.

At the second consultation, no issues were raised.

TRR wish to thank those service providers who comments on the consultation document. In regards to the issues raised, TRR wish to respond as follows:

4. TRR RESPONSE

- 4.1 Sensitivity of data

TRR distinguishes between information that it needs to inform its actions in discharging its roles and responsibilities under the Telecommunications and Radiocommunications Regulation Act 2009 (TRR Act 2009), and information that it may need to publish in some form. Primarily, all data collected are for TRR's internal assessment of the market and does not necessarily mean TRR will publish the data frequently. TRR takes its obligation seriously under the TRR Act 2009 as far as confidentiality of the data is concerned.

4.2 Publication of data

TRR appreciates the rationale and concerns raised about the regular and timely publication of certain aggregated data when there are few competitors in the market. Telecommunications markets generally tend towards oligopoly and even in large markets there may be only one or two fixed network operators and two or three mobile network operators. However, regulators in this type of markets have demonstrated that market statistics can be published regularly in various levels of disaggregation without compromising the commercial or competitive positions of operators. TRR believes that it can do likewise and will proceed not to 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.

4.3 Data Collection

In the revised data collection framework, TRR will collect market data in accordance to the Schedule bi-annually (6 monthly) for each calendar year.

SCHEDULE

REVISED DATA COLLECTION FRAMEWORK

Definitions

Ref	Indicator	Definition
Mobile telecommunications services		
1	Subscribers	The number of pre-paid cellular mobile subscribers (using 2G, 3G or beyond) that initiated a chargeable event in the last 90 days. As of the last day of the month.
2	Subscribers with access to mobile data	The number of pre-paid cellular mobile subscribers 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

Ref	Indicator	Definition
		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.
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

Ref	Indicator	Definition
		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.
International inbound roaming		
1	International inbound roamers	The total number of subscribers of foreign network operators that roamed on the licensee's mobile network in Vanuatu.
2	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.
Fixed telecommunications services		
1	Fixed telephony subscriptions	The number of fixed subscriptions (including wire-based and wireless) as of the last day of the month.
2	xDSL internet access services	The number of xDSL internet access subscriptions 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 subscriptions 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 subscriptions 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,

Ref	Indicator	Definition
.		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.
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.

Ref	Indicator	Definition
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.

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
Subscribers												
Subscribers with access to mobile data												
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												
Subscribers												
Subscribers with access to mobile data												
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 roamers												
International inbound roaming call minutes												
International inbound roaming call revenue												

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

Pre-paid fixed	January	February	March	April	May	June	July	August	September	October	November	December
Fixed telephony subscriptions												
xDSL internet access subscriptions												
Fixed wireless data subscriptions												
Dial-up internet access subscriptions												
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 subscriptions												
xDSL internet access subscriptions												
Fixed wireless data subscriptions												
Dial-up internet access subscriptions												
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 (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												