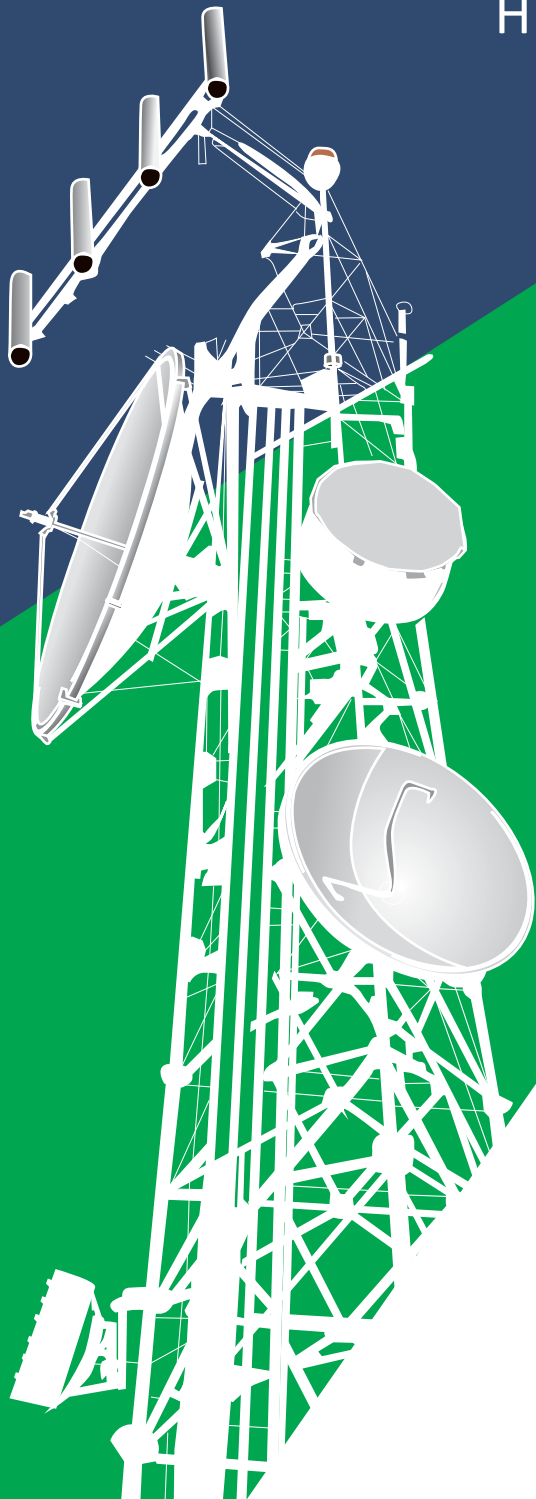


Community Consumer Champion's HANDBOOK



TRR

Telecommunications &
Radiocommunications
Regulator



TRR COMMUNITY CONSUMER CHAMPION'S HANDBOOK

Consumers have been identified and recognized world-wide as drivers of the economy and are influential in developing markets of all sectors.

In telecommunications markets, consumers are vital to the operators, the Government and society, in general, to drive the economy and provide revenue in return for use of services they are offered.

As such, there is a critical need for them to be educated, empowered, aware and protected, and this was provided for under Part 8 of the Telecommunications and Radiocommunications Regulation Act of 2009 ("the Act").

This Handbook is a guide for Consumer Champions to understand TRR's role as well as their respective roles and responsibilities according to the Consumer Champion's Project set up by TRR.



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ABOUT TRR

Background

In 2007, the Government established a policy statement entitled: “Telecommunications Policy Statement of the Government of Vanuatu”. The key aspect of that Policy is “the Government consequently commits itself to foster the development and use of ICTs in Vanuatu to ensure that all segments of the community benefits from their potentials. This Telecommunications Policy focuses specifically on the telecommunications network and services aspects of ICT development.”

That Policy Statement also stated that “with a view towards maximizing institutional efficiencies and promoting user and investor confidence in the sector, an independent regulatory body for the telecommunications in Vanuatu will be established.”

Hence, an independent Telecommunications and Radiocommunications Regulator’s Office (TRR) was established in February 2008 which was later codified in the Act in 2009, to carry out the following broad objectives as defined in the Act and to perform the following functions but not limited to:

- Advise the Minister on policy matter;
- Protect consumers;
- Regulate the telecommunications and radiocommunications sector in Vanuatu;
- Encourage sustainable and fair competition;
- Issue licences for telecommunications, radio apparatus and spectrum
- Manage telecommunications resources such as telephone numbers, short telephone codes, .vu domain names;
- Manage and appropriately assign the use of radio frequency spectrum.

Derived from the broad objectives of the Act, to implement the ICT, UAP and Cybersecurity Policies of the Government, and in order to ensure the Office of the TRR fulfills its mandate, the following regulatory operational activities of TRR include:

- **Regulating the Environment to Facilitate Sustainable Competition in the Telecommunications and Radiocommunications Markets.**
This includes promoting Universal and Service; Interconnection between Service Providers; Market analysis, provision of Statistics and Indicators of the industry; Implementing Competition Guidelines; International Capacity and Infrastructure; Implementation of Telecommunications License Obligations.
- **Internet Market and Governance**
Implementing TRR’s Internet Regulatory Practice; Management and Administration of the .vu Domain Name Space, Domain Names and the Country Code Top Level Domain name .VU; Promoting and facilitating the safe and responsible use of the Internet, including educating about internet threats and security; provide appropriate Reports on the state of the Internet market (survey of status of services, applications etc.);

Implementation of National Broadband Plans; Support on education on benefits of internet use to rural areas.

- **Radio Engineering**
Implementation of Radio spectrum Plans; Facilitating Emergency Services; Quality of Service Regulations; Implementation of Radio License obligations; Monitoring of network coverage, and QoS measurements.
- **Telecommunications Engineering**
Facilitating Interconnection between operators; Managing and monitoring of telephone and voice over internet protocol (VOIP) numbers; National Broadband Plans; Set rules for the import of telecommunications equipment; Determination of Number Portability and Pre-selection needs; Support and advice on Bit stream services; Technical support for all TRR projects; Critical and National Infrastructure and emergency response mechanisms and instruments.
- **Legal Support and advice**
Provide overall legal advice and support to all TRR daily operations before decisions and/or legal instruments are made.
- **Consumer Affairs**
TRR undertakes various consumer programs to ensure Part 8 of the Act, on Consumer Protection and Relations, is met. TRR's consumer program includes, but not limited to:
 - Conducting consumer awareness programs, developing literature and education programs in communities and Schools;
 - Consumer protection talks in various levels of society, including talk back shows, Mystery Caller programs, radio interviews and articles in newspapers;
 - The development of a Consumer Protection Regulation;
 - Monitoring of the Terms and Conditions of services provided by Service providers;
 - Consumer complaints investigations; and
 - The establishment of the Community Consumer Champion's project.
- **TRR Corporate Affairs**
TRR also make sure that the operations of the Office are smooth, efficient, effective, follow due diligence and thrift in its daily operations. This includes HR matters, Public Relations, its financial operations, and daily administration of the Office, including its IT and network systems.
- **Government support**
TRR also provides support to the Government including the Ministry responsible for telecommunications, the Office of Government Chief Information Officer (OGCIO), and relevant government Ministries and departments.

TRR COMMUNITY CONSUMER CHAMPIONS

Background

The TRR Community Consumer Champion's (CCC) project is a TRR developed initiative that is aimed at establishing and having CCC's assist TRR in, firstly, raising their own awareness, and then to assist TRR in its role of raising awareness, education and empowerment of the community, on telecommunications ICT services, under guidance from TRR. The CCC program is designed for civil society representatives, especially youth leaders in the provinces, and they have been selected from the 54 applications received from many of the Islands of Vanuatu. CCCs will need to be capable, influential, generally young civilians with passion, and who have sound public presentation skills and, most importantly, have local knowledge, awareness and understanding of peoples' behaviour in their respective communities. The selected CCC's during their interviews indicated their concerns for and an interest in issues currently affecting peoples' lives with the use of telecommunications/ICT services and devices. Understanding the local settings and behaviour of people, are integral parts of developing and creating benefits from the use of telecommunications and ICT that CCC's will assist TRR with. It is anticipated that the CCC's will also be able to assist TRR in its effort to promote the National Vision of "A Just, Educated, Healthy and Wealthy Vanuatu" using Telecommunications/ICT as the enabler.

This Handbook is a guide for Consumer Champions to understand TRR's role and responsibilities, as well as to understand the roles to be played by Champions under TRR's Consumer Champion's Project. This Handbook is a guide only therefore its content is not binding upon TRR, the Champions or any other stakeholder in the carrying out of their respective functions and mandates.

The structure on page 7 illustrates the contributing factors, and issues that different segment of consumers are facing, and the approach that TRR is undertaking, and will continue to undertake to assist the consumers to be empowered and at the same time protected while enjoying telecommunications services and products that are available.

Telecommunications Consumer Empowerment and Protection Structure

Telecommunications Consumers Segments (Vanuatu Citizens)

- Disabled Users
- Teachers/Students
- Parents (formal education/no formal education)
- Business Consumers (large scales/Small scales)
- Government (National, Provincial Level)
- Youth (employed/unemployed)
- Vulnerables - Users (no idea of benefit/afraid to touch, skeptic)
- Elite Users (knows very well)

Consumer Benefits

- Easy , cheaper and effective communications/Information dissemination
- Globalization (bringing the world closer together)
- Bridging the Cultural Gap
- Time management (more time served from associated physical activities)
- Create new Jobs
- Electronic Activities
 - M/E-Education • M/E- Health • M/E-Agriculture • M/E-Voting
 - M/E-Government • M/E-Politics • M/E-Youth • M/E-Governance
 - M/E-Custom and Culture • M/E-Business • M/E-Finance

**M = Mobile *E- Electronic*

Concerns and Challenges

- High illiteracy rate
- Digital Illiteracy
- Control and managing of Digital Natives (Quick and Easy Adopters)
- Fast changing and development of technology and applications
- Utilization of new technologies /no quick support
- Quick access to and utilization of ICT services for easy dissemination of inform.
- Usage of internet is centred in towns only
- Quality of service holds back ICT use and adoption
- Limited resource to provide technical support
- Lack of maximization of benefit for use of ICT
- Addictions of ICT use
- Child Online Protection
- Ignorances of responsibilities
- Excitement of new products and services
- Digital abuses
- Social problems
- Family issues

Wayforward actions to address the concerns and challenges

- Promote Consumer Awareness and Protection
- Partnership program to address the concerns
- Promote Technical Champions to provide basic trainings
- Develop Consumer Protection Regulation
- Promote Annual ICT celebrations
- Promote Consumer involvement in all levels of ICT development
- Role Play consumer responsibilities and Rights (actors)
- Multi-media key consumer messages (short films, previews)

A just Educated, healthy and Wealthy Vanuatu

• An empowered and informed Citizen of Vanuatu

ROLE FOR TRR COMMUNITY CONSUMER CHAMPIONS

CCC's will assist TRR on its implementation of Consumer Awareness Protection Plan (CAPP), to address the key challenges that the consumers are facing to meet the following objectives:

- An informed and empowered citizen of Vanuatu leading to Vanuatu's national vision of 'a just, healthy, educated and wealthy Ni-Vanuatu, through peer education;
- TRR's implementation of one of the Vanuatu Government's priorities of Building trust (mitigating risks & threats related to the ICT development).
- Consumer awareness and protection as stated in the Vanuatu National ICT policy, and Cybersecurity policy.
- Stimulation of a sustainable Telecommunications/ICT market in Vanuatu and extension of these services in the rural areas; leading to bridging digital divide.
- An aware, active and respectful vocal citizen – in a Vanuatu way – to ensure consumer rights are recognized and protected.
- Promotion of consumer empowerment, consumer safety, consumer responsibilities and appropriate consumer redress.
- Implementation of TRR's Consumer Awareness Protection Plan (CAPP).
- Protection of citizens from (Digital Shock – “high and unexpected” bills.)
- Information dissemination on the use of telecommunications/ICT devices.

TRR Contact Point

This Community Consumer Champion's Handbook is prepared purposely for TRR's Community Consumer Champion's. For Champion's that do not fully understand the rationale of this Handbook, or wish to provide feedback on it, and/or have any other queries regarding its content, please contact the TRR Office on telephone number + 678 27621 or email enquiries at enquiries@trr.vu.

TRR's contact point in respect of this Handbook and its CCC program is TRR's Consumer Affairs Officer.

General Functions and Powers of TRR

TRR may, with the approval of the Minister, make regulations, among other matters and under the Act, is required to:

- Regulate telecommunications and advise the Minister on Policy, making of Regulations and any other matter as requested by the Minister responsible;
- Implement, facilitate and enforce the provisions of the Act;
- Grant, suspend, vary and revoke licences and exceptions for which the Act provides;
- Allocate telephone number blocks and other telecommunications system numbers as administer by the ITU;
- Allocate, assign and manage the radio spectrum;

- Prescribe standard terms in various licences and exceptions;
- Manage and administrate the country code top level domain name(s) and domain name(s) registration for Vanuatu;
- Impose restrictions or limitations upon the importation, sale or use of equipment related to telecommunications or radiocommunications;
- Establish and manages a National Numbering Plan and allocate numbers.

As part of TRR's function in implementing the Act, TRR:

- Monitors the telecom market to ensure that there is no anti-competitive behavior amongst telecom service providers;
- Ensures that telecom consumers are protected from unfair practices by telecom service providers;
- Ensures that there is an interconnection agreement between telephone service operators where required;
- Ensures that there is fair pricing in the telecom market;
- Ensures there is reasonable Quality of Service in the market;
- Investigates anti-competitive complaints;
- Mediate consumer complaints;
- Implements the Government Universal Access Policy (UAP)
- Administers the UAP Fund as a trustee.

TELECOMMUNICATIONS MARKET COMPETITION

Background

In any liberated telecommunications market, competition plays a vital role. Competition stimulates the growth of the market and enhances service delivery within the sector.

Without competition any value added services, innovation and, importantly, choice available to consumers in the Market will be at the discretion of the monopolist. Competition thus drives choice and innovation and lower prices to consumers.

As such, competition is very important and it must be regulated fairly to ensure the market is competitive, on a level playing field and is sustainable. TRR is mandated under the Act to regulate competition in the telecommunications market. A competitive market is one in which there is more than one producer or operator competing to satisfy the needs and wants of a group of consumers. Market in this context refers to the mobile services market, internet services market and fixed services market. TRR has the power, under the Act, to further determine relevant markets for Vanuatu. These are referred to as “telecommunications markets”.

Before 2008, the Vanuatu telecom market was a monopoly market with only one telecom operator- Telecom Vanuatu Limited (TVL). In 2008, the telecom market became liberalized, meaning the monopoly was put to end by the Government, and competition was introduced. There is now more than one telecom operator in the telecommunications market, and as of January 2015, there are currently eight telecom service providers competing in the telecommunications markets in Vanuatu.

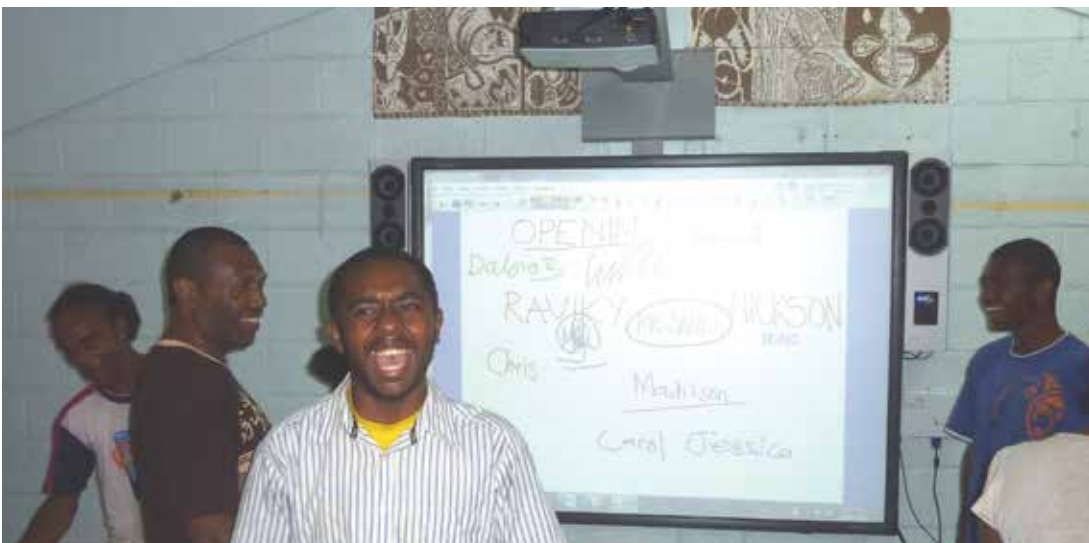
Key Discussion Points on Market Competition

- It has been beneficial for both the Government and the citizens of Vanuatu to have a competitive telecommunications environment in Vanuatu?
- Liberalizing the Telecommunications Market in Vanuatu has improved many people's lives?
- Competition within the sector drives prices down and it makes services and products (e.g. mobile handsets, tablets, etc.) more affordable compared to the monopoly era?

TRR Views and Approach:

- It is evident that, with competition, there is more choice and price reduction which has led to increased uptake of telecommunications services. For example, before competition, a
- Sim card cost 5000vt, and after the introduction of competition a Sim card cost has reduced to 500vt.
- The high demand of services in a competitive environment is leading to a variety of services being provided to end users/consumers; including for mobile and internet applications.

- Competition also supports and stimulates the implementation of Government's Policies; in particular, the Government's Universal Access Policy (UAP). This UAP encourage operators to roll out and increase their network coverage of services and quality of services offered ,not only in commercial areas but to areas that are not yet served by existing services, or are currently underserved. The objective of the UAP is that 98% of ni-Vanuatu residents, including some that currently do not have any access at all, will have them by 1 January 2018.
- Active competition encourages and stimulates economic growth and market development in the telecom sector, and contributes significantly to Gross Domestic Product of Vanuatu's economy.
- Consumers now have choice in the telecommunications market.
- Active and sustainable competition in telecom service provision is desirable and beneficial for all.



TELECOMMUNICATIONS TARIFFS

Background

Tariffs are the price a service provider charges for the provision and use of its services. Telecommunication tariffs are an important issue for both consumers and competition. The Act provides that operators must notify the Regulator of (certain) charges before imposing them on the market. The Regulator must ensure that the tariff does not contain excessive charges or is likely to inhibit competition in the market.

Along with tariffs of different services come the terms and conditions of the services that are offered to consumers/potential customers.

Subject to the provisions of Part 7 of the Act, Tariffs are approved by the Regulator before service providers can impose them in the market. Service providers, especially dominant service providers, face additional rules that they must meet. In the telecommunications market, service providers have different tariffs for mobile services, fixed services and internet services. Service providers also provide discount tariffs; especially by way of promotions to attract customers to use their services.

Key Discussion Points on Tariffs

- The approved tariffs that are current and applied on the market today are cheaper and more affordable to consumers compared to the monopoly era?
- Promotions help consumers to have access to special, better or cheaper value for service?
- TRR monitors retail tariffs to ensure tariff is fair, reasonable and just for the benefit of consumers and sector at large.

TRR Views and approach:

- TRR believes that it must have minimum intervention in the market and allow competitive market forces to operate.
- TRR will always actively oversight and monitor the Markets to protect the interest of end-users. TRR always encourages light-touch regulation and does not wish to over regulate the market but will stand by consumers and develops legal instruments and arrangements to facilitate the environment and lower price provision, as well as protect consumers.
- TRR has issued a Competition Guideline and an Advertising Guideline to guide service providers when competing within the market. TRR also carries out monitoring activities to ensure the Act and Licence are not violated, and for fair competition to prevail at all times.
- TRR provides consumer awareness programs and initiatives to assist consumers and to enable them to fully understand what services they are purchasing.

This table only shows the current mobile tariffs being filed to the Regulator by TVL and Digicel. The rates may change and if they are, this table is no longer relevant.

Service Providers	Mobile Services	Tariffs/Rates
DIGICEL	Digi to Fixed (Mobile to fixed)	27vt
	Digicel on-net (Mobile To Mobile)	27vt
	Digi to other networks	27vt
TVL	Mobile To Mobile (On-net)	25vt
	Mobile to fixed (On-net)	25vt
	Mobile To Mobile (Off-Net)	25vt
	Fixed To Mobile (On-Net)	25vt
	Fixed To Mobile (Off-Net)	25vt

IMPORTANCE OF READING AND UNDERSTANDING TERMS AND CONDITIONS FOR A SERVICE

Background

Within the telecommunications market, the terms and conditions of a service provided by an operator plays a vital role in defining the relationship between a consumer/customer, and the service provider, and what the consumer 'actually' will, or will not, get. In a strict sense, it is a contract that defines certain obligations and terms of a service that a service provider will provide to a consumer. Consumers, however, must first agree to these and then if they sign up - 'agree'- they must abide by them in order to use a service and have that service provided to them. As such, consumers must CAREFULLY and FULLY read the ALL OF the conditions and terms of service they agree to, to ensure they fully understand them and to avoid disagreements with their service provider - after committing to the services and obligations - and make payments for the services that have been made.

It is critical that potential customers/consumers understand and establish the 'actual arrangement' between the two parties involved for the service to be offered and signed for. Operators need to be assured of payment for service, and customers also need to understand how much they will have to pay and what they will get. That way there should be no need for disputes or misunderstandings of either party.

In practice, if you do not understand the terms and conditions you are agreeing to make with an operator, you are putting yourself at risk of uncertainty, misunderstanding and a liability to pay for what you agreed to. If there is nothing in writing, there is no proof to any claim of wrong-doing by an operator. But, if the terms and conditions are in writing, it is evidence that can be relied upon by the operator, the customer and TRR if necessary, for verification of the service or product signed up for should there be any later dispute. Terms and conditions also have an important role to play for consumers in understanding their duties, rights and roles and responsibilities.

The Operator should clearly set out and inform what the agreed terms and conditions between customers of a particular service are and, importantly, what happens if things go wrong or the customer wishes to terminate service.

The Act provides key elements that a term of service should specify. This includes:

- They must be consistent with the Act, and any TRR Regulations, Rules, Orders and licence conditions;
- Describing the basic terms of business relationship between the service provider and its customers in the provision and use of the service;
- Setting out the terms and processes regarding billing and payments;
- Explaining the process in the event of a billing or invoice error; and
- Setting out a calculation of any refund that might be provided to a consume

Key Discussion Points on Terms and Conditions of Service

- Consumers must always request to see and read the terms of service before signing up to any service or ICT products offered.
- Seek guidance or explanation from service providers on any terms and conditions of service or product before subscribing to a service or purchase of the product.

TRR Views and approach:

- TRR's views are clearly expressed above in the Background Section of this Handbook.
- If a customer does not currently have access to the written terms and conditions, then they must contact their service provider obtain a copy and speak with them to understand the product/service.
- Consumers must always go to their operator first up and discuss their problems issues with them; NOT TRR. Consumers can come to TRR after there is a failure to resolve the consumer's issue/ enquiry.
- In purchasing a service being advertised, consumers must make sure they receive what has been advertised or offered. For example, if a free component of the service has been stated to be free in the advertisement then consumers should receive that free component at no cost.
- TRR is soon to release a strong protection legal instrument for the citizens of Vanuatu who are enjoying telecommunications service. This will be through a Regulation called "TRR's Consumer Protection Regulation".
- TRR has also established its Consumer Advisory Groups which have been engaged in a number of TRR activities; in particular, providing advice to TRR and promoting consumer awareness and protection.

UNIVERSAL ACCESS POLICY (UAP)

Background

The telecommunication industry is dynamic and an economic enabler, delivering connectivity, individual empowerment and ever-growing range of communication services to people in Vanuatu and the world.

The Government, through the Minister responsible for Telecommunications, is mandated under the Act to develop a policy for improving access to telecommunications service for locations which are not or not adequately served by existing services. The Government's Universal Access Policy (UAP) was developed and approved in November 2013 by the Council of Minister. The UAP aims to extend telecommunications services including voice, narrowband and broadband internet services, to parts of Vanuatu that have no or currently inadequate access to existing telecommunication services.

The Act also provides for the Minister responsible to establish a trust fund for the purpose of UAP; which is administered by TRR as the trustee.

The UAP

The primary goal of UAP is to reach 98% of the Vanuatu population with mobile, broadband internet and narrow band services by 1st January, 2018. The UAP specifies that the broadband Internet services provided shall enable a download speed of at least 21 Mbps and upload speed of at least 12 Mbps.

TRR monitors the implementation of the UAP through a 'play' or 'pay' approach in partnership with the telecom industry, as well as coordinating other programs and initiatives that are shaping and stimulating the continued growth and development of the telecommunication industry in Vanuatu. The programs include connection of schools to broadband Internet, and the extension of telecommunication services to the 'unserved' and 'underserved' areas of Vanuatu. These initiatives are laying the foundations of an increasingly connected world, both through mobile phones and the Internet.

The first UAP project that was implemented as a UAP project is the Rensarie UAP Broadband Pilot Project in 2011.

Rensarie UAP Broadband Pilot Project in Malekula

The Rensarie UAP Broadband Pilot Project ("the Pilot Project") was a UAP funded pilot Telecentre site that was implemented on behalf of the Government of Vanuatu and project managed by TRR. The beneficiary of the project was Rensarie College (RC); a bilingual college located at Central East of Malekula in Malampa Province, and the village communities around RC.

Goals of the Pilot Project:

1. To provide the Pilot site's staff, students and community members with access to Broadband Internet.

2. To train and empower the Health Centre and Rensarie College staff, students and community members in utilizing a Broadband connection to improve their livelihood, through the application of a people-centered/participatory approach.

The Pilot Project was officially handed over by the Prime Minister Hon. Joe Natuman, to the Rensarie community, during the celebration of the World Telecommunications and Information Society Day in Port Vila, on 16 May 2014.

Other UAP Programs and Project

After the Rensarie UAP Broadband Pilot Project, the Government decided to implement Broadband internet services throughout the country, targeting public institutions such as schools, health centers, etc. and also through private businesses. The main purpose of such targets was to ensure that, after the trial periods, there is sustainability and continuation of the service. A call for applications was sought publically and more than 300 applications were received by TRR for the following programs:

1. Computer Lab and Internet Community Center (CLICC);
2. Tablets for Students (TFS); and
3. Internet Café Support (ICS).

Nineteen schools and three small business operators were selected as pilot sites for the program. Business operators are expected to expand their normal business operations through the Internet Café project.

These 19 schools had successfully gone through a tough, yet, independent and transparent, selection process by the Grant Review Committee: a committee which is Chaired by the Office of the Government Chief Information Officer (OGCIO) and comprises members from the Australian Governance for Growth (GfG) program in Vanuatu, , the Ministry of Education (MoE) and TRR.

Key Discussion Points on UAP & UAP Projects

- UAP is important for the citizens of Vanuatu?
- The UAP project will bridge the Digital Divide and will contribute to enhanced learning in schools through the use of ICT and through the use of internet services. It will improve citizen's illiteracy rate and will preserve cultures and traditional values. It is anticipated that our health development in rural communities will improve.
- Through UAP programs, farmers will also have more opportunity to sell their products.

TRR Views and Approach:

- TRR is engaging with the telecommunication service providers and its wider stakeholders, including the Government, to implement the Government's UAP towards the achievement of its objectives. TRR will continue to cooperate and contribute effectively towards its significant role and as mandated by the UAP to create opportunities for connecting schools and communities through the Government ICT programs and other initiatives under the UAP.
- The major focus of these programs is to foster the development of telecommunications services in rural areas, stimulate the use of Information and Communication Technology (ICT) in Vanuatu and to ensure that all sectors of the community benefits to the best of their potential.



Photo taken by Michael Hawkins

TELECOMMUNICATIONS AND RADIOCOMMUNICATIONS LICENCES

Background

Radiocommunications

Radiocommunications means any emission of signs, signals, writing, images, sounds or intelligence of any nature by radio waves.

Radio License

A unilateral grant of permission by the Regulator to a person or a group of persons, for the use of a radio transmitting device as required by section 12 (2) of the Act. The term of a radio licence is currently one year and runs from 1st January to 31st December each year.

Spectrum Licence

A spectrum licence is a unilateral grant of permission by the Regulator to a person or a group of persons, for the use of a band of frequencies in a geographical area, usually for the provision of telecommunications services and identifying lower and upper frequency limits. The term of a Spectrum Licence is usually several years and, where the spectrum licensee is also a telecommunications licensee; the date of expiry is linked to the expiry date of the telecommunications service licence.

Telecommunications Licence

It is a requirement under section 12 (1) of the Act that a person must not provide a telecommunications service except under and in accordance with a licence or exception. This is known as a telecommunications licence. A telecommunications licence is a unilateral grant of permission by TRR to a person, or a group of persons, for the provision of telecommunications services. It must not be regarded as a contract or bilateral agreement.

Radio Apparatus Licence

A person must not install or operate a radiocommunications device in Vanuatu or its territorial waters or airspace, or in any ship or aircraft registered in or under the law of Vanuatu without having a licence. This licence is known as a Radio Apparatus Licence. This is why a person or a business must have a licence to operate a radio transmitting apparatus.

Common types of radio equipment requiring a radio licence

Common types of radio transmitting equipment or transmitting stations requiring a radio licence are:

- Tele-radio Station (Land-based) stations (HF, VHF)
- Ship stations (HF, VHF, UHF, VSATs, EPIRBs , etc.)
- VSAT Stations (Hotels, Bungalows, Health Centers, schools, private individuals, etc.)
- Aircraft stations (HF, VHF, UHF, satellite, etc.)
- Land mobile stations (HF, VHF, UHF, satellite, etc.)
- Fixed stations (HF, VHF, UHF, Microwave links, Satellite Earth Stations, etc.)
- Broadcasting stations (Radio and Television)
- Amateur Radio Stations (HF, VHF, UHF, Satellite)

Radio Apparatus licence fees for radio transmitting device

Any user for Radio apparatus or equipment example radio equipment used on ships and planes needs to pay a licence fee to TRR for every transmitting equipment except for those falling under the general authorization or GURL. Equipment such as mobile telephones, cordless telephones, wireless modems, etc., fall under the same category of radio transmitting equipment, however are not required to be individually licensed as they are covered by a general user radio licence (GURL)

General User Radio Licences (GURLs)

Currently GURLs cover:

- . Mobile telephone handsets and mobile devices
- . Citizen Band radios (CB)
- . Cordless telephones
- . Short-range Radio Devices (SRD), such as toys, car door openers, garage door openers etc.

Need to pay a licence fee

The Act provides for TRR to manage the radio spectrum and charge appropriate fees. License fees are used by TRR to carry out its spectrum related duties such as license monitoring and compliance.

Payment of a radio licence

Because the fee is only valid for 12 months, licence holders are required to pay an annual fee to use their radio transmitter for the following year. In other words, a licence holder needs to pay a fee for renewal of their licence.

Renewal of Licence Fees

Licences will not be automatically renewed so unless a licensee no longer wants to use the spectrum/apparatus, it must be renewed and the necessary fee paid. Licence renewal notices will normally be sent out by TRR to current radio licence holders, but they may also contact the TRR office.

Importance for renewal of licence

If someone uses radio equipment without a valid licence, they are breaking the law and can be prosecuted by a Court of Law. As such, it is mandatory that they ensure that their equipment always has a valid licence.

Key Discussion Points on Telecommunications and Radiocommunications Licences

- Who can apply for a Telecommunications and Radio Apparatus licence?
- Once a licence is issued to a person, the conduct of the person is governed by the licence terms and conditions in respect of the licence, including the Act and relevant regulations and regulatory instruments developed by TRR.

TRR Views and Approach:

- TRR's views are clearly expressed above in the Background Section of this Handbook.
- As part of its functions under Section 7(2) (e) of the Act, TRR is responsible to allocate, assign and manage the radio spectrum. TRR has developed a Spectrum Management Principles document, National Frequency Allocation Plan and Spectrum Planning, Allocation and Assignment documentation. These are for the purpose of guiding efficient and effective spectrum management in Vanuatu.
- TRR conducts compliance checks and performs radio frequency interference testing. When someone or a company is found to be using radio equipment or spectrum without a license, they are warned to rectify the situation as soon as possible. Failure to do so may result in TRR taking legal action against the person or company illegally using spectrum or operating radio equipment with a valid license.
- TRR has established a procedure to follow in order to obtaining a Telecommunications or Radio Apparatus license here in Vanuatu. TRR has the Power to issue both radio apparatus and spectrum licenses.

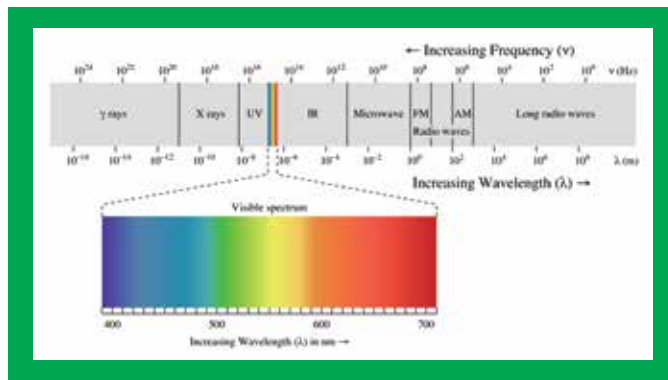
As technology evolves it is expected that more and more radio devices will be developed and many may qualify for GURL status. In such cases TRR will assess and issue GURLs to cover such devices.

RADIO FREQUENCY SPECTRUM (OR RADIO SPECTRUM)

Background

Radio Spectrum

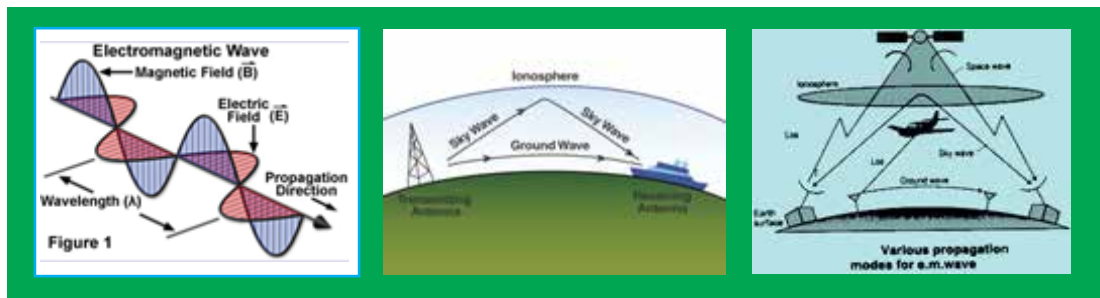
The term 'radiofrequency spectrum' or 'radio spectrum' refers to the range of frequencies in that part of the electromagnetic spectrum over which information can be transmitted and received by radio waves through radio transmissions. It is a band of frequencies ranging from about 3 KiloHertz (kHz) to 300 GigaHertz (GHz). Radio spectrum is a natural resource.



Generation of radio waves

Radio waves are generated in two ways; they are either naturally occurring or are artificially generated. Naturally occurring radio waves are generated by lightning strikes or by astronomical objects, while artificially generated radio waves are generated by controlled oscillations in a radio transmitter for the purpose of radiocommunications, broadcasting, radar, communications satellites, navigation systems, computer networks and a multitude of other applications.

The generation of radio waves is strictly regulated by the Government in most countries, and coordinated by an international standards body called the International Telecommunications Union (ITU).



Owner of the radio spectrum

Radio spectrum is a natural resource and, in most countries, natural resources are generally owned by the State and are either managed by Governments or by Government Statutory Bodies, such as an Authority, a Commission or a Regulator – like here in Vanuatu by TRR. The Government sets Policies and Regulations or Guidelines on how the radio spectrum is to be used.

Due to its increasing importance in countries as an essential input into the telecommunications industry and stimulating increase in economic activities, Governments take steps to ensure that it is strictly regulated or controlled so that it brings in the most desired economic benefits to the country.

Importance of the radio spectrum

The radio frequency spectrum resource is a vital input into an ever widening range of services. It is crucial to communications and the national economy. It is used to support a large number of electronic communications services and applications. Access to radio frequencies is an essential requirement for telecommunications, particularly for aviation, shipping, defense services, public safety, broadcasting, wireless broadband access, mobile communications and countless other applications, such as medical instrumentation and domestic appliances.

How is it possible that so many services are able to use the radio spectrum at the same time?

The radiofrequency spectrum is divided into different bands. Different frequencies have different characteristics. Different bands are divided into smaller sub-bands and these are further divided into even smaller blocks known as channels. Similarly different services usually have different spectrum requirements, hence are allocated different radio frequency bands and different channels. This ensures that different services can all operate at the same time without interfering with one another.

Band Number	Symbol	Frequency Range	Wavelength
4	VLF	3 - 30 KHz	1 - 100 km
5	LF	30 - 300 kHz	1 - 10 km
6	MF	300 - 3000 kHz	100 - 1000 m
7	HF	3 - 30MHz	10 - 100 m
8	VHF	30 - 300 MHz	1 - 10 m
9	UHF	300 - 3000 MHz	10 - 100 cm
10	SHF	3 - 30 GHz	1 - 10 cm
11	EHF	30 - 300 GHz	1 - 10 mm
12	THF	300 - 3000 GHz	0.1 - 1 mm

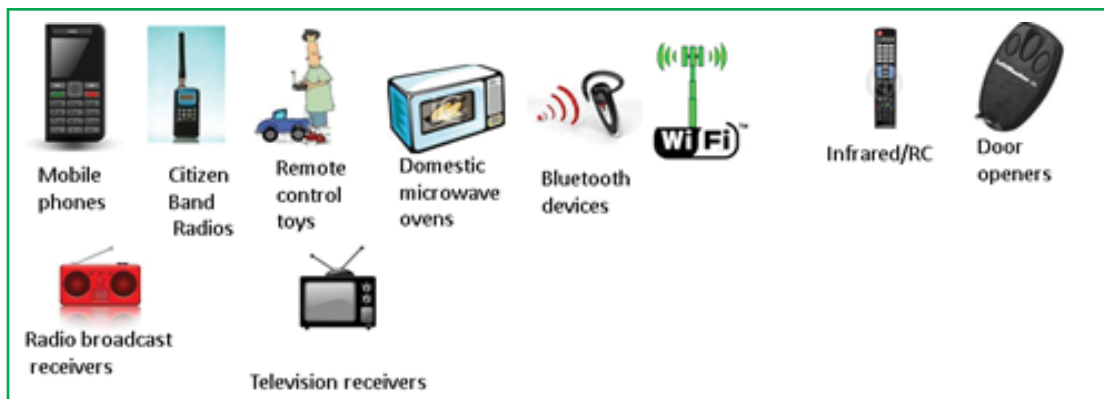
Table of ITU Radio Spectrum Bands

Can radio frequency spectrum be stored, or stockpiled?

No, unlike other natural resources, radiofrequency spectrum cannot be stored or stockpiled for future use. It is a finite, but inexhaustible natural resource. Its use in one area only denies other users from its use in that particular area, but it is not exhausted or depleted.

Responsible Office for managing radio spectrum

In Vanuatu the Government has mandated TRR to manage this natural resource on its behalf in order to promote national social and economic development.



Key Discussion Points on Spectrum

- Why is it important to manage spectrum in Vanuatu?
- What would happen if any person or business operator uses spectrum without consulting TRR?

TRR Views and Approach:

- TRR's views are clearly expressed above in the Background Section of this Handbook.
- Radio Frequency or Spectrum is a finite non-exhaustible resource which is a vital input into an ever widening range of services. Use of the radio spectrum is crucial to communications in Vanuatu, and the national economy. Industries that use the spectrum, such as broadcasting and cellular mobile telephony, make substantial contributions to the economy, while other manufacturing and service industries use spectrum to increase their productivity.
- In order to maximise the efficient and effective use of the radio spectrum by all sectors of society, the overall goal of radio spectrum in Vanuatu is to create a predictive environment for current and future spectrum usage, which is in the public interest.
- Similar to the RADIOCOMMUNICATIONS AND LICENCES' Section, as part of its functions under Section 7(2)(e) of the Act, TRR is responsible to allocate, assign and manage the radio spectrum. TRR has developed a Spectrum Management Principles document, National Frequency Allocation Plan and Spectrum Planning, Allocation and Assignment documentation. These guide efficient and effective spectrum management in Vanuatu.
- TRR conducts compliance checks and performs radio frequency interference testing. When someone or a company is found to be using radio equipment or spectrum without a license, they are warned to rectify the situation as soon as possible. Failure to do so may result in TRR taking legal action against the person or company illegally using spectrum or operating a radio equipment with a valid license.

PROTECTING CRITICAL ICT INFRASTRUCTURE

Background

Critical ICT infrastructure refers to elements that are fundamental to the operations of ICT networks, to enable service provision. Critical ICT infrastructure elements are often referred to as the main carriers or backbone of the ICT network infrastructure. They are a set of interconnected elements that transport the bulk of an ICT's network traffic, delivering them to customer distribution nodes before it reaches customers. They are not often directly connected to customers. Any damage to one will hinder the operations of others that depend on it, consequently affecting ICT service delivery to end users.

These elements include wired and wireless infrastructure including telecommunication towers, external Wi-Fi transceiver stations and antennas, satellite earth stations, copper or fiber distribution cables and domain name servers to process internet directory services.

Much critical ICT infrastructure is located in areas accessible to the public. For this reason, it is extremely important that consumers and the public at large are aware of their importance, and therefore mindful of protecting them.

Key Discussion Points on Critical ICT Infrastructure

- It is important to protect critical ICT infrastructure.
- Who should protect critical ICT infrastructure in Vanuatu?

TRR Views and Approach:

- The Government of Vanuatu, through the Act aims to facilitate the development of the telecommunications sector in order to promote national social and economic development.
- To promote social, economic, and individual progress, Vanuatu requires a developed and scalable ICT infrastructure for a more efficient ICT sector while promoting development and innovation. Among other benefits, ICT facilitates access to Government services, increased training opportunities through distance learning, delivery of healthcare services through telemedicine, improved literacy, and access to economic opportunities.
- Consumers must understand the significance of protecting critical ICT infrastructure. It is important that all citizens understand the link between critical ICT infrastructure and ICT for development, as technology is a critical part of this country's disaster management and recovery (e.g. how text messages from two operators have greatly assisted to save people's lives during cyclone Pam on the 13th of March, 2015), and its development strategy, and the investment in them is critical to protect Vanuatu residents, enhance Vanuatu's standard of living and create so many other benefits which are enabled by ICT.

- Communication and ICT networks are not only critical infrastructures on their own, but underpin many other critical networks (e.g. tourism, education, energy, finance, aviation). Therefore, the malfunctioning or disruption of the communication channel provided by the critical ICT infrastructure will have a cascading effect, on several other infrastructures or services that depend on it, potentially across Vanuatu.

TRR therefore encourages the protection of critical ICT infrastructure by all stakeholders (Government, private sector, and consumers) and will continue to promote this via its radio shows and consumer awareness programs.



THE INTERNET

Background

Webopedia defines Internet as “a global network connecting millions of computers linking more than 100 countries, and enabling exchanges of data, news and opinions.”¹

Internet Basics² describes the Internet as “made up of millions of computers from all around the world, linked to each other by a network of telephone lines, cables and satellite connections.”³

People access this network by using ICT devices such as telephones, computers, i-phones, i-pads, mobile phones and other such devices.

The Internet is used most commonly these days for communication, publishing, entertainment, networking, research, commerce, on-line learning and businesses.

In terms of communications, people communicate through email, webmail and other interactive communications applications such as online chats, skype and online forums.

Publishers also publish on line such materials as e-books, e-journals and general online resources for hobbyists, professionals, researchers and students.

The Internet has also become a main source of entertainment. ICTs have advanced to a level where a single device that has access to the internet can now be used to read or watch the news, sports and follow a hobby, watch movies, documentaries and other multimedia materials.

The internet is also used for networking. Used somewhat as a traditional printed telephone directory, the internet is used to locate, establish and maintain contacts with individuals, groups and organizations. It is also used for commercial activities such as advertising, making bookings and reservations, buying and selling as well as for online government activities such as e-voting.

The Internet, through the millions of servers around the world, stores massive amounts of data, applications, tools and information which allow the internet to work.

¹www.webopedia.com/TERM/I/Internet.html

²<http://www.internetbasics.gov.au>

³http://www.internetbasics.gov.au/getting_started_on_the_internet/what_is_the_internet

Key Discussion Points on the Internet

- There are challenges that lie ahead in the use of Internet in village communities.
- Who can assist understanding for potential users of internet in the rural communities?

TRR Views and Approach:

The Internet has both positive and negatives aspects. There are numerous advantages and disadvantages, as discussed below.

Advantages of using the internet include the:

- Ability to communicate in an essential, easy, fast, reliable and affordable way.
- Ability to easily access knowledge, educational qualifications and opportunities to work anywhere in Vanuatu and overseas.
- Ease of communication, wider circulation and choices of business adverts, flexibility of work which helps to promote business, trade and commerce.
- Easy access to a variety of affordable online resources for well-being, personal development, personal interests and hobbies.
- Improved and immediate access to information and news to promote sports and provide a variety of entertainment opportunities.
- Access to goods and services over the internet makes it easier for people, including people with disabilities to do research, access resources, and to keep in touch and stay connected with peers, friends and families.
- The use of powerful search engines makes research, pooling of information and location of data, resource and people so much easier and faster.

On the other hand, the Internet and ICT/technologies that have become important in the lives of people have negative aspects or disadvantages and some of these include:

- People's privacy can be easily invaded and potentially ruined or harmed by hackers, criminals and devious individuals and groups who prowl the internet for unsuspecting victims.
- The Internet and ICTs are being used by criminals to assist cyber-crimes such as identity theft, phishing, stalking, grooming etc.
- There is a vast amount of information on the internet which makes it difficult for people to differentiate between valid and invalid information. Also available are sexually explicit materials, such as movies, photographs, writings and clips, which could easily fall into the hands of young children and innocent individuals unless filters and security mechanisms are in place.

- The flooding of mailboxes with spam or unsolicited commercial messages in bulk is another disadvantage of using the internet. Spam is not only annoying but can be dangerous if the recipients are not aware and/or the technology used is not properly protected with security applications.
- Viruses are a threat as well for users of the internet. Hackers are constantly developing viruses which are used to destroy computers and wipe out data and other valuable resources. An awareness of this threat and safe use of the internet will assist in protecting computers from viruses.

Many initiatives world-wide have been made to maximize the benefits of using the Internet and to limit the disadvantages so that people using the internet are protected while online. These come in the form of Government Policies and legislation, filtering applications, password protection as well as the development of special content management systems.

In Vanuatu, initiatives are in place; however, the country's legal framework for this purpose is still being developed. With or without appropriate legal frameworks, the onus of staying safe while online rests with individuals, who need to be smart, responsible and safe so that the maximum benefit of using the internet is attained.

TRR maintains an active role in the safe use of the Internet; particularly through its consumer awareness and protection mechanisms.



ONLINE SECURITY

Background

The Internet has become a daily, integrated part of life for many people in Vanuatu. It is an integral part of our economic and social activities, and a vast resource of information, education and entertainment.

Users require a safe and secured online environment to allow them to take advantage of the benefits of the Internet. Online security relates to actions taken to protect users from risks and threats exposed via the Internet.

As the availability and usage of the Internet grows in Vanuatu, equally is the risk of online attacks. In accordance with the TRR Internet Regulatory Practice and in implementing the Government's Cybersecurity Policy, TRR has a key role to play in ensuring a safer online experience for Vanuatu users.

Key Discussion Points on Online Security

- What can be done to protect users against online attacks?
- Is there sufficient user education and awareness in Vanuatu about Internet threats?

TRR Views and Approach:

TRR leads or assists several initiatives to promote online security of users in Vanuatu:

- It conducts talk back shows on the safe and responsible use of the internet, including online security.
- It provides regular awareness programs on the safe and responsible use of the Internet, including online security at all ICT Day events.
- The implementation of the Government's National Cybersecurity Policy whose vision is for all Vanuatu citizens and visitors to enjoy the full benefits of a secure, safe and resilient cyberspace environment enabling access to knowledge and information sharing while understanding and addressing the risks to reduce online attacks, is a driving instrument.
- TRR, in association with the OGCI, jointly organized a regional Child Online Protection (COP) workshop. The COP workshop addressed child online issues and discussed ways of reducing online threats to children, especially those in schools who are most vulnerable. The workshop outcome for Vanuatu was the development of a Vanuatu Strategy on Child online Protection.
- A Computer Incidence Response Team (CIRT) workshop was held in parallel with the COP workshop. The workshop focused on educating ICT network administrators on online threats and how administrators can technically prevent these threats from reaching the end users.
- TRR is actively assisting OGCI on the development of a Cybercrime Legislation.

SPAM

Background

Spam generally refers to bulk unsolicited or unwanted electronic messages. Simply put, spam is any kind of unwanted online communication. The most common form of spam is unwanted email. You can also get text message spam, instant message spam and social networking spam. Unwanted, undesired, or illegal email messages, news group postings, unwanted advertisements, are examples of spam. What that really means is messages are sent to multiple recipients. Email spam can be either as:

- a single e-mail message addressed, to many recipients or
- many email messages each addressed to one or more recipients or
- a mail-merge.

Some spam is annoying but harmless. However, some spam is part of an identity theft scam or other kind of fraud. Identity theft spam is often called a phishing scam.

Spam messages are sent from senders you do not know and are sent via computer, using commonly accepted communication protocols between the source and destination e-mail servers. A spammer is a person who sends out spam messages. Spam messages are mainly about advertising a product or selling a product and spammers use this form of product advertisements because it is cheap. Recipients incur the costs of the email system processing the spam mail. So if your email address is in a spammer's email listing then you are most likely to be receiving spam emails. Spammers hijack email address through newsgroups and chat rooms, website subscriptions or visiting and entering your email address on attractive sites.

To protect yourself against email spam, use email software with built-in spam filtering.

Spam is a huge problem for many countries and is being discussed at many international law enforcement conferences and by multi-stakeholder organisations, including the Internet Engineering Task Force, and the Internet Governance Forum.

Key Discussion Points on SPAM

- In the era we live in today, communication is becoming easy with just a click on a device. Almost everybody has an Email Address, maybe from Gmail, Hotmail, Yahoo-mail, AOL or vanuatu.com.vu webmail. Whichever email provider you may have subscribed to, it is essential to ask if the service provider provides mailbox spam protection or spam filter that filters and remove spam messages and allows legitimate emails into your email box.
- Spam is a major concern to internet users.

TRR Views and Approach:

- TRR's views are clearly expressed above in the ONLINE SECURITY and other Sections of this Handbook.
- SPAM messages are disturbing, time consuming and occupies our communication data links for our business or work matters. The ISPs and Email providers try their best to eliminate spam messages from delivering into our mailboxes. But not all spam messages are blocked; some spam messages will get through the spam filters and delivered into our mailbox.
- TRR advises and raises the awareness of consumers about spam messages, what they are, and how to avoid them. TRR also advises and raises the awareness of consumers about their responsibilities when they are on the internet browsing the websites they visit and to be careful when entering email addresses or personal details on a suspicious website or untrusted websites. These are many ways for the spammers to have access to your email address and consumers need to be on guard at all times.



CHILD ONLINE PROTECTION (COP)

Background

Computers and mobile devices including laptops are the predominant method whereby children in Vanuatu access the Internet. The services and internet contents accessed can potentially be used in ways that harm children.

Harmful activities can include:

- Exposure to inappropriate images or content, whether inadvertently or deliberately;
- Solicitation by sexual predators in chat rooms, other forms of social media, and by email;
- Bullying or harassment;
- Inappropriate disclosure of personal information and data theft (through over-sharing or other means);
- Spyware, viruses and malicious software;
- Scams;
- Excessive commercialism via advertising and product-related websites;
- The consequences of the temptation to engage in piracy of software, music or video bullying and harassment, identity theft and online abuse (such as children seeing harmful and illegal content, or being exposed to grooming for sexual purposes, or the production, distribution and collection of child abuse material);
- Lost opportunities when children become addicted to spending prolonged hours online e.g. trade time to play online games rather than play physical sports in a learning environment.

These are all threats to children and young people's well-being and a challenge that must be addressed by all stakeholders, including children themselves. Whilst providers of online services should do whatever they can at a technical level to make the Internet as safe as it can be for children and young people, the first and best defense mechanism in protecting children and young people is creating awareness of online activities, and communicating the understanding that an online problem encountered does, in fact, have a solution. Empowering children and young people through education and awareness-raising is therefore of paramount importance. TRR plays a key role in that respect and many other entities, including Government and Ministries, operators and service providers also have key roles to play.

Children need a safe and secure online environment to allow them to utilize the benefits of new internet technologies and applications.

Key Discussion Points on COP

- What is being done to protect children when they are online?
- Can technology, education and awareness alone protect young people from online threats?

TRR Views and Approach:

- The ITU, through the OGCI0 and TRR, conducted a COP assessment study in April of 2013. The study assessed Internet usage and COP mechanisms in place in a Vanuatu school to understand how children use ICT, what they know about security, how they learn about security, which risks they are exposed to and how far they themselves have been involved in illegal activities via the use of ICTs. The result was the development of a Report titled Vanuatu Child Online Protection Assessment. The overall study showed that Vanuatu children are at risk of the threats and dangers of the Internet.
- TRR has a part to play to ensure minors can experience a safe and rewarding internet environment; so too do others as discussed above in this Section of the Handbook.
- The Government has taken active steps in the area of child online protection is looking to consider broader issues such as internet gateway filtering for inappropriate content for minors. The Government, OGCI0, is working in collaboration with the Telecommunications and Radio Communications Regulator (TRR) and the National Child Protection Working Group (NCPWG) to effectively address the issues of Child Online Protection.

The Government lea initiatives aim to⁴ :

- Establishing necessary organizational structures for Child Online Protection in Vanuatu.
- Drive standardization and services by defining minimum technical standards for operator of national critical infrastructure to ensure basic security standards.
- Strengthen the legal framework to promote secure and save internet environment for Vanuatu.
- Ensure that all relevant stakeholders receive sustainable cybersecurity capacity building.
- Utilizing and strengthening International cooperation and support.

⁴National Cybersecurity Policy

Current works and achievements led by the Government in collaboration with TRR include:

- National Cybersecurity Policy.
- Cybercrime legislation.
- Child online protection focused tasks of the NCPWG.
- Vanuatu Child online protection strategy framework.

TRR facilitates the implementation of the Government's Cybersecurity policy to ensure, as much as possible, a safe and secure online environment for children in Vanuatu.



UNDERSTANDING INTERNET DOMAIN NAMES

Background

Domain names

A domain name is essentially the address of a person or an organization on the Internet. It is a name that you can use to define your unique presence on the internet. Businesses typically register domain names with their company name or sometimes their product name. For example, the Internet address of Telecommunications & Radiocommunications Regulator (TRR) of Vanuatu is “trr.vu” and www.trr.vu website is the unique presence of TRR on the Internet.

Use of a domain name

The two domain name uses that people will be most familiar with are for developing Internet websites and email. People are familiar with internet addresses, where the domain name is prefixed by "www" (for example www.trr.vu or www.yourcompany.com) and email addresses, where the domain name follows the '@' symbol (for example enquiries@trr.vu or info@yourcompany.com)

What do we need domain names

Domain names enable anyone in the world to find the sought after website and a consumer's electronic mailbox. Every computer on the public Internet has a unique numeric address - similar to the uniqueness of a telephone number - which is a string of numbers that is difficult for most people to remember. This string is called the “IP address.” IP stands for “Internet Protocol.”

To make it easier to find a given location on the Internet, the Domain Name System (DNS) was invented. The DNS translates IP addresses into unique alphanumeric addresses called domain names that are easier for people to remember. If, for example, you would like to visit the TRR website, you would remember and type www.trr.vu in your Internet browser rather than its associated IP address such as 192.168.3.2. By associating a familiar string of letters which is the domain name, with an IP address, the DNS makes it much easier for Internet users to remember websites and email addresses. In the example above, the “trr.vu” part of the address is called the domain name. The “www.” part identifies to your Internet browser that you are looking for the World Wide Web interface for that domain name.

Types of domain names



There are primarily two varieties of domain names available – those finishing with country initials or codes like .vu; .fj; .nz; .au; these are called ‘Country Code Top Level Domains’ (ccTLD) – for a full list, take a look at www.iana.org. Then there are the domain names which end in, for example .com; .biz; .net; .org; and these are known as ‘Generic Top Level Domains’ (gTLD).

If you are a Vanuatu business, have a business targeted at Vanuatu, or have strong connections with Vanuatu, then a .vu domain name is the obvious choice.

Process of obtaining a .vu domain name



To register a .vu domain name you first need to contact a .vu authorised registrar. A registrar is an organisation authorised to register and manage domain names on behalf of registrants or users such as you. In other words a registrar holds the right to register a domain name. In Vanuatu, Telecom Vanuatu limited (TVL) is the .vu registrar.

Customers can visit the website of TVL, to register a .vu domain name. TVL registers .vu domain names through its VUNIC system. Customers can either visit the TVL website www.vunic.com, or physically turn up at the TVL main office, to register a .vu domain name. VUNIC offers automated registration of domain names in .vu top level domain space. It also gives you the choice among several suffixes (e.g. yourdomain.vu or yourdomain.com.vu). Simply visit www.vunic.vu and provide the domain name of your choice in the Whois utility (<http://www.vunic.vu/whoiss/whois.php>) to check the availability of the .vu domain name you wish to register.

Don't forget that customers will be required to accept the Registrar's terms and conditions; so these need to be carefully checked, along with pricing and services available. Another thing to remember is that a person doesn't own a domain name; you simply register the right to use it for a period of time. So when that period expires, it must be renewed.

Key Discussion Points on Domain Names (especially .vu)

- Why and how important is the .vu domain name?

TRR Views and Approach:

In view of:

- The Government's National ICT Policy, UAP and its Cybersecurity Policy; and
- In line with global resolutions especially those containing rules on administration of domain names; and
- Having regard to the constant growth in the number of users in the local Internet community; and
- Considering the vital importance of the Internet service in the context of globalization; and
- Considering also that the .vu domain names are a strategic resource of public interest and is therefore related to national sovereignty;
- TRR, with the support of the Government through the OGCIO, is working with the objective of realizing improved, secured and equitable ".vu" resource management. TRR appreciates that Vanuatu needs a suitable policy or regulatory framework for managing and administering the .vu ccTLD namespace.
- Section 7 4(e) of the Act, the Regulator may make regulations for the management and administration of the Dot .vu. TRR is currently consulting on the management of the dot .vu.
- If someone has a domain name problem they should first try to resolve it directly with your registrar (TVL) – www.tvl.vu or call its free number 081111 for more information.
- If they cannot resolve the complaint with the registrar, you can contact TRR – enquiries@trr.vu or telephone: 27621, that is responsible for addressing customer complaints or consumer protection, including .vu domain complaints.

CONSUMER RIGHTS AND RESPONSIBILITIES

Background

Consumers referred to in this document by TRR 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...”

The Consumer Rights recognized around the World, which is embraced in Vanuatu, includes:

Consumer Rights

1. **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.
2. **The right to safety** – To be protected against products, production processes and services that are hazardous to health or life.
3. **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.
4. **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.
5. **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.
6. **The right to redress** - To receive a fair settlement of just claims, including compensation for misrepresentation, shoddy goods or unsatisfactory services.
7. **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.
8. **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 responsibilities. Being a responsible consumer entails taking responsibility for your behavior; attitude and practices as you enjoy your rights and all consumers must take necessary steps to be educated, empowered and protected and, must practice their consumer responsibilities.

Consumer Responsibilities

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

3. **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.
4. **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.
5. **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.

Linking this knowledge and understanding, consumers of telecommunications/ICT industry have a key role to play towards their self- protection from fraudulent, unfair practices, high billing and rates of services, unclear terms of services, unsecured personal information, and unsecured privacy, disclosure of private and confidential information. They can do this through expressing their dissatisfaction and complaints to their service provider(s) and, where appropriate after liaising fully with their service provider and outstanding issues remain, to TRR for its awareness and possible action.

Key Discussion Points on Consumer Rights and Responsibilities

- Are consumers' Rights and Responsibilities recognized in Vanuatu?
- What can a consumer do if their rights are not heard?
- What are the impacts if consumers do not take responsibility on their commitments made?

TRR Views and Approach:

- TRR recognizes the need for and has established a Consumer Protection Regulation. The Regulation was developed and is now ready for implementation.
- The Consumer Protection Regulation will be a powerful consumer protection mechanism TRR continues to promote more consumer awareness on protection, safety, security and redress hence the establishing of Community Consumer Champions to carry out more awareness at the rural communities.

PROPER USE OF EMERGENCY SHORT CODE NUMBERS

Background

Emergency numbers are short telephone numbers (also called Emergency Short Code numbers) that are easy to remember when in an emergency situation, compared to normal fixed or mobile telephone numbers which usually cannot be easily remembered, particularly during instances when one is faced with an emergency situation, is overwhelmed with anxiety or is panic-stricken. More importantly, calls to emergency numbers can be made from any fixed or mobile network and are free of charge to the caller.

Emergency Short Code numbers are largely available currently for emergency services in Efate, specifically Port-Vila, where most of the emergency operators are established. In future, these same emergency short code telephone numbers will also be used to alert emergency services in other provinces and ultimately the system will be available to all of Vanuatu.

The table below contains Emergency Short Code telephone numbers that are active and in use in Efate, specifically Port-Vila and its outskirts.

Emergency Short Code Numbers	Emergency Service Operators
111	Police
112	Vila Central Hospital Ambulance
113	Fire Brigade
114	Maritime
115	Pro Medical Ambulance

Emergency numbers provide direct access to the required emergency service i.e. Vila Central Hospital Ambulance, Police, Fire Brigade, Maritime, and ProMedical Ambulance.

Since calls to emergency short code numbers are free of charge, some people make non-emergency calls and often without reasonable excuse (prank/hoax/malicious/nuisance calls) through these short code numbers, which interfere directly with the smooth operation of the emergency services and, in so doing, put the life of those people who genuinely need emergency services, in danger.

TRR has advised the public that making annoying, prank and malicious phone calls is an offence punishable by law. They should never be made – particularly to emergency phone numbers! Making annoying, prank and malicious calls to emergency numbers is discouraging to and distracting for the emergency operators since they prevent genuine emergency calls from getting through in a timely manner and can cost lives.

Making such annoyance caused through telephone calls is an offence under the Telecommunications Act [CAP 206], where anyone convicted of such offence is liable to a fine or imprisonment.

Key Discussion Points on Emergency Short Code Numbers

- It is an offence to make hoax/annoying calls to emergency numbers.
- What are the implications of making hoax/annoying calls to emergency numbers?
- How are TRR and others addressing the issue?

TRR Views and Approach:

- Making annoying, prank and malicious calls from “private” or “unknown” number(s) cannot “hide” the phone numbers used to make the call(s). There is an arrangement in place between the Police and the Telecom Operators (TVL and Digicel) and TRR can request information from the operators to identify the telephone numbers of people making hoax calls to emergency numbers. Hoax callers can have their disconnected and the number suspended under this arrangement.
- TRR facilitated the establishment of the National Emergency Response Group (NERG) in 2011 that assisted TRR with the assignment and implementation of the current short codes telephone numbers for emergency services which were implemented in late 2011. Members of the NERG include telecom licensees, emergency operators, OGCI, TRR and other interested parties. NERG has provided valuable assistance in addressing the issue of hoax/prank and malicious calls to emergency numbers.
- TRR and the NERG have organized public awareness initiatives through Radio Talk Back Shows and newspaper articles on the importance of emergency numbers and to help combat the issue of hoax/prank and malicious calls to emergency numbers. TRR through its Consumer Affairs team also included this issue in its outreach ICT awareness programs to the communities.
- Consumers should only call Emergency Short Code numbers when in an emergency situation or when witnessing an emergency situation. Misuse of the emergency service short code numbers will lead to, unnecessary expense/time to the Emergency Service operators, loss of trust by the Emergency Service operators to the community, loss of confidence by the public on Emergency Services for non-responsiveness to emergency calls.
- **It is Important to Remember** that Prank/hoax/ malicious:
 - Calls to emergency services can block genuine emergency calls from getting through and can cost lives;
 - Callers may have their numbers blacklisted from calling an emergency service; and
 - Calls to Emergency Service short code numbers may be charged for making such calls as a criminal offense.

READING AND UNDERSTANDING ADVERTISEMENTS

Background

ICT devices, including Mobile phones, smart phones and other telephony products and services, lead the way in terms of the proliferation of ICTs into Vanuatu. A study by the Pacific Institute of Public Policy in 2011, noted that the mobile phone is the "most common electrical appliance in Vanuatu homes", with 95.5% of households surveyed, owning a mobile phone.

The same study also noted that 4 out of 5 persons surveyed own a mobile phone and that 99.4% of household's surveyed use only mobile phones. These statistics indicate and confirm a very high level of use of mobile phones in our country.

The World Development Indicators⁵ published in July 2014, indicated that Vanuatu has a literacy rate of 83.4%. With a 16.6% illiteracy rate, a good part of the population of Vanuatu face challenges when it comes to reading and understanding advertisements.

Reading and understanding an advertisement is, thus, very important because the telecommunications market in Vanuatu has grown considerably and became more complex, given that a variety of service offerings are provided by various service providers.

Much more variety of services and products are now available, with competing prices allowing consumers more options and, more importantly, approaches and service charges; considering that a large variety of advertisements are published to attract consumers' attention.

Apart from the illiteracy issues faced in Vanuatu, a reality for consideration includes the notion that even consumers, who are literate, might be ignorant, disinterested or are too busy or simply do not have access to or seek relevant and important information.

In addition, although safeguards are being developed, and many are in place, there currently is a lack of a full set of comprehensive and cohesive laws and regulations developed to protect consumers from unscrupulous marketing practices they may be faced with.

Key Discussion Points on Reading and Understanding Promotional Texts and Advertisements

- Are consumers are satisfied with the existing types of promotional messages and advertisements in the market?

⁵ <http://knoema.com/atlas/Vanuatu/Literacy-rate-adult>

TRR Views and Approach:

- TRR encourages all consumers to take on self-ownership and the 'personal' responsibility of making themselves aware and protecting themselves by practicing the following:
 1. Paying close attention to, fully reading, questioning as required and being fully aware of promotions and advertisements to assist your understanding and avoid being misled.
 2. Carefully reading advertisements to fully understand and be aware of the terms and conditions of a service, to ensure that you are not trapped ("locked in") by an advertisement through misunderstanding or misreading.
 3. Before entering into a contract with a service provider or before buying a product, you, as a responsible consumer, must make sure you read the terms and conditions of the service offered very carefully, fully and ensure you understand them. If you are not sure, ask questions. Continue to do so until you fully understand and can make a reasonable choice/decision.
 4. Make sure that you fully understand terms such as "unlimited", "free", "bonus", etc., in the context for which any advertisement using any of those terms was made. Seek clarification if you are unsure but NEVER make assumptions.
 5. Make sure that, when subscribing for a promotion, you receive the special charge or product as advertised and the promotion service is available for the full duration stated in the promotion advertisement.
 6. Ask questions and more questions! If you are unsure of a product you are interested in, a potential service offered by a service provider, or a new concept, ask the appropriate persons for clarification.
 7. Request help if you need it. Your service providers are obliged to provide customers with assistance and they should ensure you are aware, understand and are able to make informed decisions.
 8. When buying a service or product, particularly new ones, always ask questions if you are unsure of how they work, how to make good use of and get the best from them, and how to ensure you can be protected when using them.
 9. Read the fine print of the advertisements – carefully - to ensure you fully understand what is expected of you and what is being provided - again ask questions if you do not understand.

CONSUMER COMPLAINTS HANDLING

Background

The Act has established a regulatory framework for telecommunications and for related purposes. The Act has given power to the Regulator to act independently and make legislative Instruments.

For the purpose of (TRR's Guidelines for Consumer Complaint Handling, a "Consumer" has the same meaning as "end user" used by the Act, which means a person who is the ultimate recipient of a telecommunications service or another service provided by means of that telecommunications service but does not include affiliates of a service provider.

Key Discussion Points on Consumer Complaint Handlings Procedures

- What complaint handling processes do service providers provide to their customers?
- How do customers from the rural communities make a complaint to their operator?
- What does a customer do when he or she does not have their issue resolved by his/her service provider?

TRR Views and Approach:

All telecommunications providers have a license obligation to provide to their respective customers with their Consumer Complaints Procedures and Processes. TRR's complaint handling processes when you, as a customer, are not satisfied with the resolution or outcome provided by your service provider are as follows:

What Customers can do if they are not satisfied with the services offered by his/her operator

1. You as a consumer may submit your complaint to your respective Service Provider.
2. The Service Provider responsible is required to respond within 5 working days.
3. If you are not happy with the response from Service Provider, you may refer your complaint to the Regulator's Office and TRR will investigate.

Where to find and what to do at the TRR when you are not happy with our service provider

1. TRR is opposite Bred Bank, an arcade down to La Tentation (Old Rossies). Look for the TRR sign on the side of the wall of the building. You can also call TRR on tel. 27621.
2. Collect a consumer complaint form from the reception; or download an electronic copy or send your complaint directly to TRR using the online complaints form found on the TRR website www.trr.vu Please attach evidence of your attempt for redress with your Service Provider. For more information refer to website www.trr.vu under the heading Consumer Affairs or call 27621 for more information.

What to do when applying

1. You must submit a completed form to TRR, with evidence of your attempt for redress with your Service Provider and keep your own copy.
2. Once the receptionist receives your complaint, she will register and direct to the officer responsible.

TRR's handling of a complaint application

1. TRR will attempt to mediate and resolve your complaint brought to its attention. If the complaint is however not resolved to your satisfaction within 15 days, you may choose to give TRR more time or seek other avenues.

What after TRR when you are not satisfied with the order made by TRR per the Consumer Complaint Handling Processes

1. If you are still not satisfied with the outcome, you may seek other avenues of redress outside of TRR.

The image shows a screenshot of a PDF-XChange Viewer displaying a 'Complaint Application Form'. The form is titled 'TRR CUSTOMER COMPLAINT FORM' and includes the following sections:

- For TRR use only:** A table with four rows and two columns. The first column contains labels: 'Complaint number', 'Type of Complaint (eg. Internet rates, network coverage, etc.)', 'Date received', and 'Date completed'. The second column contains empty input fields.
- TRR CUSTOMER COMPLAINT FORM:** A section with the instruction: 'Complete this form and send to TRR only after you have failed to receive satisfaction from your service provider'.
- Family Name of complainant:** An input field.
- Forwards:** An input field.
- Address of Complainant:** An input field.

The TRR logo is visible in the top right corner, along with the text: 'TRR Telecommunications & Submarine Cable Regulator, PO Box 1147, 8017 014, Manila, Tel: +63 2 7521'.

E-WASTE

Background

Electronic waste or E-Waste describes discarded electrical or electronic devices. Used electronics which are destined for reuse, resale, salvage, recycling or disposal are also considered as E-waste (Wikipedia).

Computers, televisions, VCRs, stereos, mobile phones, copiers and fax machines are common electronic products.

Dumping of e-waste anywhere on the land is hazardous to human beings since they contain chemicals such as mercury, cadmium, lead, phosphors, arsenic and beryllium. Whenever e-waste end up in landfill, eventually they leak into the ground and into our water supply. Informal processing of E-waste by countries may cause serious health and pollution problems.

E-waste also presents a potential security threat to individuals and countries sending their e-waste product away to recycling plants. For example, hard drives that are not properly erased before the computer is disposed of can be reopened, exposing sensitive information. Credit card numbers, private financial data, account information, and records of online transactions can be accessed by individuals for their gain.

E-waste is a global issue and not much has been done to solve this global issue in the Pacific Region. Tons of millions of E-waste are produced each year and we as consumers around the world purchased millions of electronic products that we discard within 3 years of purchase and this is driving the global growth in e-waste. There aren't enough recyclers in the world especially in developing countries to handle all the electronics we're throwing away. This also applies to us here in Vanuatu; consumers purchase a lot of electronic products and dump them within 3 to 4 years of purchase.

Key Discussion Points on E-Waste

- E-waste issue should be everybody's business.
- Consumers in the communities should support initiatives to ensure E-waste is minimized and carefully managed in Vanuatu.

TRR Views and Approach:

- Electronic waste is a very important matter and needs to be considered seriously at the Government and community level.
- TRR promotes E-waste management by creating awareness to consumers concerning their responsibilities to take care of the environment and making it safer for everyone by not appropriately disposing of electrical and electronic equipment. Awareness is usually in the areas such as:
 - Dangers of E-waste to the environment when disposing along with other rubbish or waste in any landfill
 - Proper management of E-waste disposal - Recycling













- TRR assists support programs relating to E-waste management to enable Vanuatu to be an E-waste free nation.



TRR'S RECOMMENDED TELECOMMUNICATIONS/ICT COMPLIANCE MARK AND STANDARDS

TRR strongly recommends that consumers should only use approved equipment that use the following compliance marks:

Electro Magnetic Compliance (EMC)

Shorthand	Compliance Mark	Compliance with requirements of:
CE		Directives issued by the European Commission
GS		GS Mark. Germany. Europe.
FCC		Federal Communications Commission (FCC) (USA)
C-Tick		Australian and NZ C-Tick
VCCI		Japan's VCCI Mark
PSB		Singapore Safety Authority, Productivity and Standards Board.
MIC		South Korean Ministry of Information and Communications.
BSMI		Taiwanese Bureau of Standards, Metrology and Inspection.
HKSI		Hong Kong Safety Institute Mark
eK		South Korea. eK Mark.
KCC/MIC		Ministry of Communications (RoK)
LR		Marine Approval (Lloyd Register)

Environmental Compliance

Shorthand	Compliance Mark	Compliance with requirements of:
A-Tick		Australia.
HKSI		Hong Kong Safety Institute Mark also Hong Kong Safety Mark.
S		S-Mark. Europe
KC		KC Mark will replace the old eK Mark in RoK
CCC		China Compulsory Certification (CCC) Mark
KCC/MIC		Ministry of Communications (RoK)
UL		North American Product Safety
Demko or VDE		European Union Product Safety
Ex		European Union Hazardous Locations
LR		Marine Approval (Lloyd Register)
WEEE		Waste Electrical and Electronic Equipment Directives
RoHS		RoHS Directives. Restriction of Hazardous Substance).
ISO 9001/14001		Quality/Environmental Management System