



Telecommunications &
Radiocommunications
Regulator

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TRR 2016 and onwards Work Plan

2016 and onwards

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

TABLE OF CONTENTS

1. VISION, MISSION & VALUES.....	2
2. OVERVIEW	3
3. 2016 PRIORITY PROJECTS.....	5
4. TRR WORK PLAN 2016 AND ONWARDS.....	7
5. INTERNAL TRR PROJECTS	16

1. VISION, MISSION & VALUES

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

VISION

A communications environment that enriches the social, cultural, customs and commercial fabric of Vanuatu.

MISSION

To develop a competition led market for the provision of innovative information and communications services, available to all, which: **encourages** sustainable, economically efficient investment; **respects** the interests of consumers; **fosters** ecologically friendly initiatives; and **supports** the social, cultural, customs and commercial welfare of Vanuatu.

To continue to build as an exemplar regulator within the region through thought leadership and to be the employer of choice by: **investing** in our people to develop a professional, passionate team; **transparency** and **fairness** in operations; and **adherence to quality assurance.**"

VALUES

Inspiring: Our imagination, clarity of thought and clear leadership stimulates innovative thinking that meets the needs of tomorrow.

Commitment: Our drive and determination to achieve excellence, our discipline in the execution of our duties, our focus on the development of our team, and our sense of responsibility instil passion for the development of Vanuatu.

Respect: Our respect for each other is ensured by listening, collaborating and having consideration for each other, the public and licensees we work for, the rule of law, confidentiality, intellectual property, customs, environment, and future generations.

Balanced: Our evidence based approach to decision making and our adaptability to ensure that we remain proportionate, consistent, fair and just.

Transparency: Our open and inclusive approach to regulation ensures that we are held responsible and our actions and decisions are understood.

2. OVERVIEW

- 2.1 In setting out the 2016 and onwards Work Plan, TRR has reviewed and considered:
- a) The progress made in the Sector since the creation of the Office of the TRR in 2008;
 - b) Issues which are of concern to industry and stakeholders through a series of discussions and meetings throughout the previous year(s);
 - c) The global Telecommunications/ICT sector market trend and common issues affecting the industry;
 - d) Issues which TRR believes need to be addressed at the national level;
 - e) The National economic and social policies and programs being pursued by the Government;
 - f) The external and internal working pressures such as the technology evolution, the Government requirements and mandates, Donor Agency requirements and objectives, national economy, national demographics, cross sectorial policies, Telecommunications/ICT industry, consumers of the services and products, financial and human resources;
 - g) The Government's National Information and Communications Technology (ICT) Policy, Cybersecurity Policy and its Universal Access Policy (UAP);
 - h) TRR's three year (2015 – 2017) strategic plan;
 - i) TRR's Vision, Mission and Values;
 - j) Whether new Regulatory instruments are required and the fitness for purpose of the existing instruments; and
 - k) TRR to continue to maintain its position on providing a light touch Regulatory regime.
- 2.2 The Work Plan is centered on the following key themes:
- a) Economic and social support; in particular, for unserved and underserved areas;
 - b) Telecommunications Sector development and promotion of sustainable competition;
 - c) Safeguarding the interests of consumers;
 - d) ICT services transition; and
 - e) Institutional strengthening.
- 2.3 The actions under ICT transition take account of the reality of growth in higher speed internet services will result from TRR's implementation of the UAP and in the convergence of services between Broadcasting and Telecommunications. In addition to voice, data and internet, customers will use the internet to receive radio and TV channels, as well as downloading music and films, and utilize Over the Top (OTT) services.
- 2.4 This Work Plan draws on the Government's Priority Action Agenda (PAA) and its 2007 Telecommunications Policy Statement actions in ensuring ICT for all, and the Government's 2013 National ICT Policy, its 2013 UAP and its 2013 Cybersecurity Policy: to which TRR gives its highest priority.

- 2.5 The following Tables present TRR's work tasks under identified themes, as well as their priorities, and the appropriate indicative timeframes.
- 2.6 This Work Plan presents a set of work items that will be the focus of activities managed by TRR this year. TRR's work program also includes addressing, as yet identified, issues which will arise during the year and TRR will allocate a relevant priority to. If those work programs are to be continued, they will be identified in the next year's Work Plan. TRR will provide relevant information upon request in respect of those work areas/projects.

3. 2016 PRIORITY PROJECTS

3.1 The following are the **top priority** issues/tasks for TRR for 2016:

Market & Competition

1. Implementation of the Government's UAP undertakings with operators concerned.
2. Implementation of the Government's ICT initiatives for schools under the CLICC and TFS programs.
3. Implementation of the Government's ICT initiatives for community internet cafes.
4. Monitoring and Evaluation of Government's ICT initiatives for schools under the CLICC and TFS Programs.
5. Investigate and implement projects for the Health Sector under the UAP Policy.
6. Conclude the review and determine relevant telecommunications markets; including wholesale services.
7. Improve the affordability of internet access in accordance with the GOVs UAP initiatives.

Engineering and Technical Compliance

1. Develop a Quality of Service (QoS) legal instrument.
2. Develop a Quality of Service monitoring framework.
3. Undertake a Mobile Network Signal and Internet Coverage Audit.
4. Undertake a second Mobile Network Signal and Internet Coverage Audit.
5. Develop and Implement a new Spectrum Fees Schedule.

Internet Governance

1. Finalize and implement a .vu ccTLD Management and Administration Regulation.
2. Develop Rules in conjunction with the implementation of a .vu ccTLD Management and Administration Regulation.

Legal

1. Harmonization of the TRR Telecommunications Act No. 30 of 2009 with relevant National Legislations and Rules.
2. Support the Government in the development of a Cybercrime Act and its implementation.

Consumer Affairs

1. Monitor the implementation and the effectiveness of TRR's consumer Protection Regulation.
2. Build on the effectiveness of TRR's Community Consumer Champions program.
3. Widen representation of TRR's regulatory Business and Consumer Advisory Groups (BAG and CAG).
4. Conduct regulatory telecommunications/ICT consumer surveys.
5. Establish National recognition and celebration of World Consumer Day, March 15.

6. Support and promote Vanuatu's National ICT day Celebration, May 17, of the ITU's World Telecommunications and Information Society Day.
7. Continue to increase consumer education and awareness.

4. TRR WORK PLAN 2016 AND ONWARDS

TRR Priority Projects							
Project Name	Brief Description	Priority (1 highest-3 lowest)	Rationale	Year(s)	Indicative Start date	Indicative Finish date	
Market & Competition							
1	Implementation of the Government's UAP undertakings with operators concerned	Analyze, review and continue effective implementation of the agreed undertaking plans by the concerned operators; with a focus on underserved or un-served areas	1	Implementation of GOV policy	2013 - 2018	Q4/2013	Q1/2018
2	Implementation of the Government's ICT initiatives for schools under the CLICC and TFS programs	Complete effective implementation of ICT initiatives for schools under the CLICC and TFS programs	1	Implementation of GOV policy	2013 - 2016	Q4/2014	Q1/2016
3	Implementation of the Government's ICT initiatives for community internet cafes	Complete effective implementation of ICT initiatives for community internet cafes	1	Implementation of GOV policy	2013 - 2016	Q4/2014	Q1/2016

TRR 2016 and onwards Work Plan

4	Monitoring and Evaluation of Government's ICT initiatives for schools under the CLICC and TFS Programs	Develop and undertake an appropriate monitoring and evaluation program to ensure the success of the CLICC and TFS programs with respect to curriculum development and community engagement	1	Implementation of GOV policy	2016 - 2018	Q1/2016	Q4/2018
5	Investigate and implement projects for the Health Sector under the UAP Policy	Work cooperatively with Ministry of Health, specific Government Agencies and other interested stakeholders to identify, analyses and recommend appropriate UAP initiatives focusing on the Health sector	1	Implementation of GOV policy	2016 - 2018	Q1/2016	Q4/2018
6	Conclude the review and determine relevant telecommunications markets; including wholesale services	Assess comments from Public Consultation on the review and determine relevant telecommunications markets for Vanuatu; (this will be the first such review since competition was established in 2008)	1	Regulatory Tool	2014-2015	Q3/2014	Q2/2016
7	Improve the affordability of internet access in accordance with the GOVs UAP initiatives	Investigate, develop and implement strategies or regulatory structures towards lowering the costs of internet access in Vanuatu	1	Implementation of GOV Policy and Regulatory Tool	2016-2017	Q1/2016	Q1/2017

Engineering and Technical Compliance

TRR 2016 and onwards Work Plan

8	Develop a Quality of Service (QoS) legal instrument	Develop, consult and publish a QoS legal instrument to replace the current QoS Guidelines; specifying benchmark QoS levels that must be offered by all operators	1	Regulatory Tool and Consumer Support	2014 - 2016	Q4 2014	Q3 2016
9	Develop a Quality of Service monitoring framework	Develop, consult and publish a Quality of service (QOS) Framework in alignment with the QoS legal instrument.	1	Regulatory Tool and Consumer Support	2014 - 2016	Q4 2015	Q3 2016
10	Undertake a Mobile Network Signal and Internet Coverage Audit	Undertake a nation-wide mobile network and internet signal coverage audit and validate the minimum population coverage for each mobile and ISP operator's telecommunications network to determine the base coverage currently	1	Regulatory Tool and Consumer Support	2014 - 2017	Q1 2015	Q1 2016
11	Undertake a second Mobile Network Signal and Internet Coverage Audit	Undertake a second nation-wide mobile network and internet signal coverage audit and validate the minimum population coverage for each mobile and ISP operator's telecommunications network to assist with assessment of whether the UAP target of 98% is reached	1	Regulatory Tool and Consumer Support	2014 - 2017	Q2 2016	Q2 2017
12	Develop and Implement a new Spectrum Fees Schedule	Continue the development through wide consultation with industry and implement a new Spectrum Fees Schedule and regime; ensuring that it is fit for purpose for	1	Regulatory Tool and Consumer Support	2014 - 2015	Q4 2014	Q3 2016

		Vanuatu					
Internet Governance							
13	Finalize and implement a .vu ccTLD Management and Administration Regulation	Finalize, implement and monitor the .vu ccTLD regulatory framework Regulation	1	Regulatory Tool	2014 - 2015	Q4 2014	Q4 2016
14	Develop Rules in conjunction with the implementation of a .vu ccTLD Management and Administration Regulation	Progressively develop Rules in conjunction with the implementation of and monitor the .vu ccTLD regulatory framework Regulation	1	Regulatory Tool	2016 - 2017	Q1 2016	Q4 2017
Legal							
15	Harmonization of the TRR Telecommunications Act No. 30 of 2009 with relevant National Legislations and Rules.	Investigate, review connection, consult, and establish records of relevant existing Legislations and Rules related to Telecommunications/ICT development to provide harmonization with the TRR Act. (E.g. Civil Aviation, Intellectual property rights linking to internet national addresses etc...)	1	Regulatory Tool	2014	Q2/2016	Q2/2016
16	Support the Government in the development of a Cybercrime Act and its implementation	Provide effective support to the Government Working Group on the making of the Cybercrime Act, and its implementation	1	Regulatory Tool	2015	Q1 2015	Q4 2015

Consumer Affairs							
17	Monitor the implementation and effectiveness of TRR's Consumer Protection Regulation	Monitor the effectiveness of the Consumer Protection Regulation to ensure compliance and to consider any appropriate amendments	1	Consumer Support/Implementation of Government Policy	2015 - 2016	Q4/2015	Q4/2016 (ongoing)
18	Build on the effectiveness of TRR's Community Consumer Champions program	Through the Consumer Champions Program TRR will enhance understanding and the awareness to the rural areas	1	Consumer Support/Implementation of Government Policy	2014 - 2015	Q4/2014	Q4/2016 (ongoing)
19	Widen representation of TRR's regulatory Business and Consumer Advisory Groups (BAG and CAG)	Increase efforts to widen representation to improve consumer/business input into telecommunications consumer initiatives	1	Consumer Support/Implementation of Government Policy	2015	Q1/2015	Q4 2016
20	Conduct regulatory telecommunications/ICT consumer surveys	Building on TRR's CAPP and complaints received, surveys will assist TRR to understand the telecommunications Sector consumer behavior, dynamics and customer dissatisfaction; enabling TRR to tailor its awareness and education programs accordingly	1	Consumer Support/Implementation of Government Policy	2015	Q1/2015	Q4/2016 (ongoing)
21	Establish National recognition and celebration of World Consumer Day – March 15	TRR will utilize World Consumer Days each year to promote consumer awareness and education programs on telecommunications/ICT consumer issues	1	Consumer Support/Implementation of Government Policy	2015	Q1/2015	Q1/2016 (ongoing)

22	Support and promote Vanuatu's National ICT day Celebration, May 17, of the ITU's World Telecommunications and Information Society Day	Collaborate with OGCIO towards a successful Vanuatu Annual ICT Day Celebration – 17 May 2016 - with a focus on consumer awareness and education, not only in Port Vila but in Santo (as per 2015) and in the provinces.	1	Consumer Support/Implementation of Government Policy	2015	Q1/2015	Q2/2016 (ongoing)
23	Continue to increase consumer education and awareness	Continue to implement TRR's CAPP to enhance promotion of and more awareness and education in to rural and remote community needs; to assist and enhance implementation of UAP, and assist implementation of the Government's National ICT and Cybersecurity Policies	1	Consumer Support/Implementation of Government Policy	2015	Q1/2015	Q4/2016 (ongoing)
Other TRR Priority Projects							
Market & Competition							
24	Develop Retail Tariff Notification Guidelines	Develop and consult with licensees in order to establish a clear industry understanding and provide guidance to all licensees when submitting or filing tariffs	2	Regulatory Tool	2015	Q1/2015	Q3/2016

25	Investigate and implement further projects under the UAP Policy	To work co-operatively with government agencies and other interested stakeholders to identify, analyze and recommend appropriate UAP initiatives; focusing on the education, agriculture and disabilities sectors	2	Implementation of the GOV policy	2016 - 2018	Q1/2016	Q4/2018
26	Conduct a Review of Market Dominance	Conduct a review of the designation of providers declared dominant in telecommunications markets. Including the determination of bottleneck facilities.	2	Regulatory Tool	2016	Q1/2015	Q4/2016
27	Develop a Telecommunications Sectorial Report	Finalize the first Telecommunications Sectorial Report to establish an annual activity Report on the status of the Sector	2	Regulatory Tool	2015	Q1/2015	Q2 2016
Telecommunications Engineering							
28	Revise the National Numbering Plan and the National Numbering Plan Procedures	Review and update the National Numbering Plan to make it for current and future technologies and align the National Numbering Plan and Procedures for more effective industry compliance and guidance	2	Regulatory Tool and Consumer Support	2015	Q1 2015	Q4/2016

29	Develop a legal instrument to ensure that the import/sale/use of telecommunications equipment complies with approved international standards (trademarks)	Develop, consult and implement Type Approval legal instrument for telecommunications and radiocommunications equipment, to ensure that the import/sale/use of telecom equipment complies with approved international standards (trademarks)	2	Regulatory Tool and Consumer Support	2014	Q4 2014	Q4 2016
30	Develop a legal instrument to support and facilitate the development of broadband services and applications	Develop and consult on a legal instrument for broadband services and applications that may use Over The Top (OTT) technologies to ensure availability within the market	2	Regulatory Tool and Consumer Support	2016	Q1 2016	Q4 2016
31	Investigate the harmonization of QoS metrics across the Pacific	Consult, develop and implement harmonized QoS metrics applicable to the South Pacific Markets to ensure ease of compliance, monitoring and cross market comparison	2	Regulatory Tool and Consumer Support	2016	Q1 2016	Q4 2016
32	Study the need for, and consult on the relevance of, establishing a SIM registration system for Vanuatu	Consult on the benefit of establishing a Registration of SIMs regime and compliance mechanism	2	Regulatory Tool and Consumer Support	2015	Q1 2016	Q4 2016

Radio Engineering

33	Conduct a Spectrum Audit	Finalize the first major spectrum audit and review since liberalization in 2008 to optimize its usage and allocation	2	Regulatory Tool and Consumer Support	2015	Q1/2015	Q1/2016
Internet Governance							
34	Acquire statistics on the state of Vanuatu's Internet Market and Online environments	To acquire internet market statistics for the awareness of policy and decision makers, and to determine if further internet related guidelines and/or regulations are required	2	Regulatory Tool	2015	Q1 2016	Q4 2016 (ongoing)
35	Promoting and educating industry on DNSSec (DNS Security)	Promoting and educating industry on the need to secure the DNS	2	Regulatory Tool	2015	Q1/2016	Q4/2016 (ongoing)
Legal							
36	Review the TRR Act 2009	To identify any loopholes of the TRR Act 2009, and propose suitable changes, where necessary	2	Regulatory Tool	2015	Q1/2015	Q4/2016
Consumer Affairs							

37	Promote and Support GOV on E- waste management	Increase awareness and provide support to GOV on e-waste control and management	2	Consumer Support/Implementation of Government policy	2015	Q1/2015	Q4/2016 (ongoing)
38	Promote Women and Girls in ICT through established organizations	Through established groups and organizations, TRR will promote and educate women and girls to assist their use of ICT's to enhance their daily living; to assist development of informed citizens of Vanuatu	2	Consumer Support/Implementation of Government Policy	2015	Q1/2015	Q4/2016 (ongoing)
39	Assist with the establishment of ways in which telecommunications/ICT can be used to celebrate and preserve cultural values	Work with the Government and associate agencies in establishing a strategy for the utilization of telecommunications/ICT to promote and preserve cultural values	2	Consumer Support/Implementation of Government Policy	2015	Q1/2015	Q4/2016 (Ongoing)

5. INTERNAL TRR PROJECTS

TRR also has a variety of ongoing internal projects that support, facilitate and complement the core priority projects listed in this document that we will constantly update and adapt as necessary throughout the year.