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**UNIVERSAL ACCESS POLICY (UAP)**

**STAKEHOLDERS UPDATE REPORT No. 4**

**UPDATE ON UAP IMPLEMENTATION**

**December 2015**

**The Telecommunications and Radiocommunications Regulator**  
**Office of the Telecommunications and Radiocommunications Regulator (TRR)**

## Executive Summary

This Fourth Universal Access Policy (UAP) Update Report is intended to update stakeholders on the progress made in TRR's implementation of the Government's UAP up to December 2015. It builds on the TRR's Third UAP Update Report of July 2015. The Report highlights the significant progress that has been made in respect of the UAP implementation and, particularly, to building on to the secured industry commitment and cooperation in meeting the UAP requirements and objectives, to bring benefit to the people of Vanuatu – as per the intention of the UAP, as well as the economy of Vanuatu.

TRR recognizes and acknowledges the commitment of the Players and industry at large for the achievements presented through this Report. The significant milestones achieved over the last six months by the industry have enabled TRR, and the Government, to make some very important additional and progressive steps towards meeting the UAP objectives.

TRR has taken a considerable proactive and guiding approach, a role through the process of UAP implementation, particularly in the signing of the UAP Players Undertakings outlining commitments to the implementation of the UAP through the upgrading and rollout of new services, and the provisioning and deployment of equipment and materials for the UAP ICT school and internet community centre programs. The now signed UAP Undertakings Agreements with all parties, locks in the rollout of new sites and the upgrading of existing infrastructure to 3G+ technologies throughout the country.

TRR is pleased to confirm that, based on the latest and current UAP deployment plans of the Players and TRR's estimated existing mobile coverage, the population coverage rollout that is now expected to reach, and should potentially exceed, the overall UAP target of 98%. TRR will commence a mobile coverage audit of the current coverage early next year to establish the current base coverage from which we will be able to determine the actual new coverage provided by the UAP Undertaking rollout.

When the UAP ICT school programs, which have been developed as a stimulus to the UAP rollouts, are added to the agreed rollouts we believe the 98% will be reached and is likely to exceed it; meaning the desired goal will be able to be achieved.

The actual rollout coverage will need to be measured initially in a practical and industry acknowledged methodology by TRR to confirm a benchmark coverage, then at the end of the rollouts to confirm an accurate coverage rollout figure from that benchmark. *Highly importantly, it means that the Government's UAP goals will be met with industry bearing the full burden and cost with no Government monetary input required.*

TRR has concluded contractual negotiations with suppliers of goods and services and procurement of infrastructure required to deliver the Computer Lab & Internet Community Centre (CLICC), Tablets for Students (TFS) and Internet Community Centres (ICS) Programs. Following this, a program of works for the implementation of the CLICC facilities was progressed, with two CLICC sites, Eles Centre School and Sarakata

Centre School, open for business. All other CLICC facilities are expected to be operational by the commencement of the school year 2016.

A formal launch of the CLICC program was undertaken on the 27<sup>th</sup> November 2015 by the Minister for Education and Training at Sarakata Centre School Luganville. The first ICS, iTuani Informesen & Communikesen Senta in Avunamalai Village Malo Island was also opened on the 30<sup>th</sup> November 2015.

TRR remains committed to its methodology and approach to achieving the UAP objectives by working cooperatively and constructively with the operators, stakeholders and other relevant parties, and will continue to keep the Government fully informed of all developments.

TRR will develop regular UAP Update Reports at similar intervals to keep stakeholders fully aware of Key UAP developments and progress.

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## 1. Introduction

This Fourth Stakeholder Update report outlines progress of TRR's implementation of the UAP, ongoing monitoring and evaluation of industry performance, and obligations in accordance with the UAP. This Update report outlines key outcomes in the implementation of the UAP achieved by TRR over the last six months period in collaboration with the telecom industry, related Government Ministries, consumers and communities, and other stakeholders.

Key outcomes of the last six (6) month reporting period include:

- Completion and signing of all Player UAP Undertaking Agreements and a minor modification of one
- Completion of all UAP Programs contracts and procurement
- Rapid progression on the UAP CLICC rollout with sites at Sarakata Centre School and Eles Centre School operational
- Official launching of the CLICC Program on the 27<sup>th</sup> of November by the Minister for Education
- Rollout of the UAP TFS to Lycee LAB, Epi High School and Ambaebulu School
- Launching of the iTuani Infomesen & Communikesen Senta in Avunamala Village, West Malo Island

These are significant milestones in the development of the UAP and the facilitation of ICT across Vanuatu.

## 2. UAP Telecommunication Service Undertakings

TRR has completed the signing of UAP Undertaking Agreements with TVL, Digicel and Telsat. The signed Undertakings lock-in the Players rollout plans with the requirements of achieving the overall Objectives of the Government's UAP. The commencement of the rollouts will occur pending on the arrival of the orders, but the rollout will be achieved before the required 1 January 2018 deadline.

TRR acknowledges all Players commitment and dedication through their Undertaking Agreements towards extending their services to the people of Vanuatu, as it is an indication of the Player's support and commitment towards the Government's UAP and its implementation. It also shows that the rollout of the UAP is gaining momentum, and complements the UAP's ICT school programs that are also being implemented in parallel to the Player's Undertakings.

In combination with the UAP rollout undertakings by the current players, TRR also recognizes the participation of the International Telecommunication Union (ITU) through its Satellite Connectivity project which will add to the implementation spread. TRR is currently in discussion with the Office of the Government Chief Information Officer (OGCIO) - who facilitates the project on behalf of ITU - for consideration of incorporating the satellite project as additional UAP roll-out sites.

### 2.1 UAP Player Rollout Plans

All players have submitted rollout plans for UAP sites as part of their Undertaking Agreement, with full rollout to be completed prior to 1 January 2018. Building on from July 2015 report, a total of now 28 sites are planned for rollout by three main players (Digicel, TVL and Telsat).

TRR regards this as a very positive outcome of the Government's UAP, in not only encouraging rollout of new sites but also improving and upgrading services at areas where there is existing coverage.

With the Undertakings signed and rollout defined, TRR must now move into a monitoring and evaluation mode, ensuring that the Players keep to the agreed plans as per the Agreements, and where changes are requested and discussed in a collaborative manner to resolve any issues in order to achieve the overall objectives of the UAP. It is expected that by the next update report, TRR will be able to provide guidance on the progression of the rollouts by the Players.

## 2.2 Population Coverage Analysis

When the UAP ICT CLICC programs are included as part of the UAP Undertaking rollouts, we believe the 98% will be reached and is likely to exceed it; meaning the desired goal will be able to be achieved. Further, TRR is currently awaiting finalization of an ICT program, the Satellite Connectivity Project from the International Telecommunication Union (ITU) as well as reusing infrastructure from the Rensarie Telecentre (made redundant with the expansion of Digicel services into the area), whereby these further sites will be available for inclusion into the coverage analysis.

## 2.3 Quality of Service

TRR is currently working with the engaged Quality of Service Expert to develop a Quality of Service (QoS) legal instrument for Vanuatu. The initial phase of the development commenced during 2015, and will be reported on in the next 6 Monthly UAP Update Report.

### 3. UAP Programs

The UAP programs were announced during 2014 as part of an initiative between TRR, OGCIO, Ministry of Education and Training and the Australian Government under its Governance for Growth (GfG) program. The programs developed were:

- Computer Laboratories and Internet Community Centre (CLICC)
- Tablets for Students (TFS)
- Internet Community Services (ICS)

During the reporting period, progress on these projects progressed leading to the expectation that all facilities will be operational before the 2016 school year.

On the 27<sup>th</sup> of November 2015, the Government of Vanuatu officially launched the CLICC program with an opening of the CLICC infrastructure at Sarakata Centre School, Luganville, Espiritu Santo. The launch was presided over by the Honorable Daniel Toara, the Minister responsible for Education and Training and was attended by representatives from the Ministry of Education and Training, Office of the Government Chief Information Officer, Australian High Commission and TRR.

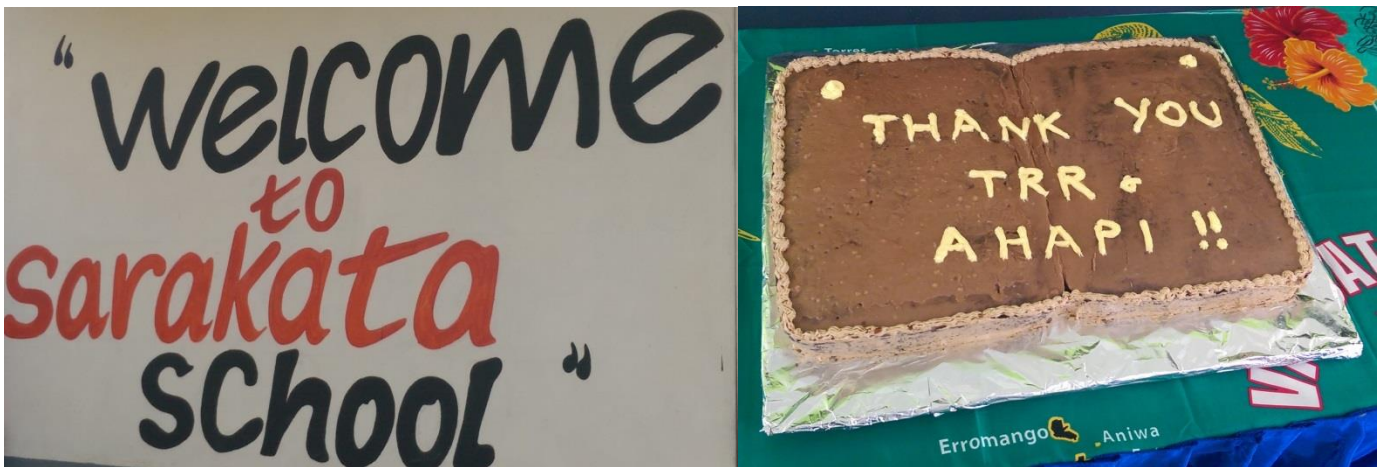


Figure 1 CLICC Launch Sarakata Centre School, Luganville





Figure 2 Cutting the Ribbon, Sarakata Centre School CLICC Facility



Figure 3 Minister Toara Unveiling the CLICC Infrastructure

### 3.1 Computer Laboratories and Internet Community Centres (CLICC)

The CLICC centres are a significant part of the UAP program with 15 schools, being provided with computer labs, for general educational purposes and for use by the community during or after school hours. The objective of the CLICC sites is to primarily increase the knowledge and use of ICT within the school environment, integrate ICT into the curriculum and utilise educational materials for learning. Secondly the infrastructure will facilitate the use of the OpenVEMIS<sup>1</sup> database application system for school and student management. Thirdly, the CLICC site is open to the general community for their use to again increase and improve knowledge of ICT, increase the development of local content and provide a central hub for the delivery of eGovernment services into the future.

The first CLICC site to be implemented was Eles Centre School, Nguna Island, Efate. The school went live in late October, with a formal opening held on the 24<sup>th</sup> of November 2015 attended by representatives from the Ministry of Education and Training, Office of the Government Chief Information Officer, Australian High Commission and TRR. Since the opening and access by students, the feedback has been exceptionally positive, with a desire of the students to use the technology. Current programs being worked on include learning to touch type, using an application on the installed gateway server.



Figure 4 Eles Centre School, Nguna Island CLICC Opening

<sup>1</sup> Vanuatu Education Management Information System (VEMIS) Open VEMIS is an initiative of the Vanuatu Ministry of Education and Training providing planning and management tools for the ministry, schools, regional offices and communities



Figure 5 Representatives From Ministry of Education and Training, OGCIO, TRR and Eles Centre School

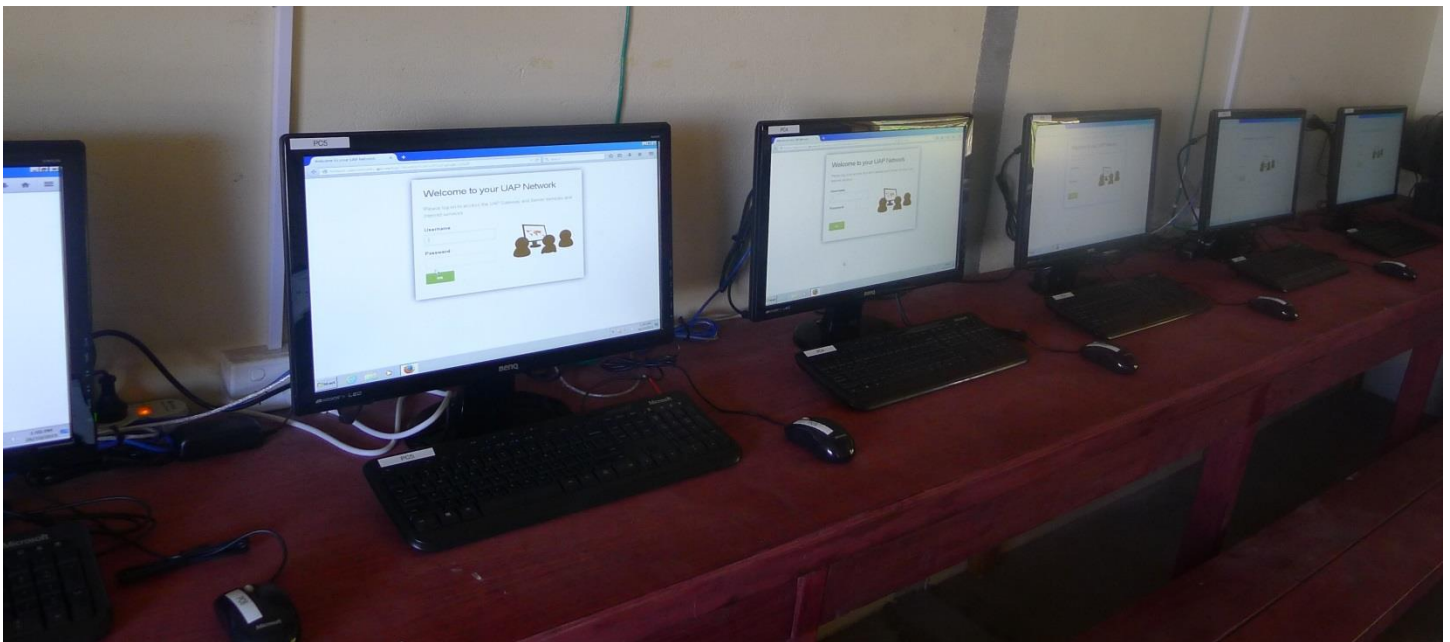


Figure 6 Workstations Ready to Go! Eles Centre School, Nguna Island

### 3.2 Tablets for Students

The Tablets for Students (TFS) program is gradually being rolled out to the selected schools. Currently TFS infrastructure has been implemented in Lycee LAB, Epi High School and Ambaebulu School. With schools, now closed for the summer vacation period, the remainder of the TFS infrastructure will be rolled out prior to the commencement of the school year 2016.

### 3.4 Internet Community Services

TRR has provided three (3) grants to commercial operators to establish an Information and Communication Centre (ICS) in the local community. Contracts have been signed with all three operators: Ituani Informesen & Communikesen Senta, Malo; Nali Enterprises, Ambrym; and Tukundamauri, Nguna Island. These ICS centres are commercial enterprises, with the reliance of the operator to be able to run and maintain them beyond the period of the once off grant monies.

It was with pleasure that the TRR were able to attend the official opening of the Ituani Informesen & Communikesen Senta in Arunamalai Village on Malo Island on Monday 30<sup>th</sup> November 2015, the first ICS to open and commence operations.



Figure 7 iTuani Informesen & Communikesen Senta, Malo Island



Figure 8 Inside iTuani ICS, Malo Island

TRR will continue to monitor all three (3) ICS operators and review the provision of service and sustainability of such centres during the term of the grant.

### 3.5 Monitoring and Evaluation

TRR has signed a Memorandum of Understanding (MOU) with the University of the South Pacific (USP) to provide assistance during the UAP program rollouts. Consequently, TRR has opened discussions with USP's Faculty of Arts, Law and Education (FALE) and USP's Teachers Education Resource and e-Learning Centre (TEREC) on the development of a Monitoring and Evaluation (M&E) program.

TRR anticipates the completion of the M&E methodology by the beginning of the school year 2016 in order to establish the benchmark upon which success will be measured. The M&E activity will be undertaken on an approximately six (6) monthly basis for the two (2) years of the UAP program grant. Early successful lessons learnt may stimulate the rollout of further CLICC centres.

## 4. Reporting

TRR remains committed to the Government's UAP implementation and will continue to keep stakeholders informed of key UAP developments and progress biannually, with each report to be made subsequent to the scheduled report to the Prime Minister of Vanuatu.