



Telecommunications &
Radiocommunications
Regulator

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TRR 2017 and Onwards Annual Work Plan

2017 and onwards

This 12 months' work plan has been produced with the objective of informing our stakeholders of the key and order of priority work items to be and or being undertaken by the Vanuatu Telecommunications & Radiocommunications Regulator in carrying out the duties as set out in the Telecommunications and Radiocommunications Regulation Act 2009

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1. VISION, MISSION & VALUES

The *Vision*, *Mission* and *Values* of the Telecommunications and Radiocommunications Regulator (TRR) are set out below. They articulate the view TRR holds and aspires to maintain 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 2017 and onwards annual Work Plan, TRR has consulted, reviewed and considered:

- a) The progress made and contributed on by key stakeholders in the Sector in the last nine years and 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 with the TRR and the Minister responsible for Telecommunications/ICT throughout the previous year(s) and that are still outstanding;
- c) The global Telecommunications/ICT sector market trend and common global issues affecting the industry at a national level;
- d) Urgent and important Issues and development contributing to the Vanuatu National Vision which TRR believes need to be addressed at the national level;
- e) The National economic and social policies and programs run by respective Government Ministries, Departments and other agencies which TRR has been part of in the consultation and or the implementation of the respective programs;
- f) The external and internal working pressures that TRR is experiencing in its daily operations such as the technology evolvement, 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, the effectiveness of the existing instruments;
- k) TRR to continue to maintain its independent position in all views provided and decisions made; and
- l) 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 emerging services and 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 other associated programs 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 and Internet of Things (IoT).

- 2.4 This Work Plan draws on the Government's National Vision, 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. 2017 PRIORITY PROJECTS

3.1 The following are the **top priority** programs/issues/tasks for TRR for 2017:

Universal Access Policy

1. Implementation of the Government's UAP undertakings with operators concerned
2. Monitoring and Evaluation of Government's ICT initiatives for schools under the CLICC and TFS Programs
3. Implementation of the Government's ICT initiatives for schools under the CLICC and TFS programs Pilot extension

Market & Competition

4. Improve the affordability of internet access in accordance with the GOV's UAP initiatives
5. Review Tariff Filing frameworks and procedures
6. Develop a Telecommunications Sectorial Report

Engineering and Technical Compliance

1. Develop a Quality of Service (QoS) legal instrument
2. Develop a Quality of Service monitoring framework
3. Undertake a second Mobile Network Signal and Internet Coverage Audit

Internet Governance

1. Implementation and monitoring of .vu ccTLD Regulation
2. Develop Rules in conjunction with the implementation of a .vu ccTLD Management and Administration Regulation
3. Implementing Child Online Protection (COP) Program

Legal

1. Review of the TRR Act 2009

Consumer Affairs

1. Improve effectiveness of TRR's Community Consumer Champions program
2. Develop and expand TRR's regulatory telecommunications/ICT consumer surveys
3. Establish National recognition and celebration of World Consumer Day – March 15
4. Support and promote Vanuatu's National ICT day Celebration, May 17, of the ITU's World Telecommunications and Information Society Day
5. Bridging the digital knowledge gap by effective engagement of telecommunications/ICT users
6. Increase consumer Knowledge and awareness of market product and information

Corporate

1. Effectively sourcing funds and promote sound corporate Governance to cater for TRR's Financial Self- Sustainability
2. Investigate and implement methods to transfer TRR customer services into e-service

4. TRR ANNUAL WORK PLAN 2017 AND ONWARDS

TRR Priority Projects							
Project Name	Brief Description	Priority (1 highest-3 lowest)	Rationale	Year(s)	Indicative Start date	Indicative Finish date	
Universal Access Policy							
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	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
3	Implementation of the Government's ICT initiatives for schools under the CLICC and TFS programs Pilot extension	Complete effective implementation of ICT initiatives for schools under the CLICC and TFS Program Pilot extension	1	Implementation of GOV Policy	2017 - 2018	Q1/2017	Q1/2018

Market Competition							
4	Improve the affordability of internet access in accordance with the GOV's 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	Q4/2017
5	Review Tariff Filing frameworks and procedures	Review, develop and consult on a revised tariff filing framework.	1	Regulatory Tool	2015	Q1/2015	Q3/2017
6	Develop a Telecommunications Sectorial Report	Finalize and publish the first Telecommunications Sectorial Report.	1	Regulatory Tool	2016	Q1/2016	Q2/2017
Engineering and Technical Compliance							
7	Develop a Quality of Service (QoS) Legal instrument	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 - 2017	Q4 2014	Q1/2017

8	Develop a Quality of Service monitoring framework	To consult and publish a Quality of service (QoS) Framework in alignment with the QoS legal instrument.	1	Regulatory Tool and Consumer Support	2014 - 2017	Q4 2014	Q1/2017
9	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
Internet Governance							
10	Implementation and monitoring of .vu ccTLD Regulation	Implement and monitor the .vu ccTLD regulatory framework Regulation transition	1	Regulatory Tool	2016 - 2017	Q 1 2017	Q4 2017 (ongoing)
11	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 (ongoing)

12	Implementing Child Online Protection (COP) Program	Through TRR's Consumer Awareness Programs, ensure the implementation of COP measures in the UAP CLICC Sites	1	Regulatory Tool	2017	Q1 2017	Q4 2017 (ongoing)
Consumer Affairs							
13	Improve on the effectiveness of TRR's Community Consumer Champions program	Capacity building the Consumer Champions with relevant ICT training and continue to enhance and promote Consumer awareness through this initiatives to the rural area	1	Consumer Support/Implementation of Government Policy	2014 - 2015	Q4/2014	Q4/2017 (ongoing)
14	Develop and expand TRR's regulatory telecommunications/ICT consumer surveys	Building on from the previous report, develop and expand the use of Consumer surveys to monitor the effectiveness of current services. And guide TRR's approach building on its Consumer Awareness Protection Plan and complaints received for TRR to tailor its awareness and education programs accordingly	1	Consumer Support/Implementation of Government Policy	2017	Q1/2017	Q4/2017 (ongoing)
15	Establish National recognition and celebration of World Consumer Day – March 15	TRR will utilize World Consumer Days to promote the theme (<i>Consume Rights in the Digital Age</i>) with the involvement of the stakeholders on telecommunications/ICT	1	Consumer Support/Implementation of Government Policy	2015	Q1/2015	Q1/2017

		consumer issues					
16	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 2017 - with a focus on consumer awareness and education, to other Provinces	1	Consumer Support/Implementation of Government Policy	2015	Q1/2015	Q2/2017
17	Bridging the Digital Knowledge Gap by effective engagement of telecommunications/ICT users	Enhance promotion of and more awareness and education in to rural and remote community Particularly focus more practical user's engagement ; to assist implementation of UAP to meet not only target of 98% population access but knowledgeable and elite users	1	Consumer Support/Implementation of Government Policy	2015	Q1/2015	Q4/2017
18	Increase consumer Knowledge and awareness of market information	Develop and established a mechanism that will assist Consumer to received and access immediate notification on any related and important consumer information	1	Consumer Support /implementation of Government support	2017	Q1/2017	Q3/2017
Corporate Affairs							

19	Investigate potential sources of funds to cater for TRR's Financial Self Sustainability	Effectively investigate, consult on available sources of funds and promote sound corporate Governance to cater for TRR's Financial Self- Sustainability	1	Regulatory Tool	2017	Q1/2017	Q4/2017
20	Investigate and implement methods to transfer TRR customer services into e-service	Review, investigate and develop methods to transfer TRR customer face to face services into e-services such as radio licensing forms and others	1	Regulatory Tool	2017	Q1/2017	Q4/2017
Legal							
21	Review and approval of the amendment of the TRR Act, 2009	To amend identified loopholes of the TRR Act 2009, and make appropriate and suitable changes, where necessary and have the amendment approved by the parliament	1	Regulatory Tool/Government Support	2016 - 2017	Q1/2016	Q4/2017
Other TRR Priority Projects							
Universal Access Policy							

22	Investigate and implement projects for the Government Sector under the UAP Policy and in line with the priorities of the National ICT Policy	Work cooperatively with Government Agencies such as Health, Education and Agriculture to identify, analyse and recommend appropriate UAP initiatives/Universal services (US) focusing on improved access and delivery of key government services, for example connectivity of farmers and the downstream delivery of Agricultural services to farmers	2	Implementation of the GOV policy	2016 - 2018	Q1/2016	Q4/2018 (Ongoing)
Engineering and Technical Compliance							
23	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	Q1/2017
24	Support the Govt in the development of an effective Emergency Telecommunications Cluster.	Provide effective support to the working group on the development of Vanuatu Emergency Telecommunications Cluster.	2	Consumer Support	2017	Q1 2017	Q4 2017
25	Implement Effective Spectrum Management	Work cooperatively with operators to ensure that the Vanuatu spectrum is effectively and efficiently managed on an	2	Regulatory Tool	2017	Q1 2017	Q4 2017 (Ongoing)

		ongoing basis					
26	Develop a legal instrument to ensure that the import/sale/use of telecommunications equipment complies with approved international standards (trademarks)	Finalise 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 - 2017	Q4 2014	Q2/2017
27	Study and consult on the development of a legal instrument to support, promote and facilitate the development of broadband services and applications	Investigate and consult on the benefit of establishing 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 - 2017	Q1 2016	Q4/2017
28	Study the need for, and consult on the relevance of, establishing a SIM registration system for Vanuatu	Investigate and consult on the benefit of establishing a Registration of SIMs regime and compliance mechanism	2	Regulatory Tool and Consumer Support	2016 - 2017	Q1 2016	Q4/2017
Market Competition							
29	Improve TRR's market statistics and data collection framework	Consult, review and update TRR's statistical market indicators collection framework	2	Regulatory Tool	2017	Q1/2017	Q4/2017

30	Review TRR's regulatory financial monitoring and reporting requirements	Review TRR's existing regulatory financial monitoring approach for Licensed Operators and investigate the need for increased or revised reporting and accounting frameworks	2	Regulatory Tool	2017	Q1/2017	Q4/2017
Legal							
31	Consultation with appropriate stakeholders on Harmonization of existing legislations and rules	Conduct consultation with appropriate stakeholders and agencies on the findings of the overlapping of existing legislations with the Telecommunications Act and discuss appropriate mechanism to address the overlaps	2	Regulatory Tool	2016 - 2017	Q1 2016	Q4 2017
Internet Governance							
32	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	2016 - 2017	Q1 2017	Q4 2017 (ongoing)
33	Promoting and educating industry on DNSSec (DNS Security) and Cyber Security	Promoting and educating industry on the need to secure the DNS general Cyber Security	2	Regulatory Tool	2016 - 2017	Q1/2017	Q4/2017 (ongoing)

Consumer Affairs							
34	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	Q4/2017 (ongoing)
35	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	Q1/2017	Q4/2017 (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.