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**UNIVERSAL ACCESS POLICY (UAP)**

**STAKEHOLDERS UPDATE REPORT No. 5**

**UPDATE ON UAP IMPLEMENTATION**

**June 2016**

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

## Executive Summary

This Fifth Universal Access Policy (UAP) Update Report provides an update to stakeholders on the progress made in TRR's implementation of the Government's UAP up to June 2016. It builds on TRR's Fourth UAP Update Report of 5 December 2015. The Report highlights the significant progress that has been made in respect of 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. It also recognizes the valuable assistance, cooperation and support from the Australian Government through its Governance for Growth Program, which has significantly contributed, through financial support, to the deployment of telecommunications access into remote and underserved areas of Vanuatu particularly on Computer Lab and Internet Community Centres (CLICC) programs. The significant milestones achieved over the last six months by the industry and the stimulus arrangements funded from the UAP Fund, have enabled TRR to make some very important additional and progressive steps towards meeting the UAP objectives.

TRR has taken a considerable proactive and guiding approach role through the process of UAP implementation, particularly in the negotiation, finalisation and signing of the UAP Player's 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.

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%. The verification (Network Coverage Audit) of the Telecommunications Network coverage and the estimated target percentage to deliver on is anticipated to commence in July, 2016.

With the UAP ICT school programs being developed as a stimulus to the UAP undertaking rollouts, TRR believes that the 98% will be reached and is likely to exceed it. This means that the desired goal of 98% population coverage with access to broadband data services will have been achieved with industry bearing the full burden and cost with no Government financial input required.

TRR has substantially completed rollout of the Computer Lab & Internet Community Centre (CLICC), Tablets for Students (TFS) and Internet Community Centres (ICS). Feedback received from those sites operational has been overwhelmingly positive, with students and community alike being provided with basic computer skills training

and students using the technology as part of the school curriculum. Demand for use of the sites is high and is anticipated to drastically increase as e-government services are developed and rolled out.

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

TRR will provide its next UAP Update Report on or before 5 December 2016.

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## 1. Introduction

As part of TRR's obligation in accordance with the UAP, TRR is required to report to the Honorable Prime Minister, as the Minister responsible for Telecommunications and ICT on a 6-monthly basis. Through this report, TRR's 5<sup>th</sup> on UAP Implementation, we are pleased to inform you, of the significant progress made since TRR's Fourth UAP Update Report of 5 December, 2015. This Report outlines key outcomes in the implementation of UAP that TRR has achieved 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:

- Continued progression of the UAP Undertaking sites by the industry players, with 2 of 5 sites operational by July 2016
- Completion of rollout of all TRR responsible CLICC sites
- Establishment of alternative service delivery mechanisms (High Throughput Satellite supplied by Kacific Broadband Satellites) for remote and difficult locations
- Establishment and implementation of UAP Undertakings monitoring and evaluation program
- Establishment of budget for second round UAP projects
- Management responsibility for the Asia Pacific Telecommunity (APT) J3 project on Tanna
- Management responsibility for the International Telecommunications Union (ITU) emergency communications and community centre
- Assistance in the Maewo telemedicine pilot project

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

## 2. UAP Telecommunication Service Undertakings

With the negotiation and completion of the UAP Undertaking Agreements with TVL, Digicel and Telsat, TRR has moved to a Monitoring and Evaluation activity (M&E). The M&E activity is to ensure that the signed Undertakings agreed to by the Players are achieved. There is the ability for the TRR to apply penalties to the Players under the agreement if the obligations agreed too are not met. Players have commenced the rollout of these obligations under the Agreement with the first milestone for completion being 30 June 2016.

TRR acknowledges all Players commitment and dedication through their Undertaking Agreements towards extending their services to the people of Vanuatu. 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 UAP is gaining momentum, and complements the UAP's ICT school programs that are also being implemented in parallel to the Player's Undertakings.

### *2.1 UAP Player Rollout Plans*

All players have commenced their rollout of infrastructure under the UAP Undertaking Agreement. The main role for TRR now is to undertake M&E activities to ensure that the players abide by the agreements and rollout infrastructure accordingly. Under the Agreement if a player fails to meet the agreed rollout targets, the TRR may levy the appropriate UAP levy on that player as penalty for missing targets. Players may modify the Agreements but only upon notification to TRR of the changes, review and consultation on the changes and formal acceptance from the TRR on the changes proposed.

### *2.2 Population Coverage Analysis*

There is now a requirement to measure the coverage on a more scientific basis using appropriate infrastructure information supplied by the players, using recognised industry software modelling tools, considering population analysis provided by the Vanuatu National Statistics Office and updated geographical information. The analysis will include the UAP Undertaking Agreements, the UAP CLICC programs, the ITU Emergency centre project and the APT-J3 Tanna project.

### 3. UAP Programs

The UAP programs 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 have been steadily rolled out by the TRR over the last six (6) months. The programs are:

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

During the reporting period significant progress has been made on the completion of all activities associated with these programs. The CLICC program is substantially completed, with service provision of Internet for remote schools currently underway as well as implementation by our partner Agence Universitaire Francophonie (AuF). The TFS program slowed due to technical issues that have recently been resolved whilst the ICS program is substantially completed with all sites providing commercial services to the community.

#### *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 and 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 school and student management application. 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, such as health and agriculture, into the future.

The CLICC sites have been well received by the student body and the community in general. Teachers have quickly integrated the CLICC into the school curriculum, at appropriate levels according to the age of the students involved. The level of demand and desire of the student body to engage and use the CLICC has been exceptional, with in some cases students moving quickly to the CLICC room or asking teachers if they can access the room. Likewise, the interest and engagement of the community has seen many people come to the CLICC site and start to use the infrastructure. The current take away is that there is a need for basic ICT skills training on the use of computers, application training on word, excel and the like; and lastly basic skills for the Internet in order to ensure safe use as well as inclusion in the digital society.

Apart from the CLICC sites providing educational services to the students of the school, which includes such activities as touch typing, parts of the computer, use of the Internet for research, the community has also availed themselves of similar services. Eles Centre School, Nguna Island, Efate has in particular embraced

the technology and with the assistance of the Peace Corp Volunteer (PCV) attached to the school, TRR has assisted in the school recently participating in the ITU Woman and Girls in ICT Day. The school ran introductory courses for the community in particular the woman who initially felt frozen out of the CLICC by gender lines.

Similarly, Ambaebulu School, Ambae have been running basic course on computer hardware and operation, to allow students to become familiar with the hardware prior to utilizing software available on the provided gateway server. St Patrick's School, Ambae have also seen demand from students to use the CLICC room for research and study purposes, whilst Loukatoi Centre School, Tanna has engaged the community by running basic computer courses for the adult population. Loukatoi have taken the approach of providing these as courses as a commercial venture, providing much needed revenue to support the CLICC and the school.



Figure 1 Loukatoi Students Looking to the Future





Figure 2 Eles Centre School Computer Orientation Class

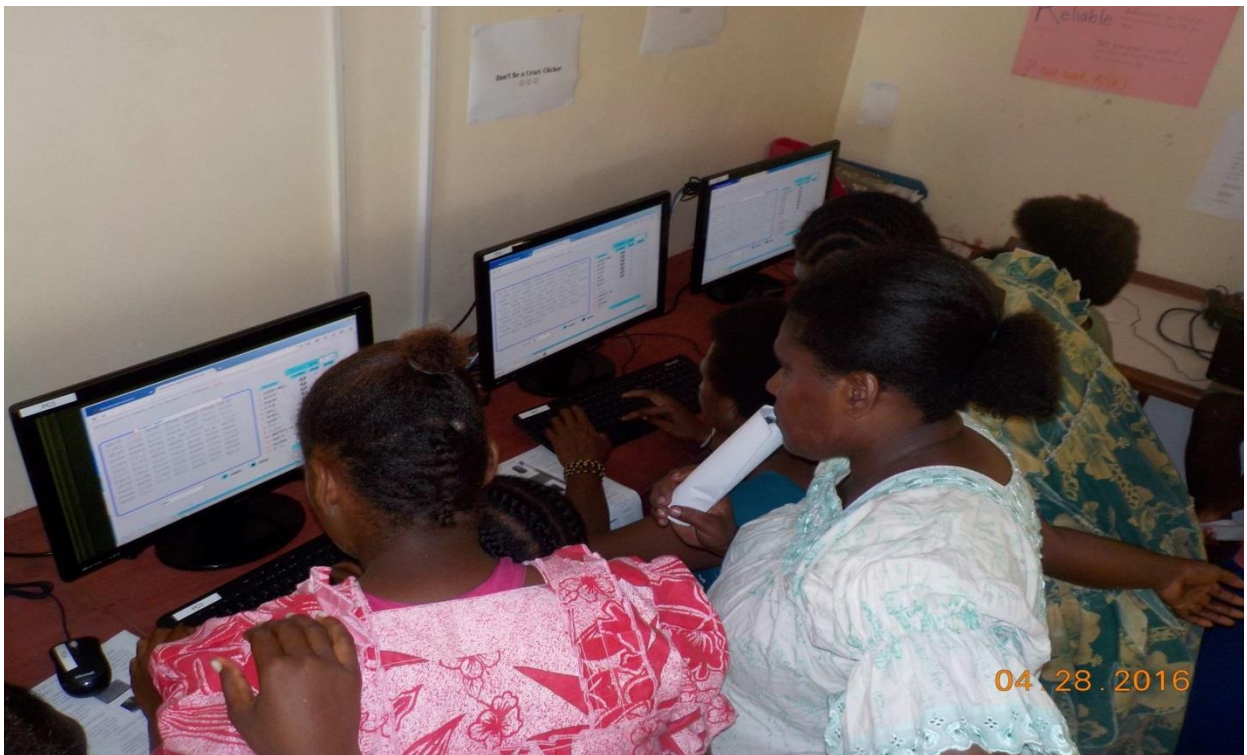


Figure 3 Eles Centre School Woman & Girls in ICT Day Participants



Figure 4 Sulua Centre School, Maewo

The graph below shows the data volume consumed over the months of March and April at each of the schools. In total data consumed has doubled from approximately 400 Gigabytes in March to over 840 Gigabytes in April. The CLICC program still has more schools to add and the expectations are that we will exceed 1 Terabyte of data in the next 2 months. This is a significant amount of data which shows the latent demand in schools and communities for ICT technologies and access to the wider information repository found on the Internet.

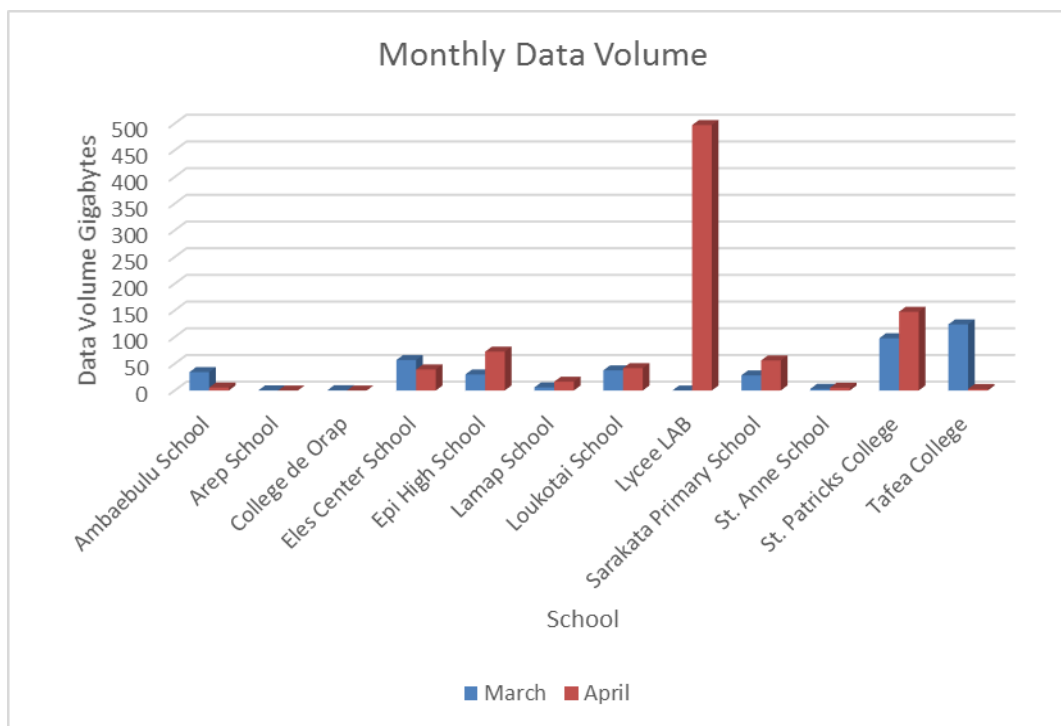


Figure 5 Data Volumes for Schools

### 3.2 Tablets for Students

The Tablets for Students (TFS) program was placed on hold due to a technical issue impacting the charging of the tablets via the provided charge cart. The issue was reported to the provider of both the charge carts and the tablets under the UAP Program. Subsequent investigation identified that the tablet provided is incompatible with the charge carts. The provider has arranged for all 350 tablets to be swapped out with tablets that are fully compatible with the charge carts. With resolution of the issues the TRR expects completion of the rollout to all sites by end June 2016.

### 3.3 Internet Community Services

The Information and Communication Centre (ICS): Ituani Informesen & Communikesen Senta, Malo and Tukunamauri, Nguna Island; have commenced commercial operations. The objective of the ICS is to allow a local entrepreneur to establish a business to supply services to the community. Feedback received so far from Malo and Nguna, show that these sites are in fact providing services and are becoming an essential part of the community. Services that these sites are offering the community include;

- Basic skills training on computers and the internet
- Establishment of a “Kids Club” for children interested in learning about ICT
- Provision of printing and stationary activities to local community and church groups
- Assistance with government online activities (where available) to reduce travel and expense

- Money transfer to local and international recipients
- Money transfer for school fees.

In all cases the services provided locally by the ICS have assisted the community by reducing the expense and time to travel to a larger centre to undertake these transactions. It is anticipated that further expansion of e-government services will only improve the service offerings from the ICS to the community, allowing the ICS to become a central hub of the community for business and social interaction.



Figure 6 Computer Training at Malo ICS



Figure 7 Computer Training at Malo ICS

### ***3.5 Monitoring and Evaluation***

Monitoring and Evaluation (M&E) is now becoming a critical item in the UAP rollout. Over the reporting period the TRR and our partner the University of the South Pacific (USP) have prepared a methodology for undertaking the M&E component. This methodology ensures that the impact of ICT in education and in the community is considered and any recommendations from the M&E exercise can be implemented into the MoET and into other projects within the government.

At present the TRR has applied for a research grant through the GfG to undertake this M&E task. TRR anticipates that the grant application will be successful and that the M&E activity can commence by the middle of the year. Early successful lessons learnt may stimulate the rollout of further CLICC centres.

### ***3.6 APT-J3 Tanna Volcano Monitoring Project***

The TRR has recently been handed project management responsibility for the APT-J3 Volcano Monitoring network being established by the Japan Telecommunications and Engineering Consultancy Service (JTEC). This network will provide for 2 cameras to monitor the activity of Mt Yasur on a 24 hour basis. Included into the network is connectivity to health facilities, schools and government offices. The connectivity will provide internet to sites currently without as well as a screen to show the images from the volcano monitoring cameras. A dedicated service from Tanna to Meteo in Port Vila will allow the Vanuatu Meteorological and Geohazards Department (VMGD) to capture the images for analysis.

### ***3.7 ITU Emergency and Community Centre***

The TRR has also been recently handed project management responsibility to implement the ITU Emergency and Community Centre project. This project will see the establishment of 4 emergency community centres across Vanuatu. These sites are being developed in partnership with the VMGD, and each site has been elected due to climate change impacts, geohazards monitoring, isolation and economic impact factors. The centres, although used for disaster and climate change monitoring, will be established on a similar operational capacity as for the ICS's whereby the community will be involved in the operation and running of the centre.

## 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.