



Telecommunications &
Radiocommunications
Regulator

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TRR 2018 and Onwards Annual Work Plan

**2018 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

This Annual Work Plan will be reviewed and finalized in May, 2018

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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, trust and confidence TRR holds and aspires to maintain and promote in its daily operations.

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.

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2. OVERVIEW

2.1 In setting out the 2018 and onwards Work Plan, TRR has reviewed and considered:

- a) The continuous positive progress made in the Sector since the creation of the Office of the TRR in 2008;
- b) Priority 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) Regulatory Issues which TRR believes need to be addressed at the national level;
- e) The People's Plan – Vanuatu 2030, in particular use of Telecommunications/ICT services or devices to enable the implementation of the National Sustainable Development Goals;
- 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 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;
- k) TRR to continue to assist and support respective Government Ministries and Departments in their deliverables requiring regulatory advices and support; 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 services transition;
- e) Safe and secured Internet and related Cyber security activities; and
- f) Institutional strengthening.

2.3 The actions under ICT transition take account of the reality of growth in higher speed internet services as a 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,

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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 Building on from the Government's Priority Action Agenda (PAA) and its 2007 Telecommunications Policy Statement actions in ensuring ICT for all, this Work Plan draws on the Government's 2013 National ICT Policy, its 2013 UAP and its 2013 Cybersecurity Policy and importantly the "The People's Plan – Vanuatu 2030": 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 as a guide for the TRR and its team, and 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. 2018 PRIORITY PROJECTS

3.1 The following are the **top priority** issues/tasks for TRR for 2018:

Universal Access Policy

1. Consult and develop policy input for Governments Next Generation Universal Access Policy;
2. Monitoring and Evaluation of Government's ICT initiatives for schools under the CLICC and TFS Programs;
3. Assist the Government Sector with projects under the UAP Policy and in line with the priorities of the National ICT Policy;
4. Continuation of implementation of the Government's ICT initiatives for schools under the CLICC and TFS programs Pilot extension;
5. Implementation and Supervision of Community Telecommunications Grants.

Market Monitoring & Competition

1. Review and consult on the current Telecommunications Statistics Framework;
2. Draft and publish the second Telecommunications Sectorial Report.

Engineering and Technical Compliance

1. Review of the Vanuatu National Frequency Allocation Table;
2. Release of 2100Mhz Spectrum for International Mobile Telephony for market use;
3. Improve on the effectiveness of Quality of Service Monitoring Key Performance Indicators.

Internet Governance

1. Implementation of the .vu country code Top Level Domain (ccTLD) Regulation (schedule 03).

Legal

2. Finalize legal instrument to ensure that the import/sale/use of telecommunications equipment complies with approved international standards (trademarks);
3. Review and propose amendment to the TRR Act, 2009.

Consumer Affairs

1. Improve on the effectiveness of TRR's Community Consumer Champions (CCC) Program;
2. Investigate, assess and evaluate user experience of existing telecommunications services (voice & data) across Vanuatu;
3. Establish National recognition and celebration of World Consumer Day – March 15 ;

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4. Support and promote Vanuatu's National ICT day Celebration, May 17, of the ITU's World Telecommunications and Information Society Day.

Corporate

1. Oversee the facilitation and Coordination of the ITU - Global Symposium for the Regulators 2019 (GSR19);
2. Finalize and implement E-Payment services;
3. Provide administrative assistance on recruitment of Telecommunications and Radiocommunications Regulator (TRR) for 2019 – 2021.

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4. TRR WORK PLAN 2018 AND ONWARDS

TRR Priority Projects							
Project Name		Brief Description	Priority (1 highest-3 lowest)	Rationale	Year(s)	Indicative Start date	Indicative Finish date
Implementation of Universal Access Policy							
1	Consult and develop policy input for Governments Next Generation Universal Access Policy input	To consult and assist the Government in providing input into the development of Next Generation Universal Access Policy	1	Regulatory Tool/Consumer Support	2018	Q1/2018	Q3/2018
2	Monitoring and Evaluation of Government's ICT initiatives for schools under the CLICC and TFS Programs	Finalize the monitoring and evaluation program to evaluate the success of the CLICC and TFS programs with respect to curriculum development and community engagement	1	Implementation of GOV policy	2016 - 2018	Q4/2017	Q4/2018
3	Continuation of implementation of the Government's ICT initiatives for schools under the CLICC and TFS programs Pilot extension	Building on from the works done from previous years, TRR to complete effective implementation of ICT initiatives for schools under the CLICC and TFS Program Pilot extension and transfer of	1	Implementation of GOV Policy	2017 - 2018	Q1/2017	Q3/2018

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		ownership to respective schools and surround communities.					
4	Implementation and Supervision of Community Telecommunications Grants	To consult, develop, advertise, review, award and monitor the provision of monetary grants to selected community groups. The initiative is provided to stimulate market demand of available ICT/Telecommunications (through voice and data) services in the rural communities targeting specific areas (eg. Health, Education, Culture etc.)	1	Consumer	2018	Q1 2018	Q4 2018
Market Monitoring and Competition							
5	Review and consult on the current Telecommunications Statistics Framework	To undertake a review of the current telecommunications statistical framework to improve information collection and to align with international telecommunications framework	1	Regulatory Tool	2018	Q1 2018	Q3 2018
6	Draft and publish the second Telecommunications Sectorial Report	To develop and publish the second Telecommunications Sectorial Report providing information on the performance of the telecommunications sector	1	Regulatory Tool	2018	Q2 2018	Q3 2018

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Engineering and Technical Compliance							
7	Review the Vanuatu National Frequency Allocation Table	To review and update, where necessary, the Vanuatu NFAT in preparation for World Radio Conference 2019 (WRC19)	1	Regulatory Tool	2018	Q2 2018	Q4 2018
8	Release of 2100Mhz Spectrum for International Mobile Telephony for market use	To consult with Operators and finalize appropriate actions required on the release of 2100Mhz spectrum for International Mobile Telephony (IMT) services	1	Regulatory Tool	2018	Q1/2018	Q2/2018
9	Improve on the effectiveness of Quality of Service Monitoring Key Performance Indicators	Consult with operators and identify quality of service standards that are consistent with International recognized standards.	1	Regulatory Tool	2018	Q2 2018	Q4 2018
Internet Governance							
10	Implementation of the .vu country code Top Level Domain (ccTLD) Regulation(schedule 03)	Building on from the implementation of the .vu ccTLD regulations, TRR will progress with the transition of the .vu registry/registrar from a monopoly to a competitive regime.	1	Regulatory Tool	2016 - 2018	Q1 2016	Q4 2018 (ongoing)
Consumer Affairs							

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11	Improve on the effectiveness of TRR's Community Consumer Champions (CCC) Program	Building on from the previous Community Consumer Champions training delivered, TRR will continue to work closely with the Champions to enhance their capability on delivering appropriate consumer protection awareness and educational information to consumers in respective provinces.	1	Consumer Support/Implementation of Government Policy	2014 - 2018	Q2/2018	Q4/2018
12	Investigate, assess and evaluate user experience of existing telecommunications services (voice & data) across Vanuatu.	Building on from user feedback collected from previous consumer surveys and awareness programs conducted, TRR will investigate, assess and continue to evaluate the user experience to ensure its awareness and education programs are effective. The information collected will also assist with identifying the appropriate quality of service standards.	1	Consumer Support/Implementation of Government Policy	2018	Q1/2018	Q4/2018
13	Establish National recognition and celebration of World Consumer Day – March 15	TRR will utilize World Consumer Days to promote the theme with the involvement of the stakeholders and also consumer awareness and education	1	Consumer Support/Implementation of Government Policy	2015	Q1 2018	Q1 2018 (Annual event)

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		programs on telecommunications/ICT consumer issues.					
14	Continue to Support and promote Vanuatu's National ICT day Celebration, May 17	TRR will collaborate with Stakeholders including OGCIO towards a successful Vanuatu Annual ICT Day Celebration – 2018.	1	Consumer Support/Implementation of Government Policy	2015	Q2 2018	Q2/2018 (Annual event)
Corporate Affairs							
15	Oversee the facilitation and Coordination of the ITU - Global Symposium for the Regulators 2019 (GSR19)	To work collaboratively with the Vanuatu Government and the key Stakeholders including the International Telecommunications Union (ITU) assigned team in preparation for GSR19 which will be held in Port Vila, Vanuatu in 2019.	1	Government Support	2018	Q1/2018	Q4/2019
16	Finalize and implement E-Payment services	To implement and Facilitate TRR's Interactive E-Payments Services for its Customers. (E.g. Radio Apparatus Licenses) Fees.	1	Regulatory Tool	2018	Q1/2018	Q4/2018

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17	Administrative assistance on recruitment of Telecommunications and Radiocommunications Regulator (TRR)	TRR through its assigned Officer will provide administrative support and assistance to the Minister Responsible for Telecommunications/ICT to recruit a Regulator for the next three years (2019 – 2021)	1	Government Support	2018	Q1/2018	Q4/2018
Regulatory Legal Activities							
18	Finalize legal instrument to ensure that the import/sale/use of telecommunications equipment complies with approved international standards (trademarks)	Finalize for Minister approval, gazettal 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)	1	Consumer Support	2018	Q1 2018	Q4 2018
19	Review and propose amendment to the TRR Act, 2009	Building on from works done in 2016 to 2017, TRR to seek approval from Minister responsible, consult with stakeholders, review and address loopholes in the Act, 2009 and propose appropriate	1	Implementation of GOV policy/Regulatory Tool/Consumer Support	2018	Q2/2018	Q4/2018

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		and suitable changes, where necessary with the intention of having the amendment approved by the parliament.					
Other TRR Priority Projects							
Implementation of Universal Access Policy							
20	Assist the Government Sector with projects 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 on projects that take advantage of appropriate UAP initiatives/Universal services (US) and focus on improved access and delivery of key government services.	2	Implementation of GOV policy	2016 - 2018	Q1/2016	Q4/2018 (ongoing)
21	Ceremony for completion of the 2013 Universal Access Policy	Assist Government and OGCI0 on the public announcement of the completion of the UAP Policy	2	Consumer Support	2018	Q1 2018	Q2 2018
Market Monitoring and Competition							

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22	Conduct a Review of Market Dominance	Building on from the works done in 2016, TRR will conduct a review of the designation of providers declared dominant in telecommunications markets. Including the determination of bottleneck facilities.	2	Regulatory Tool	2018	Q3/2018	Q2/2019
Engineering and Technical Compliance							
23	Populate the Asia Pacific Telecommunity (APT) Frequency Information System (AFIS)	To populate and publish in AFIS information database on spectrum use in Vanuatu	2	Regulatory Tool	2018	Q2 2018	Q4 2018
24	Support to Vanuatu Emergency Telecommunications Cluster	Continue to support the OGCI0 in developing and enhancing an Emergency Telecommunications cluster	2	Consumer Support	2018	Q1 2018	Q4 2018
Legal							
25	Review Effectiveness of Existing Regulatory Frameworks	Consult with appropriate stakeholders, review the effectiveness of the TRR existing Regulatory framework	2	Regulatory Tool/Consumer Support	2018	Q2/2018	Q4/2018
Information Communication Technology (ICT)							

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26	Consult on the development of a framework for establishing and sustaining Computer Laboratory Internet Community Centre (CLICC)	Investigate, consult and develop appropriate framework to promote sustainable CLICC	2	Implementation of GOV policy	2018	Q2/2018	Q4/2018
27	Promote Capacity building (First level helpdesk ICT support) for administrators responsible for CLICC sites	Plan, Coordinate, facilitate and deliver first level helpdesk ICT support training for administrators responsible for CLICC sites.	2	Implementation of GOV policy	2018	Q2/2018	Q4/2018
28	Investigate, and advise on the need of establishing Code of Practice for Online Content.	Investigate, consult and advise on the need of establishing Code of Practice for online content.	2	Implementation of GOV policy/Consumer Support	2018	Q2/2018	Q3/2018
Internet Governance							
29	Assist and support Implementation of child online protection (COP) program	Building on from TRR's Consumer awareness program, will assist and support Government Ministries /Department (Ministry of Justice / OGCI) on the implementation of GoV's COP Policies	2	Government Support / Consumer Support		Q1/2018	Q4/2018

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30	Promotion and capacity building for key stakeholders (internet community) on Domain Name System Security Extension (DNSSEC)	Building on from ongoing TRR consumer protection awareness program on cyber security, TRR is coordinating and facilitate Domain Name System Security Extension (DNSSEC) Training	2	Regulatory Tool	2017	Q1/2018	Q3/2018
Consumer Affairs							
31	Promote Women and Girls in ICT through a collaboration approach with 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	2018	Q1/2018	Q2/2018

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.

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