



TRBR 2020 and Onwards Annual Work Plan

2020 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 & Broadcasting Regulator in carrying out the duties as set out in the Telecommunications, Radiocommunications and Broadcasting Regulations Act of 2009 as amended by Amendment No. 22 of 2018.

This Annual Work Plan will be reviewed during 2020 to update it in terms of progress and the need for inclusion of additional work items

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1. VISION, MISSION & VALUES

The *Vision*, *Mission* and *Values* of the Telecommunications, Radiocommunications and Broadcasting Regulator (TRBR) are set out below. They articulate the view TRBR 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

1. In setting out its 2020 and onwards Work Plan, TRBR has reviewed and considered:
 - a) The Broadcasting and Media Regulatory functions that has been transferred to TRBR and the relevant regulatory framework;
 - b) The continued positive progress made in the Sector since the creation of the Office of the TRR in 2008;
 - c) Priority issues and issues which are of concern to the industry and the stakeholders through a series of discussions and meetings throughout the previous year(s);
 - d) The global Telecommunications/ICT sector market trends and common issues affecting the industry;
 - e) The National Universal Access Policy that was extended to January 1st 2022;
 - f) Technology convergence and the regulatory issues and challenges it brings which TRBR believes need to be addressed at a national level;
 - g) The People's Plan – Vanuatu 2030, and in particular, use of telecommunications/ICT services or devices to enable the successful implementation of the Government's National Sustainable Development Goals;
 - h) The external and internal working pressures such as technology evolution, the Government's requirements and mandates, Donor Agency requirements and objectives, the national economy, national demographics, cross sectorial policies, the telecommunications/ICT industry, consumers of telecommunications/ICT services and products, financial and human resources;
 - i) The Government's National Information and Communications Technology (ICT) Policy, its Universal Access Policy (UAP) and its Cybersecurity Policy;
 - j) TRBR's newly developed 2019 – 2021 three year Strategic Plan;
 - k) TRBR's Vision, Mission and Values;
 - l) Whether new Regulatory instruments are required, and the fitness for purpose of the existing instruments;
 - m) TRBR's need to continue to assist and support the respective Government Ministries and Departments in their deliverables who require regulatory advice and guidance; and
 - n) TRBR's plans to continue to maintain its position on providing a light touch Regulatory regime.

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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, Radiocommunications and Broadcasting Sector development and promotion of sustainable competition;
 - c) Safeguarding the interests of consumers;
 - d) ICT services transition; particularly in respect of over the top services (OTT) Internet of Things (IoT) and Artificial Intelligence;
 - e) Safe use of the Internet and related Cyber security activities, including Data Privacy; and
 - f) Institutional strengthening.

3. The matters to be considered under ICT service transition (above) take account of the growth in higher speed internet services now being offered in the market. In addition to voice, data and internet, customers are using the internet to receive radio and TV channels, as well as downloading music and films and utilizing OTT services.

4. The TRBR will build on and draw from the Government's People's Plan and its Policy Statement actions in ensuring ICT for all, this Work Plan, and facilitating and following the Government's relevant policies; particularly the "The People's Plan – Vanuatu 2030": to which TRBR gives its highest priority.

5. The following Tables present the TRBR's work tasks under identified themes, as well as their priorities, and the appropriate indicative timeframes.

6. This Work Plan presents a set of work items as a guide for the TRBR and its team and the TRBR's stakeholders, and will be the focus of activities managed by TRBR this year. TRBR's work program also includes addressing, as yet identified, issues which will arise during the year and the TRBR will allocate a relevant priority to them as required. Those additional work items may be included in a later, revised, version of this Work Program in 2020. If those work items are to be continued, they will be identified in the next year's Work Plan. TRBR will provide relevant information upon request in respect of those work areas/projects.

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3. 2020 PRIORITY PROJECTS

1. The following are the **top priority** issues/tasks for TRBR for 2020:

Universal Access Programs

1. Continue with the implementation of the UAP as it was extended to January 1st 2022 by the Council of Ministers (COM), and TRBR will consult with the telecommunication operators to identify the appropriate technology and ways to improve service coverage on areas that are underserved and unserved under the Play or Pay Approach;
2. Consult, publish, review, assess and award the provision of grants for feasible universal access projects under the Community Telecommunication Grant (CTG) initiative based on approved set and required outcome criteria, and oversee the implementation of the Projects;
3. Establish, implement and monitor the implementation of the initiatives to strength the Operational Management of the current CLICC/TFS facilities that are facing technical and operational challenges.

Market Monitoring & Competition

4. Consult and develop a broadcasting/media statistical framework to improve information collection in line with national and international standards, and include such information in TRBR's annual Sectorial Report;
5. Develop and publish the annual TRBR Sectorial Report which provides information on the performance of the industry;
6. Building on from the 2019 internet Pricing Consultation, TRBR will review the status of affordability for internet access at the retail level;
7. Consult with industry and stakeholders and develop a new Operator License Regulation for Telecommunications, Radiocommunications and Broadcasting/Media;
8. TRBR will research, consult and establish a compulsory Sim Registration guideline/Regulation for Vanuatu.

Regulatory, Broadcasting and Media

9. Research, consult and develop appropriate Content Regulatory Framework for Broadcasting/Media;

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10. Research, consult and establish an appropriate Roadmap for Analog to Digital Television transition for Vanuatu.
11. Working with the Market Monitoring and Competition team to establish an Operator License Regulation for the Telecommunication, Radiocommunication and Broadcasting/Media Industry.
12. Establish a Group including business and consumer representation to improve consumer/business input into Broadcasting/Media Consumer initiatives.

Engineering and Technical Compliance

13. Conduct a benchmark exercise to assess the Quality of Service level of service providers Mobile network according to Establish guideline and provide a report including a public Report to be accessible by the Public. A coverage Audit report will be provided a well to identify the underserved and unserved areas in order to assist with the implementation of the UAP Project.
14. Consult with the licensees and the stakeholders and update Radio Apparatus license and Spectrum license fee schedules.
15. Consult with the Licensees and other stakeholders and update the National Numbering Plan and Procedure (NNPP) for Vanuatu.
16. Establish an administrative fee schedule for the Type Approval Certification.

Internet Governance

17. Following the successful transition of the .vu registry/registrar from a monopoly to a competitive regime, TRBR will establish a Dispute Resolution guideline for the .vu ccTLD.
18. The TRBR will enhance its existing programs by working with faith-based organizations to promote the importance of .vu Registration for Vanuatu business presence on the internet.
19. TRBR will organize a Top Level Domain (TLD) Symposium to further promote and support the TLD Registrars and the industry on TLD marketing and management.

Legal and Compliance

20. The TRBR will consult with stakeholders and develop a Consumer Protection Guideline/Regulation (CPR) to cater for Broadcasting/Media;

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21. Provide effective support to the government Taskforce for the amendment of the TRBR Act.

22. TRBR will research and provide advice to the government on convergence regulation.

Consumer Affairs

23. The TRBR will conduct research, consult, and amend the consumer protection Regulation to cater for OTT Consumer Complaints.

Information Communications Technology (ICT)

24. Following on from the consultation done in 2019, TRBR will further consult and provide a policy advice to the government on the Code of Practice for Online Content.

25. TRBR will work with the industry and relevant stakeholders to establish Public Wifi on Specific Spots in Port Vila and Luganville for Public use.

Corporate Affairs

26. Assist the Government with its facilitation, coordination, hosting and management of the PRFP-13 to be held in Vanuatu in 2020.

27. Assist the Government with its facilitation, coordination, hosting and management of the Digital Economy Forum for the Pacific to be held in Vanuatu in 2020.

28. Implement and facilitate TRBR's Interactive E-Payments Services for its customers; (e.g. Radio Apparatus Licenses) including online payment of required fees and issuance of licenses.

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4. TRBR WORK PLAN 2020 AND ONWARDS

TRBR Priority Projects							
Project Name	Brief Description	Priority (1 highest-2 lowest)	Rationale	Year(s)	Indicative Start date	Indicative Finish date	
Implementation of Universal Access							
1	Implementation of the Universal Access Policy (UAP)	Implementation of the Universal Access Policy (UAP) for locations which are currently unserved and underserved	1	Government Support and Consumer	2020	Q1/2020	Q4/2020 (Ongoing)
2	Community Telecommunications Grant	Facilitate the Implementation of the Community Telecommunications Grant (CTG) projects	1	Government Support & Consumer	2020	Q1/2020	Q4/2020
3	Management of the CLICC /TFS Facilities	Strengthening the Operational management of the CLICC/TFS facilities.	1	Government Support & Consumer	2020	Q4/2019	Q4/2020
Market Monitoring and Competition							

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4	Broadcasting Statistical Framework	Consult and develop a broadcasting/media statistical framework to improve information collection in line with national and international requirements.	1	Regulatory tool	2020	Q1 2020	Q4 2020
5	Telecommunications, Radiocommunications, Broadcasting Regulator (TRBR) Sector Report	Develop and publish the annual TRBR Sectorial Report which provides information on the performance of the industry	1	Regulatory tool	2020	Q1 2020	Q2 2020
6	Affordability of Internet at the retail level	Building on from the 2019 Internet Pricing consultation, review the status of affordability for internet access at the retail level	1	Consumer and Government support	2020	Q2 2020	Q3 2020
7	Operator License Regulation	Consult with stakeholders and finalize a new Operator License Regulation	1	Regulatory tool	2020	Q1 2020	Q4 2020
Regulatory Broadcasting and Media							
8	Broadcasting/Media Content Regulatory Framework	Establish appropriate content regulatory framework	1	Regulatory tool Consumer and Government support	2020	01/2020	Q4 (2020) (ongoing)

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9	Broadcasting Regulatory Roadmap	Establish an appropriate Regulatory Roadmap for Broadcasting in Vanuatu	1	Regulatory Tool	2020	01/2020	Q4 2020
Engineering and Technical Compliance							
10	Quality of Service (QoS) benchmarking	Conduct a benchmark exercise to assess the QoS level of Service provider's mobile network according to established guidelines	1	Regulatory Tool	2019	Q4/2019	Q4/2020
11	Review of the Radio Apparatus License fees	Consult with licensees and other stakeholders and update the Radio Apparatus License fee schedule	1	Regulatory Tool	2020	Q1/2020	Q4/2020
12	Review of the Spectrum License fees	Consult with license operators and other stakeholders and update the spectrum license fee schedule	1	Regulatory Tool	2020	Q2/2020	Q4/2020
13	Review of the National Numbering Plan and Procedure for Vanuatu	Consult with the License Operators and other stakeholders and update the NNPP for Vanuatu	1	Regulatory Tool	2020	Q1/2020	Q3/2020
Internet Governance							

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14	.vu ccTLD Dispute resolution service	Establish the Dispute resolution for the .vu ccTLD	1	Regulatory Tool	2020	Q1/2020	Q4/2020
15	Business awareness on .vu ccTLD Registration for online Businesses	Building on from the migration of .vu ccTLD, TRBR will enhance its existing programs by working with faith base organizations to promote the importance of .vu Registration for Vanuatu business presence on the Internet	1	Regulatory tool Consumer and Government support	2020	Q1/2020	Q4/2020
Regulatory Legal Activities							
16	Amendment of Telecommunications, Radiocommunications, Broadcasting Regulator (TRBR) Act	Provide effective support to the government task force for the amendment of the TRBR Act	1	Government Support/Regulatory Tool	2020	Q1/2020	Q3/2020
17	Consumer Protection for Broadcasting	Establish Consumer Protection Guidelines / Regulation	1	Regulatory Tool	2020	Q1/2020	Q4/2020
Consumer Affairs							

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18	OTT Consumer Protection	Research, consult to amend the Consumer Protection Regulation to cater for OTT consumer complaints	1	Regulatory tool, Consumer and Government support	2020	Q1/2020	Q4/2020
Information Communication Technology (ICT)							
19	Code of Practice for online content	Consult and provide policy advice to the government	1	Implementation of GOV policy/Consumer Support	2020	Q1/2020	Q4/2020
Corporate Affairs							
20	The 13 th Policy & Regulation Forum for Pacific (PRFP-13)	Assist the Government with its facilitation, coordination, hosting and management of PRFP-13 which will be held in Vanuatu in 2020.	1	Government Support	2020	Q1/2020	Q4 2020
21	Commonwealth Digital Economy Forum 2020-Pacific	Assist the Government with its facilitation, coordination, hosting and management of the Commonwealth Digital Economy Forum which will be held in Vanuatu in 2020.	1	Government Support	2020	Q1/2020	Q4/2020

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22	Radio Apparatus Renewal E- Application and Payment Facility	Implement second phase of Radio Apparatus Online Application and Payment facility	1	Regulatory Support	2020	Q1/2020	Q4 2020
Other TRBR Priority Projects							
Implementation of Universal Access & Support of Government Broadcasting/Media Initiatives							
23	Community Universal Service initiatives	Establish access and service initiatives to selected sites	2	Government Support & Consumer	2020	Q1/2020	Q4/2020
Market Monitoring and Competition							
24	SIM Registration	Establish compulsory sim registration for Vanuatu	2	Regulatory and Consumer Support	2020	Q1/2020	Q4/2020
Engineering and Technical Compliance							
25	Type Approval Fees	Establish an administrative fee schedule for type approval certification	2	Regulatory Tool	2020	Q2/2020	Q4/2020
Regulatory Legal Activities							

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26	Communications and ICT Convergence Guideline / Regulation	Research and provide advice to the government on convergence regulation	2	Regulatory Tool/Government Support	2020	Q1/2020	Q4/2020
Information Communication Technology (ICT)							
27	Public Wifi hot spot	Research and establish Public Wifi on specific spot for public use	2	Regulatory/Government Support	2020	Q1/2020	Q4/2020
Internet Governance							
28	Top Level Domain (TLD) Symposium	Promoting and regulatory support the TLD Registrars and industry on TLD Marketing and Management	2	Regulatory/Government Support	2020	Q1/2020	Q4/2020

5. INTERNAL TRBR PROJECTS

TRBR 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. This Annual Work Plan will be reviewed during 2020 to update it in terms of progress and the need for inclusion of additional work items.

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