



TRBR 2021 and Onwards Annual Work Plan

2021 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 2021 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 2021 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 (now TRBR) 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 the existing Regulatory instruments are still fit for purpose, and/or whether new Regulatory instruments are required;
 - 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 (OTT) services Internet of Things (IoT) and Artificial Intelligence (AI);
 - 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, 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 2021. 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. 2021 PRIORITY PROJECTS

1. The following are the **top priority** issues/tasks for TRBR for 2021:

Universal Access Programs

1. TRBR will 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. TRBR will 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. TRBR will 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. TRBR will 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 and affordability consultation in 2020, TRBR will review the status of affordability for internet access at the retail level;
7. Consult with the industry and the stakeholders and develop a new Operator License legal instrument for Telecommunications, Radiocommunications and Broadcasting/Media;
8. Develop and consult on the Infrastructure sharing regulation for Telecommunications, Radiocommunications and Broadcasting/Media;
9. TRBR will establish a compulsory Sim Registration guideline/Regulation for Vanuatu.

Regulatory, Broadcasting and Media

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10. Research, consult and develop appropriate Code of Practice for Broadcasting/Media in Vanuatu; and
11. Research, consult and establish an appropriate Vanuatu Broadcasting Regulatory Roadmap.

Engineering and Technical Compliance

12. TRBR will consult with the Licensees and other stakeholders and update the National Numbering Plan and Procedures (NNPP) for Vanuatu. This is to ensure that the NNPP reflect the changes in the TRBR Act amendments, technology evolution, and is fit for purpose for Vanuatu.
13. TRBR will research, review, consult on National Numbering Plan Fees.
14. TRBR will research, consult, develop and implement spectrum planning for 5G.
15. TRBR will research, consult on licensing regime and fees for using territorial waters or airspace of Vanuatu.
16. TRBR will research, develop, consult and publish a technical guideline for terrestrial broadcasters in Vanuatu.
17. TRBR will consult with Licenses and stakeholders, and update the Quality of Service (QoS) parameters in the QoS guideline so it is fit for purpose.
18. TRBR will develop, consult and establish a Legal Framework for Quality of Service for Vanuatu.

Internet Governance

19. 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.
20. The TRBR will consult with stakeholders and amend the .vu ccTLD domain name regulation as required.

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21. TRBR will organize the Regulatory Internet Annual Forum in 2021 to discuss matters of interest in relation to Internet Governance in Vanuatu.

Legal and Compliance

22. The TRBR will Research and compile all legislations and their effect on convergence Regulation (TRBR) in Vanuatu.
23. TRBR will continue to provide effective advice and support to the government on 5th Generation Regulation.
24. TRBR will research, consult, develop and establish Broadcasting Consumer Protection Framework for Vanuatu.

Consumer Affairs

25. The TRBR will conduct research, consult, and amend the consumer protection Regulation to cater for OTT Consumer Complaints.
26. TRBR will conduct survey to evaluate the user experiences of Telecommunications and Broadcasting services provided across the country.

Information Communications Technology (ICT)

27. 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.
28. Following research work done in 2020, TRBR will work with the industry and relevant stakeholders to establish free Public Wifi on Specific Spots in Port Vila and Luganville for Public use.

Corporate Affairs

29. TRBR will assist the Government with its facilitation, coordination, hosting and management of the PRFP-14 to be held in Vanuatu in 2021.

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30. TRBR will assist the Government with its facilitation, coordination, hosting and management of the ICT Day in Vanuatu in 2021.

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4. TRBR WORK PLAN 2021 AND ONWARDS

TRBR Priority Projects								
Action Matrix #	Action Matrix Activity	Description of Activity	Priority (1 highest-2 lowest)	Rationale	Expected Output	Implementation Year	Finish Date	Indicator
Universal Access Policy								
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	98 percent population have access to telecommunications services	2019	Q4/2021 (Ongoing)	ECO 2.9 SOC 2.1 UAP POLICY
2	Community Telecommunications Grant	Facilitate the Implementation of the Community Telecommunications	1	Government Support & Consumer	Provide ICT and Internet access in schools and communities	2021	Q4/2021	ECO 2.9

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		ons Grant (CTG) projects						
3	Management of the CLICC /TFS Facilities	Strengthening the Operation and management of the CLICC/TFS facilities.	1	Government Support & Consumer	Maintain existing CLICC/TFS facilities	2020	Q4/2021	ECO 2.9 SOC 2.1
Market Monitoring and Competition								
4	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	Publish Sector Report	2021	Q2/2021	ECO 4.1
5	Operators Licensing Framework	Consult with stakeholders and finalize a new Operator License framework	1	Regulatory tool	Publish a licensing framework	2020-	Q2/2021	ECO 4.1

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6	Fully Allocation Cost Modelling (wholesale bandwidth, Voice, Data & SMS)	Develop a Fully Allocation Cost Modelling (wholesale bandwidth, Voice, Data & SMS)	1	Regulatory Tool	Establish a telecom cost model	2021	Q4/2021	ECO 2.9 ECO 4.1
7	Infrastructure Sharing	Develop and consult on infrastructure sharing framework	1	Government support / Regulatory tool	Enact a wholesale facilities access scheme	2021	Q4/2021	ECO 2.4 ECO 2.5
Regulatory Broadcasting and Media								
8	Broadcasting/Media Content Regulatory Framework	Research, consult, develop, and establish appropriate Code of Practice for Broadcasting in Vanuatu	1	Regulatory tool Consumer and Government support	Publish Broadcasting / Media Code of Practice	2021	Q4/2021) (ongoing)	ECO 4.1
9	Vanuatu Regulatory Broadcasting Roadmap	Research, consult, develop, and establish appropriate Roadmap for Broadcasting for Vanuatu	1	Regulatory Tool	Establish a Broadcasting strategic Roadmap	2021	Q4/2021 (On going)	ECO 4.1

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Engineering and Technical Compliance

10	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	Publish Updated Guideline	2021	Q3/2021	ECO 4.1
11	Establish numbering fees	Research, consult and implement the Numbering fees.	1	Regulatory Tool	Decision for numbering fees	2021	Q4/2021	ECO 4.1
12	5G Spectrum	Research, consult, develop, and implement spectrum planning for 5G.	1	Regulatory Tool	Decision on spectrum planning of the 5G	2021	Q4/2021	ECO 2.9
13	Review of the Quality of Service (QoS) parameters	Consult with Licenses and stakeholders, and update the QoS parameters in the QoS guideline	1	Regulatory Tool	Publish updated Guideline	2021	Q4/2021	
14	QoS Legal Framework	Develop, Consult and establish a Legal Framework for Quality of Service	1	Regulatory Tool	Legal Framework	2021	Q4/2021	

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Internet Governance								
15	.vu ccTLD Dispute resolution service (DRS)	Establish the Dispute resolution for the .vu ccTLD	1	Regulatory Tool	Published Dispute resolution service (DRS) for .vu CCTLD registrants	2021	Q4/2021	SOC 5.1
16	Domain Name Regulation Amendment	Consult and provide amendment to the Regulation as required.	1	Regulatory/Government Support	Amendment to .vu ccTLD domain name regulation	2021	Q4/2021	ECO 4.1
17	Regulatory Internet Forum	Organize the Annual Forum to discuss matters of interest in relation to Internet Governance	1	Regulatory/Government Support	Establish a regulatory internet dialogue	2015	Q4/2021	ECO 2.9
Regulatory Legal Activities								
18	Harmonization of legislations	Research and consult legislations and their effect on Convergence Regulation	1	Government Support/Regulatory Tool	Published Harmonization Report	2021	Q4/2021	ECO 4.1 ECO 2.4

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		(TRBR) in Vanuatu						
19	Fifth Generation Regulatory	Provide effective advice and support to the government on 5 th Generation Regulation	1	Government Support/Regulatory Tools	Publish Guideline on Fifth Generation	2021	Q4/2021	ECO 3.3 SOC 6.7
20	Broadcasting Consumer Protection Framework	Research, consult, develop and establish Broadcasting Consumer Protection framework	1	Regulatory Tool	Published Consumer Protection framework (Broadcasting)	2021	Q4/2021	ECO 4.1
Consumer Affairs								
21	Amendment to Consumer Protection Regulation	Research, consult to amend the Consumer Protection regulation to cater for OTT consumer complaints	1	Regulatory tool, Consumer and Government support	Amendment to the consumer protection regulation	2020	Q4/2021	ECO 4.1

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22	Assessment on Telecommunications and Broadcasting user experiences	Research, assess and evaluate user experience	1	Regulatory tool, Consumer and Government support	Published regulatory consumer report	2021	Q4/2021	SOC 6.9
Corporate Affairs								
23	PRFP-14	Assist the Government with its facilitation, coordination, hosting and management of PRFP-14 in Vanuatu	1	Government support	Successful hosting of PRFP-14	2021	Q4/2021	
24	ICT Day	Assist the Government with its facilitation, coordination, host and management of ICT day in Vanuatu in 2021	1	Government support	Successful hosting of ICT day in 2021	2021	Q2/2021	
Other TRBR Priority Projects								
Implementation of Universal Access & Support of Government Initiatives								

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25	Community Universal Service initiatives	Establish access and service initiatives to selected sites	2	Government Support & Consumer	Provide ICT and internet access in schools and communities	2021	Q4/2021	ECO 2.9 SOC 2.1
Market Monitoring and Competition								
26	SIM Registration	Establish compulsory SIM registration for Vanuatu	2	Regulatory and Consumer Support	Establish and Implement SIM registration framework	2021	Q4/2021	ECO 4.1
Information Communication Technology (ICT)								
27	Public Wi-Fi hot spot	Research and establish Public Wifi on specific spot for public use	2	Regulatory/Government Support	established free Wi-Fi hotspots at specific locations	2020	Q4/2021	ECO 2.9
Engineering and Technical Compliance								
28	Licensing Regime for using territorial waters or airspace of Vanuatu	Research, consult on licensing regime and fees for using territorial waters or airspace of Vanuatu	2	Regulatory tool	Report	2021	Q4/2021	

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29	Technical Guideline for Terrestrial Broadcasters	Research, Develop, consult and publish a technical guideline for terrestrial broadcasters in Vanuatu	2	Regulatory tool	guideline	2021	Q4/2021	
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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 2021 to update it in terms of progress and the need for inclusion of additional work items.

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