



# TRBR 2022 and Onwards Annual Work Plan

## **2022 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 2022 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 foster a conducive environment for growth of telecommunications, broadcasting, and ICT services in Vanuatu, and at the same time ensure that consumer interests are protected, and also support the social, cultural, customs and commercial welfare of Vanuatu.

### 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.

**Collaboration:** A collaborative approach that enriches our partnership with government and stakeholders to drive the passion of communication across sectors.

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## 2. OVERVIEW

1. In setting out its 2022 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 1<sup>st</sup>, 2022.
  - f) Technology convergence and the regulatory issues and challenges it brings which TRBR believes need to be addressed at the national level.
  - g) The People's Plan – Vanuatu 2030, and 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 evolvement, 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 2022 - 2024 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 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 2022. 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. 2022 PRIORITY PROJECTS

1. The following are the **top priority** issues/tasks for TRBR for 2022:

#### **Universal Access Programs**

1. TRBR will continue with the implementation of the UAP as it was extended to January 1<sup>st</sup> 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.
4. TRBR will continue to work with relevant Gov Agencies and departments to establish access and service initiatives to selected sites.

#### **Market Monitoring & Competition**

5. TRBR will develop and publish the annual TRBR Sectorial Report which provides information on the performance of the Telecommunications and Broadcasting industry.
6. TRBR will consult with the industry and the stakeholders and develop a new Operator License legal instrument for Telecommunications, Radiocommunications and Broadcasting/Media.
7. TRBR will develop and consult on the infrastructure sharing regulation for Telecommunications, Radiocommunications and Broadcasting/Media.
8. TRBR will establish a compulsory Sim Registration guideline/Regulation for Vanuatu and implement with the Operators.
9. TRBR will develop and publish an anit-competition guideline for Vanuatu.

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## **Regulatory, Broadcasting and Media**

10. Research, consult and develop appropriate Code of Practice for Broadcasting/Media in Vanuatu.
11. Research, consult and establish an appropriate Vanuatu Broadcasting Regulatory Roadmap.
12. TRBR will develop and consult on the consumer protection Regulation for Broadcasting in Vanuatu.

## **Engineering and Technical Compliance**

13. TRBR conduct a benchmark exercise to assess the QoS level of Service provider's mobile network and coverage in Vanuatu.
14. TRBR will research, consult, develop and implement spectrum planning for 5G.
15. TRBR will research, develop, consult and publish a technical guideline for terrestrial broadcasters in Vanuatu.
16. TRBR will collaborate with the department of Customs on the type approval certification into the Single Window Management System.
17. TRBR will research, review, consult on and implement the National Numbering Plan Fees.
18. TRBR will research, develop and consult on an Electromagnetic Radiation (EMF) Guideline for Vanuatu.
19. TRBR will Research, Develop and Consult on a guideline for local roaming in Vanuatu.

## **ICT and Internet Governance**

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

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22. TRBR will develop and consult on a Naming Policy for .vu ccTLD.

23. TRBR will organize the Regulatory Internet Annual Forum in 2022 to discuss matters of interest in relation to Internet Governance in Vanuatu.

24. TRBR will develop and consult on a Guideline for Free wifi hot spot for public use

### **Legal and Compliance**

25. The TRBR will Research and develop a fourth Generation Guideline for Vanuatu

26. TRBR will assist the Government to consult on the amendment of the TRBR Act.

### **Consumer Affairs**

27. TRBR will research and evaluate the user experiences of Telecommunications and Broadcasting services provided across the country.

### **Corporate Affairs**

28. TRBR will assist the Government with its facilitation, coordination, hosting and management of the 2022 World Consumer Rights Day in Vanuatu.

29. TRBR will assist the Government with its facilitation, coordination, hosting and management of the ICT Day in Vanuatu in 2022.

30. TRBR will develop and Publish its Annual Report.

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## 4. TRBR WORK PLAN 2022 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)	Monitor the roll out of the UAP based on the Operators undertaking agreement and finalize an implementation approach to the remaining sites of the UAP	1	Government Support and Consumer	98 percent population have access to telecommunications services	2019	2023	ECO 2.9 SOC 2.1 ECO 3.3  UAP POLICY
2	Community Telecommunications Grant	Implement the 2022 Community Telecommunications Grant Projects	1	Government Support & Consumer	Provide ICT and Internet access in schools and communities	2021	Q2/2022	ECO 2.9 ECO 3.3

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3	Management of the CLICC /TFS Facilities	Monitor the Operation and management of the CLICC/TFS facilities.	1	Government Support & Consumer	Maintain operation of the existing CLICC/TFS facilities	2020	Q4/2021	ECO 2.9 SOC 2.1
<b>Market Monitoring and Competition</b>								
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	2022	Q3/2022	ECO 4.1
5	Operators Licensing Framework	Finalize Operator's licensing Regulation	1	Regulatory tool	Publish and gazette a operator's licensing Regulation	2020	Q3/2022	ECO 4.1
6	Infrastructure Sharing	Develop and consult on infrastructure sharing framework	1	Government support / Regulatory tool	Enact a wholesale facilities access scheme	2022	Q4/2022	ECO 2.4 ECO 2.5

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7	Anti-Competitive Guideline	Develop an anti-competition Guideline	1	Regulatory Tool	Publish an anti-competitive Guideline	2022	Q4/2022	
<b>Regulatory Broadcasting and Media</b>								
8	Broadcasting/Media Content Regulatory Framework	Finalize and publish Code of Practice for Broadcasting in Vanuatu	1	Regulatory tool Consumer and Government support	Publish Broadcasting / Media Code of Practice	2022	Q4/2022) (ongoing)	ECO 4.1
9	Vanuatu Regulatory Broadcasting Roadmap	Publish Regulatory Roadmap for Broadcasting in Vanuatu	1	Regulatory Tool	Develop a Broadcasting strategic Roadmap	2022	Q2/2022	ECO 4.1
10	Consumer protection regulation for Broadcasting	Develop and consult on the consumer protection regulation for Broadcasting	1	Regulatory tool	Develop Consumer Protection Regulation	2022	Q4 2022	ECO 4.1
<b>Engineering and Technical Compliance</b>								
11	Quality of Service (QoS) And coverage Audit	Conduct a benchmark exercise	1	Regulatory Tool	QoS online live reporting.	2022	Q4/2022	ECO 4.1

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		to assess the QoS level of Service provider's mobile network and coverage according to established guidelines						
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	Technical Guideline for Terrestrial Broadcasters.	Research, Develop, consult and publish a technical guideline for terrestrial broadcasters in Vanuatu	1	Regulatory Tool	Guideline	2022	Q1/2022	SOC 4.5 SOC 6.9, SOC 6.6
14	Type Approval embedded into the Single Window management system.	Collaborate with the Government on the implementation of the Type Approval Certification into	1	Regulatory Tool	Type Approval Compliance	2022	Q3/2022	SOC 4.5, SOC 6.1

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		the single Window management system						
<b>Internet Governance</b>								
15	Domain Name Regulation Amendment	Review and Finalized amendment to the Regulation	1	Regulatory Tool	Amendment to .vu ccTLD domain name regulation	2022	Q2/2022	ECO4.1
16	.vu ccTLD Dispute resolution services (DRS)	Review and Finalize the Dispute resolution for .vu ccTLD	1	Regulatory Tool	Published Dispute resolution service (DRS) for .vu CCTLD registrants	2022	Q2/2022	ECO4.1
17	Restricted Names	Consult on the Naming Policy for .vu ccTLD	1	Regulatory Tool	Publish a report on Naming Policy	2022	Q3/2022	ECO4.1
18	Annual Regulatory Internet Forum	Organize the Regulatory Internet Annual Forum to discuss matters of interest in relation to	1	Regulatory Tool	Successful host of the internet forum	2022	Q4/2022	SOC 6.5 SOC 6.6 SOC 6.7

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		Internet Governance in Vanuatu						
<b>Regulatory Legal Activities</b>								
19	Fourth Generation Regulatory framework	Consult and develop fourth generation guideline	1	Regulatory Tool	Publish fourth generation guideline	2022	Q4/2022	
20	Amendment of TRBR Act	Consult on the amendment of TRBR Act	1	Regulatory Tool	TRBR Act amendment	2022	Q2/2022	
<b>Consumer Affairs</b>								
21	Assessment on Telecommunications and Broadcasting user experiences	Research, assess and evaluate user experience	1	Regulatory tool, Consumer and Government support	Published regulatory consumer report	2022	Q4/2022	SOC 6.9
<b>Corporate Services</b>								
22	ICT Day 2022	Assist the Government with its facilitation, coordination, host, and	1	Government Support	Successful hosting of ICT Day in 2022	2022	Q2/2022	SOC 6.5 SOC 6.6 SOC 6.7

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		management of ICT Day in Vanuatu in 2022						
23	World Consumer Rights Day (WRCD)	Assist the Government with its facilitation, coordination, host, and management of the 2022 WCRD in Vanuatu	1	Government Support	Successful hosting of World Consumer Rights Day 2022	2022	Q2/2022	SOC 6.5 SOC 6.6 SOC 6.7
24	Annual Report	Develop and Publish TRBR Annual Report	1	Regulatory Report	Publish TRBR Annual Report on TRBR Website	2022	Q4 2022	ECO 4.1
<b>Other TRBR Priority Projects</b>								
<b>Implementation of Universal Access &amp; Support of Government Initiatives</b>								
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

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Market Monitoring and Competition								
26	SIM Registration	Collaborate with Mobile Operators to implement SIM Registration	2	Regulatory and Consumer Support	Implement SIM Registration	2022	Q4/2021	ECO 4.1
Information Communication Technology (ICT)								
27	Public Wifi-hot Spot	Develop and Finalize Guidelines for Public Use	2	Regulatory/Government Support	Establish Free Wifi Hotspot Guidelines	2022	Q4/2022	ECO 2.9
Engineering and Technical Compliance								
28	Electromagnetic Radiation (EMF) Guideline.	Develop a report and consult internally on EMF	2	Regulatory tool	Publish Report	2022	Q4/2022	EN 2.1
29	Introduction of administrative numbering fees.	Research, consult and implement the Numbering fees.	2	Regulatory Tool	Decision for numbering fees	2022	Q4/2022	ECO 4.1
30	Local Roaming Guideline	Research, Develop and consult on a guideline for local roaming during a disaster	2	Regulatory Tool	Guideline	2022	Q4/2022	ECO 4.1

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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 2022 to update it in terms of progress and the need for inclusion of additional work items.

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