



TRBR 2023 Annual Work Plan

2023 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.

This Annual Work Plan will be reviewed during 2023 to update it in terms of progress and the need for the 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 the growth of telecommunications, broadcasting, and ICT services, and at the same time ensure that consumer interests are protected.

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 instill a 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, the 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.

Collaboration – A collaborative approach that enriches our partnership with government and stakeholders to drive the passion for communication across all sectors.

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2. OVERVIEW

1. In setting out its 2023 Work Plan, TRBR has considered:

- a) The Broadcasting and Media Regulatory functions that have 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 which is now extended to January 1st, 2024;
- 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 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 2022 - 2026 five-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 needs 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.

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.

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3. The matters to be considered under the ICT service transition (above) consider the growth in higher-speed internet services now being offered in the market. In addition to voice, data, and the 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 that 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 of 2023. 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. 2023 PRIORITY PROJECTS

The following are the **top priority** issues/tasks for TRBR for 2023:

Universal Access Programs

1. TRBR will work with relevant stakeholders including the telecom operators to Implementation of the Universal Access Policy (UAP) for remaining unserved and underserved areas.
2. TRBR will consult, publish, review, assess, and award the provision of grants for feasible universal access projects under the 2023 Community Telecommunications Grant (CTG) initiatives based on approved set and required outcome criteria and oversee the implementation of the project.
3. TRBR will establish, implement, and monitor the implementation of the initiatives to strengthen the operational management of the current CLICC/TFS facilities that are facing technical and operational challenges.
4. TRBR will continue to work with relevant Government Agencies and other relevant stakeholders to establish access and service initiatives to selection sites.

Market Monitoring & Competition

5. TRBR will Develop and publish the annual TRBR Sectorial Report which provides information on the performance of the sectors.
6. TRBR will Undertake a market study and designate dominance in the market for telecommunication services.
7. TRBR Develop and consult relevant stakeholders on the infrastructure sharing regulation for Telecommunications, Radiocommunications, and Broadcasting/Media.

Regulatory, Broadcasting, and Media

8. TRBR will work with relevant stakeholders and civil society to develop, consult, and publish the Broadcasting Code of Practice (CoP).
9. TRBR will work with relevant stakeholders to publish the Broadcasting Regulatory Roadmap for Vanuatu.
10. TRBR will work with relevant stakeholders including the Government Develop, Consult, and Establish Consumer Protection Regulations.

Engineering and Technical Compliance

11. TRBR will work with the relevant stakeholders, operators, and the approved contractor to conduct the Quality of Service (QoS) And coverage Audit for 2G, 3G, and 4G, and the Technical Guideline for Terrestrial Broadcasters.
12. TRBR will work with the two big telecom operators and the stakeholders to implement Local Roaming Guideline.
13. TRBR will undertake Quality of Service (QoS) Parameters for Sound and Television Broadcasting.
14. TRBR will work collaboratively with relevant stakeholders to develop an Electromagnetic Radiation (EMF) Guideline for Vanuatu.

ICT and Internet Governance

15. TRBR will establish a Dispute Resolution Procedure to address .vu complaints.
16. TRBR will also establish a clear Road Map for .vu ccTLD Marketing and Promotions activities.

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17. The TRBR will Consult its Stakeholders on the reserve Names list for .VU ccTLD.
18. TRBR will organize a Regulatory Internet Annual Forum to discuss matters of interest in relation to Internet Governance in Vanuatu.
19. TRBR will work collaboratively with relevant stakeholders including Operators to Implement Public Wi-Fi, particularly at specific locations approved by the Regulator.

Legal and Compliance

20. The TRBR will review and amend its Legislation to gather for changes in its Regulatory frameworks.
21. The TRBR will review the Over-the-Top Services (OTT) regulatory guideline.
22. The TRBR will collaboratively work with stakeholders including the Telecom Operators to amend SIM Regulation to reflect CRIMS requirements.

Consumer Affairs

23. TRBR will work in collaboration with stakeholders to celebrate women and girls in ICT in Vanuatu.
24. TRBR will conduct a survey to evaluate the user experiences of Telecommunications and Broadcasting services provided across the country.

Corporate Affairs

25. TRBR will publish an Annual Report which provides a summary of the activities of the year 2022.
26. TRBR will work collaboratively with its approved Financial Auditors to provide a summary of expenditures for the year 2022.
27. TRBR will evaluate the effectiveness of the internal control systems to achieve the organization's business objectives, obtain reliable Operational financial reporting, and prevent fraud and misappropriation of assets by an approved independent Financial Auditor.

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4. TRBR WORK PLAN 2023 AND ONWARDS

TRBR Priority Projects								
Action Matrix #	Action Matrix Activity	Description of Activity	TRBR Strategic Priority /Objective	Rationale	Expected Output	Implementation Year	Finish Date	NSDP Indicator
Universal Access Policy								
1	Implementation of the Universal Access Policy (UAP)	Monitor the rollout of the UAP based on the Operators undertaking agreement and finalize an implementation approach to the remaining sites of UAP	Priority 1,1	Government Support and Consumer	98 percent population have access to telecommunications services	2019	2023	ECO 2.9, ECO 3.3 SOC 2.1 UAP Policy
2	Community Telecommunications Grant	Implement the 2023 Community Telecommunications Grant Project	Priority 1,1	Government Support and Consumer	Provide ICT and Internet access in schools and communities	2023	2023	ECO 2.9 ECO 3.3

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3	Community Telecommunications Grant	Coordinate the implementation of the 2022 Community Telecommunications Grant Project	Priority 1,1	Government Support and Consumer	Provide ICT and Internet access in Schools and Communities	2022	2023	ECO 2.9 ECO 3.3
4	Internet and ICT facilities Supported by UAP and other projects	Monitor the operations and management of Internet and ICT facilities under UAP's other projects	Priority 1,1	Government Support and Consumer	Internet and ICT facilities continue to operate and be used by students, teachers, and the general community	2020	2024	ECO 2.9 ECO 3.3
5	Community Universal Service initiatives	Establish access and service initiatives for selected sites	Priority 2	Government Support and Consumer	Provide Internet and ICT access in schools, health facilities, and general communities	2023	2023	ECO 209 SOC 2.1
Market Monitoring and Competition								
6	Market Dominance Review	Undertake a market study and designation of Market dominance	Priority 2	Regulatory tool	Publish order of designation of market dominance	2023	Q3/2023	ECO 4.1

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7	Infrastructure sharing/ Wholesale facilities access	Develop and consult on infrastructure sharing framework	Priority 1,1	Government support/Regulatory tool	Enact a wholesale facilities access scheme	2023	Q4/2023	ECO 2.4 ECO2.5
8	Publish Sector Report	Analysis of the 2022 market statistical data and develop the sectorial sectoral report	Priority 1,1	Regulatory Support	Published Comprehensive sectorial report	2023	Q3/2023	ECO 2.4
Regulatory Broadcasting and Media								
9	Code of Practice (CoP) Broadcasting	Consultation and Implementation	Priority 1,1	Consumer Protection Regulation	Publish Code of Practice	2023	Q1/2023	ECO 4.1 ECO 2.9 SOC 6.7
10	Broadcasting Regulatory Roadmap	Develop and strengthen the broadcasting regulatory role	Priority 1,1	Regulatory tool/Government Support	Publish Broadcasting Regulatory Roadmap	2023	Q2/2023	SOC 6.4 ECO 2.9
11	Consumer Protection Regulation Broadcasting	Drafting Instructions with State Law Office	Priority 1,1	Consumer/Regulatory tool/Government Support	Gazette Consumer Protection Regulation	2023	Q2/2023	SOC 6.7 ECO 4.1 ECO 2.9
Engineering and Technical Compliance								

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12	Quality of Service (QoS) and Coverage Audit	Conduct a benchmarking exercise to assess the QoS level the of Service provider's mobile network and coverage according to established guidelines	Priority 4, 2	Regulatory tool	QoS online live reporting.	2023	Q4/2023	ECO 4.1
13	Technical Guideline for Terrestrial Broadcasters.	consult and publish technical guidelines for terrestrial broadcasters in Vanuatu.	Priority 4,2	Regulatory tool	Publish Technical Guidelines for Terrestrial Broadcasters	2023	Q2//2023 3	SOC 4.5 SOC 6.9 SOC 6.6
14	Local Roaming Guideline.	Consult with relevant stakeholders including operators on a guideline for local roaming	Priority 3	Regulatory tool	Publish Local Roaming Guideline	2023	Q3/2023	ECO 4.1
15	Quality of Service (QoS) Parameters for Sound and Television Broadcasting.	Research, develop and consult on the Quality of Service (QoS) Parameters for Sound and Television Broadcasting.	Priority 4,1	Regulatory tool	Guideline	2023	Q3/2023	ECO 4.1
16	Electromagnetic Radiation (EMF) Guideline.	Develop a guideline and consult externally on EMF	Priority 2	Regulatory tool	Publish EMF Guideline	2023	Q2/2023	EN 2.1

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ICT and Internet Governance								
17	Dispute Resolution Service (DSR) and Guidelines	Finalize and Establish the Dispute Resolution	Priority 3	Regulatory Tool	Establish the Dispute Resolution Service (DRS) and Guidelines for .VU CC TLD Registrants	2023	Q4/2023	ECO4.1
18	.VU ccTLD Major Marketing Drive	Establish the Road Map for .VU ccTLD Marketing and Promotions	Priority 1,1	Regulatory Tool	Building on from the promotions of .VU ccTLD registrations, TRBR will enhance its existing promotional programs by driving a marketing campaign to promote the importance of .vu Registration for Vanuatu business presence on the internet	2023	Q4/2023	ECO 4.1

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19	.VU cc TLD Reserved Names	Consult on the reserve Names for .VU ccTLD	Priority 3	Regulatory Tool	Establish a reserve naming Policy	2023	Q4/2023	ECO 4.1
20	Annual Regulatory Internet Forum	Organize the Regulatory internet Annual Forum to discuss matters of interest in relation to Internet Governance in Vanuatu	Priority 3,1	Regulatory Tool	Successful host of the Internet Forum	2023	Q2/2023	SOC 6.5 SOC 6.6 SOC 6.7
21	Public Wi-Fi	Work with Stakeholders and Operators to Implement Wi-Fi in Public areas (airports, parks, etc.)	Priority 3	Regulatory Tool	Wi-Fi Access	2022	Q4/2023	ECO 2.9
Regulatory Legal Activities								
22	Over the Top (OTT) Regulatory Guideline	Review OTT Regulatory Broadcasting guideline	Priority 1,1	Regulatory Tool	Publish OTT Guideline	2023	Q3/2023	ECO 4.1

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23	Amendment of TRBR Act plus legal Regulatory Framework	Term of Regulator wholesale facility Amendment Sim Registration to reflect Civil Registry Information Management System	Priority 1,1	Regulatory tool /Government Support	Amendment of Telecommunications, and Broadcasting Regulation	2023	Q3/2023	SOC 6.4
Consumer Affairs								
24	Assessment of Telecommunications and Broadcasting user experiences	Conduct a user experience survey to obtain information, particularly on access and Quality of Service across Vanuatu	Priority 1,1	Regulatory tool, Consumer, and Government support	Published regulatory consumer report	2023	Q3/2023	SOC 6.9
25	Commemorate Women & Girls on ICT Day	Work with relevant stakeholders to recognize Women & Girls in ICT by commemorating & Celebrating Women & Girls in ICT Day 2023	Priority 1,1	Regulatory support	Empowered Women & Girls in ICT	2023	Q2/2023	SOC 6.9
Corporate Services								
26	Financial Audit Report 2022	Produce Financial Audit Report for TRBR and UAP Audit		Office Management/ Regulatory tool	Published 2022 Financial Audit report	2023	Q1/2023	SOC 6.7

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		Report produce an Annual report with TRBR's summary of activities of the year 2022						
27	Annual Report 2022	Implementation of TRBR Act (as amended) Section 7 (5) to produce an Annual report with TRBR's summary of activities of the year 2022		Office Management/ Regulatory tool	Published 2022 Annual Report	2023	Q2/2023	SOC 6.7
28	Revenue Assurance Audit	Evaluate the effectiveness of the internal control systems to achieve the organization's business objectives, obtain reliable Operational financial reporting, and prevent fraud and misappropriation of assets by an approved independent Financial Auditor.		Office Management/ Regulatory tool	Publish a Revenue Assurance Audit Report	2023	Q3/2023	SOC 6.4

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