



Notice for the Quality of Service (QoS) and Coverage Audit.

The Telecommunications Radiocommunications and Broadcasting Regulator (TRBR) will be performing a Quality of Service (QoS) benchmarking activity on the Telco's Mobile network throughout Vanuatu starting from Port Vila. The benchmarking audit will be based on the new [QoS Guideline \(https://www.trbr.vu/attachments/category/94/quality_of_service_guideline_new_version.pdf\)](https://www.trbr.vu/attachments/category/94/quality_of_service_guideline_new_version.pdf) available on the TRBR Website.

The benchmarking activity will begin on the **15th of May 2023**, focusing on the parameters specified in the QoS Guideline and the areas in Port Vila specified in the schedule below.

The Office of the TRBR understands that there is possibility of poor Quality of Service and Coverage being experienced by the consumers due to the recent cyclones. The results of the Audit will be shared with the operators to further improve their network to meet the requirements of the QoS guideline.

The Public is welcome to provide any QoS or coverage queries or issues being experienced in any specific areas around Port Vila to be included in this activity. Please contact the office of TRBR on **+678 27621** or email to enquiries@trbr.vu or visit the office next to Bred Bank (Port Vila), and TRBR office in the Santo Bakery building level 3.

Schedule for Quality of Service and Coverage Audit Benchmarking Activity

Quality of Service Test and Coverage Audit	
Date	Areas to Cover
15 - 16 May 2023	Hospital, Sea Side, Number 2, Independence Park, Port Vila Town
18 - 19 May 2023	Light House - Pango, Ifira point - Ifira Wharf, Number 3, Elluck
22 - 23 May 2023	Fresh Wota, Stade, Beverly Hills, Belview, Korman, Number 2 Lagoon, Club Hibique
24 - 25 May 2023	Naburu, Olen, Seven Star, Manples, Tebakor, Malapoa - Malapoa Estate
26 May 2023	Airport, Bladdinier, Blacksand, Tagabe