



PUBLIC Information on the Registration of Starlink

The Telecommunications, Radiocommunications, and Broadcasting Regulator (TRBR) wish to clarify that the office is **NOT** mandated by Law to restrict or block any international companies such as Starlink to enter Vanuatu's market. The TRBR Act mandates that any telecom companies interested to provide telecommunications or broadcasting services in Vanuatu **MUST** provide under a license or exception from the TRBR. The Licence can only be granted by the TRBR if the registration process for a business license is completed and approvals are certified by the Vanuatu Investment Promotion Authority (VIPA), Vanuatu Financial Service Commissions (VFSC), and then Department of Customs and Inland Revenue.

When is Starlink coming?

The TRBR office wishes to inform the public that, Starlink is working at its own pace and timing to complete its registration with VIPA, VFSC, and the Department of Customs. The TRBR office is **NOT** required by law to set a deadline for Starlink to complete its registration, nor in the position of Starlink or its Agent to provide an update of its registration with these Government Agencies.

For further queries, the public must follow these processes.

1. Query about any new international companies who are NOT yet licensed to provide services in Vanuatu, please address all queries to responsible Government Agencies including VIPA, VFSC, and the Department of Customs and Inland Revenue or directly contact the Company for more information. These Agencies are in a better position to update the registration and Licensing of any new international companies to operate business in Vanuatu.
2. For any queries and complaints regarding the service of a Service provider, please address your complaints via TRBR complaint handling procedure at this link <https://www.trbr.vu/en/consumer/voicing-your-complaint>
3. For Any information about the Universal Access Policy implementation, please consult our online report <https://www.trbr.vu/en/public-register/reports/uap-reports> or contact the TRBR office for any update or to voice any concern about a specific area to be addressed.
4. For any queries about SIM Registration and government policy directive regarding registration of SIM cards, please contact TRBR on 27621, or send email to, enquiries@trbr.vu

The TRBR office is here to help you and we encourage everyone to follow these processes in order to ensure your query is dealt with or seek correct information from the office through these correct channels before publishing any news, article, or post on Facebook or other social media platform.