UNIVERSAL ACCESS POLICY (UAP) STAKEHOLDERS FOURTEENTH REPORT

ON

THE STATUS OF THE IMPLEMENTATION OF GOVERNMENT'S UNIVERSAL ACCESS POLICY

OCTOBER 2023

Prepared by:

Brian Winji Molitaviti
Telecommunications, Radiocommunications and Broadcasting Regulator
Office of the Telecommunications, Radiocommunications and Broadcasting Regulator (TRBR)

+678 27621
enquiries@trbr.vu
PO Box 3547, Port Vila, Vanuatu
www.trbr.vu

Executive Summary

This Universal Access Policy (UAP) report is the fourteenth (14th) UAP Public Report, that provides an update on the implementation of the UAP, it highlights the progress that have been made to date.

Significant progress has been achieved in coverage improvement since our last update. Both Digicel and Vodafone have delivered on most of their priorities on their commitment as per UAP 2nd and 3rd Undertaking Agreement. As a result, we are witnessing improved mobile broadband and narrowband coverage and service in areas that a previously underserved or unserved (see appendix 1). In addition to their UAP commitment, the operators have allocated extra efforts and resources towards the recovery from the damage caused by the two cyclones, TC Kevin and Judy, early this year and cyclone Lola last month. These efforts stand as a testament to the Operators' exceptional dedication to providing telecommunications services in Vanuatu.

In addition to the efforts made by both Digicel and Vodafone, TRBR has recently finalized the UAP 4th Undertaking Agreement with the two operators. The UAP 4th Undertaking Agreement is considered to be the final Undertaking with the two Telcos, since the UAP is scheduled to conclude by January 1st, 2024. While most underserved and unserved areas are addressed (refer appendix 1), there remain a few areas that attention for coverage enhancement (see appendix 4). These areas are with fewer population and are difficult to reach. TRBR will be addressing some of those areas through its UAP extension program (see part 3 of the report).

While the initial implementation of the UAP has seen positive progress, the long-term sustainability of UAP sites poses a significant challenge, especially when these sites are not generating profits, causing challenges to maintain network to these areas. This situation directly impacts the quality of service delivered by the sites. As such, achieving meaningful access through the telecom networks remains a challenge as well. While the private sector has made strides in offering products and services online, public services, especially those provided by the government, have yet to fully embrace online accessibility. Addressing this requires collaborative efforts across all sectors. It is perceived that once demand is established, meaningful access will increase, contributing to sustainability of the sites.

TRBR continues to remain committed to fulfilling the Government's UAP objectives through ongoing collaboration and cooperation with the Operators, stakeholders, and other relevant parties. TRBR will keep the Government fully informed of all future developments related to the implementation of the UAP.

Contents

1. Introduction

The objective of the UAP is that 98% of the total population should have access to telecommunications services by 1st of January 2024. Telecommunications services include:

- Voice;
- Narrowband data services, including text messaging; and
- Broadband Internet services that shall enable a download speed of at least 2Mbps and upload speed of at least 1 Mbps.

A secondary objective of the UAP was to ensure that all Government offices and schools had the ability to access broadband data and internet services and those services offered outside Port Vila and Luganville were of comparable cost as that available in Port Vila and Luganville.
Key progresses to date include:

- Implementation of the UAP 2nd and 3rd Undertaking Agreement
- Signing of the UAP 4rd Undertaking Agreement between TRBR and the Operators;
- Implementation of the Shared tower Infrastructure on the Island of Akhamb – South Malekula;
- Community Telecommunications Grant and TRBR Initiatives.
- QoS benchmark measurement and Coverage Audit
- Continuous support to CLICC and TFS Sites; and
- ICT and Internet facilities for Torba Schools, Clinic and their surrounding communities.

Since the last report, TRBR has undertaken a number of activities towards achieving the UAP objectives. These activities are detailed in this 14th update report.

2. UAP Undertakings

The UAP implementation continues to make steady progress, with Vodafone and Digicel maintaining their commitment as the major players. As the implementation of the UAP continues to extend to the remote areas with significantly smaller populations, the telcos are exploring cost effective technology for the last mile connectivity. The traditional mobile towers have proven to be very costly for deployment into the rural areas with lesser population. As such, the return on investment could be very challenging to achieve.

VSAT technology has emerged as the favored choice for last-mile connectivity due to its cost-effectiveness in comparison to terrestrial mobile towers. Leveraging satellite connections, and with the aid of wifi extension equipment, its signal can cover distances of up to 100 meters in radius. The system operates on a scratch card mechanism, where customers receive serial numbers, similar to mobile refill cards. However, it is primarily designed for internet access, with voice calls facilitated through applications like WhatsApp, Messenger, Fiber, and others.

The Audit completed in 2020 revealed that the population coverage for Broadband and Narrowband are;
-***Satellite technology (100% Broadband, and 100% Narrowband) provided by Kacific Satellites; and***
-***Terrestrial Mobile Technology (86% Broadband, and 91% Narrowband).***

2.1 UAP Implementation Obligation

Digicel and Vodafone continue to uphold their obligations under the Universal Access Policy (UAP). This commitment is anchored in the UAP Undertaking Agreement established between TRBR and the Telcos. It serves as the framework through which underserved and unserved areas across the country are addressed.

Given the substantial costs associated with UAP implementation and the challenges faced by the Telcos especially when addressing the very remote areas with lesser population, TRBR has implemented a flexible approach. This entails a phased approach to reaching underserved and unserved areas, aligning with the UAP levy commitment as defined in Part 4 of the TRBR Act (No. 30 of 2009 as amended) on an annual basis. To date, TRBR has engaged the Telcos in several UAP Undertaking Agreements, with the most recent one signed on September 22nd, 2023, marking it as the 4th UAP Undertaking Agreement.

Since the inception of the UAP in 2013 up to the present, a lot of areas have been identified for coverage. Out of these, 48 areas have been successfully equipped with telecommunication infrastructure, providing essential services to the population. In addition, 21 areas are currently in progress for coverage improvement, while 2 areas from these 21 sites are experiencing land dispute challenges. Among the 48 areas successfully served, several required the implementation of multiple technologies due to geographical challenges and population dispersion.

Appendix 1 details the areas covered during the implementation of the UAP.

Signing of UAP 4th Undertaking Agreement

Figure 1: From Left to Right: CEO Vodafone, Regulator, CIO and CEO DIGICEL

Figure 2: From left to right: CIO, CEO Vodafone, CEO Digicel and Regulator

2.1.1 Vodafone UAP Rollout

Vodafone's commitment to the UAP implementation is truly commendable. With the 2nd, 3rd, and 4th UAP Undertaking Agreements, Vodafone has undertaken a greater number of areas compared to Digicel. Specifically, out of the total areas committed under the UAP, Vodafone has successfully covered 62%, while Digicel has covered 38%.

This remarkable commitment from Vodafone is bolstered by strong support from its board. Additionally, Vodafone has been able to implement different technology solutions for mobile and internet services.

For a detailed update on Vodafone's progress in UAP implementation, please refer to the table below:

	Area	Technology	Implement Status
UAP 2nd Undertaking Agreement (June 2021)			
1	Malo – South and West Area	MOBILE	partially Completed
	Malekula North West A (*Potovro, Wowo and Tanmial)*	MOBILE	
2	Malekula South *(Farum, Ahkam Island, Faroun and Malfakal*	MOBILE	Awaiting Completion of Share tower infrastructure
3	Paama *(Tavie, Tavie Airport)*	VSAT with WIFI access	Completed
4	Epi - South	MOBILE	Completed
5	Mataso-VSAT with WIFI access	VSAT with WIFI access	Completed
6	Efate - South East (Eton, Pangpang 1 & 2, Ek	MOBILE	Pending – Land dispute
7	Efate - North East (Epau, Forari)	MOBILE	
8	Efate - North West *(Tamate and Mangaliliu*)	MOBILE	Mangaliliu Completed
		MOBILE	Tamate Completed
9	Nguna (*Utalang)* -VSAT with WIFI access	VSAT with WIFI access	Completed
10	Tanna - East	MOBILE	Completed
11	Tanna - South	MOBILE	Completed
12	Tanna - White Sands Area	MOBILE	Completed
13	Futuna - *Matangi,* -VSAT with WIFI access	VSAT with WIFI access	Completed
	Mission Bay-VSAT with WIFI access	VSAT with WIFI access	Completed
14	Aneityum (*Port Patrick)* -VSAT with WIFI access	VSAT with WIFI access	Completed
UAP 3rd Undertaking Agreement (June 2022)			
15	Malekula - North West A	MOBILE	In progress – Delay due to equipment use in TC Judy and Kevin recovery
16	Malekula – North West B	MOBILE	Completed
17	Ambrym - South West	MOBILE	In progress – Delay due to equipment use in TC Judy and Kevin recovery
18	Santo – North West (Valpei, Petani and Molboe)	MOBILE	Completed
19	Santo – Sara, Kole and Tokar)	MOBILE	In progress – Delay due to equipment use in TC Judy and Kevin recovery
20	Pentecost - East	MOBILE	In progress – Department of Energy to install power
21	Aniwa	MOBILE	in progress
UAP 4th Undertaking Agreement *(Sept 2023)*			
22	Ambae – South (Lolovele)	MOBILE	in prgress
23	Ambae – West (Walakesa)	MOBILE	in prgress
24	Malekula - Central	MOBILE	in prgress
25	Aneityum – Port Patrick (upgrade)	MOBILE	in prgress
26	Santo – North (Pesena)	MOBILE	in prgress
27	Malekula – North West Inland and East Coastal Area	MOBILE	in prgress
28	Emae (Tongamea)	MOBILE	in prgress
	Vanualava - Wasaka	MOBILE	in prgress
29	Efate – Eratap Point	MOBILE	in prgress
30	Paama North	MOBILE/VSAT with WIFI Access	in progress

Details on the Areas identified in the table above are further presented in Appendix 1 of this report.

2.1.2 Digicel UAP Rollout

Digicel are steady and fast tracking on the implementation of their committed areas, making an improvement since the last report (report 13) of UAP.

The update on the Digicel UAP implementation is presented in the table below:

	Area	Technology	Implemenmatation Status
UAP 2nd Undertaking Agreement (June 2021)			
1	Malo – North West	Mobile	completed
2	Santo – Bigbay	Mobile	completed
3	Epi – North East	Mobile	completed
4	Paama -South	Mobile	completed
5	Tanna – North West	Mobile	completed
UAP 3rd Undertaking Agreement (July 2022)			
6	Santo – Palon/Turtle Bay Area	Mobile	Completed
7	Santo - South	Mobile	Completed
8	Malekula – North West B	Mobile	Completed
9	Emao (Mapua, Marow)	Mobile	Completed
10	Efate - Teouma Dark Bush	Mobile	Completed
UAP 4th Undertaking Agreement (Sept 2023)			
11	Akam Island	Mobile	in progress
12	Santo West Coast	Mobile	completed
13	Malekula - Central-Unua/Rensary	Mobile	completed
14	Santo Bombua area/Malo East/Aore East/Tutupa/Bokissa	Mobile	in progress
15	Eton/Dry Greek and banana bay Area	Mobile	in progress

Details on the Areas identified in the table above are further presented in Appendix 1 of this report.

2.1.3 Wantok UAP Obligation

Wantok has not shown any advancement in meeting its mobile coverage and UAP obligations. In the previous UAP report (Report 13), Wantok was expected to submit a revised plan outlining its commitment to both the mobile terrestrial network and UAP obligations. Unfortunately, to date, TRBR has not received any updates from Wantok regarding this matter. It is imperative for Wantok to address these obligations promptly.

TRBR has demonstrated a high degree of flexibility in dealing with Wantok regarding this matter. Numerous meetings and discussions were held with Wantok management, during which assurances were given regarding the submission of their plans. However, despite these commitments, no progress has been made. Given the ample time provided for Wantok to rectify its issues and the continued lack of responsiveness, TRBR is now proceeding with the revocation of

Wantok's mobile license should wantok continue to not comply with its license conditions. Should TRBR revokes Wantoks' Mobile license, Wantok will still retain its operations as an internet service provider. This step will be taken to ensure compliance with the license conditions and to uphold the standards in the telecom industry.

2.2 Shared Tower Infrastructure – Akhamb Island

In line with Council of Ministers (COM) Decision No: 147 of 2021, on the 'Smart Island' Project on the Island of Akam, South Malekula, TRBR was entrusted with the task of enhancing mobile coverage on the area of Akam Island and its adjacent mainland area. In collaboration with the Office of the Government Chief Information Officer (OGCIO), TRBR has decided to initiate a pilot project centered around 'Shared Infrastructure' to optimize resources to deliver services to the consumers. This approach entails that the Government will assume ownership of the tower, which will then be leased by the Telcos for using the tower and power.

The implementation of the shared infrastructure project is underway. A tender for the construction of the tower was issued, and TRBR received three submissions from the bidders: Vodafone, Digicel, and Power Communications Solutions (PCS). After thorough evaluation by a tender committee, the contract was awarded to Vodafone. The total cost for the tower infrastructure and construction is VUV16,408,842. Similarly, a tender was issued for the provision of power for the site. TRBR received submissions from the bidders and is currently assessing the bids. The cost of the power system will be funded by the UN Capital Development Fund (UNCDP).

2.3 Quality of Service Benchmark and Coverage Audit

With a considerable number of previously underserved and unserved areas now have mobile coverage, TRBR is undertaking a Quality of Service (QoS) benchmark measurement and coverage audit to validate coverage in locations that were previously without coverage prior to the UAP rollout in 2021. This includes testing the quality of voice calls, SMS (2G), and broadband (3G and 4G) services.

The QoS and Coverage Audit is being conducted by TRBR Engineering Officers, involving both drive tests and on-foot assessments. In the villages, the team walks around to conduct the tests. Ten phones were used by the Engineers to conduct the tests, and out of the 10 phones, five were dedicated to measuring Digicel's network and the other five to Vodafone's network. The data collected from the phones is sent back to software located in the QoS server for real-time analysis.

The last QoS measurement was carried out in 2020. TRBR re-commenced the QoS and Coverage Audit in the third quarter of 2023 and has, to date, covered three of the main islands including Santo, Tanna, and Efate. The benchmark and coverage audit tests have demonstrated significant improvements in mobile coverage. Figures 3 and 4 depict substantial coverage enhancements in 2023 results compared to 2020 results on Efate and Tanna.

The QoS and Coverage audit will be extended to other Islands soon.

Figure 3: Status of QoS on Efate (2020 & 2023)

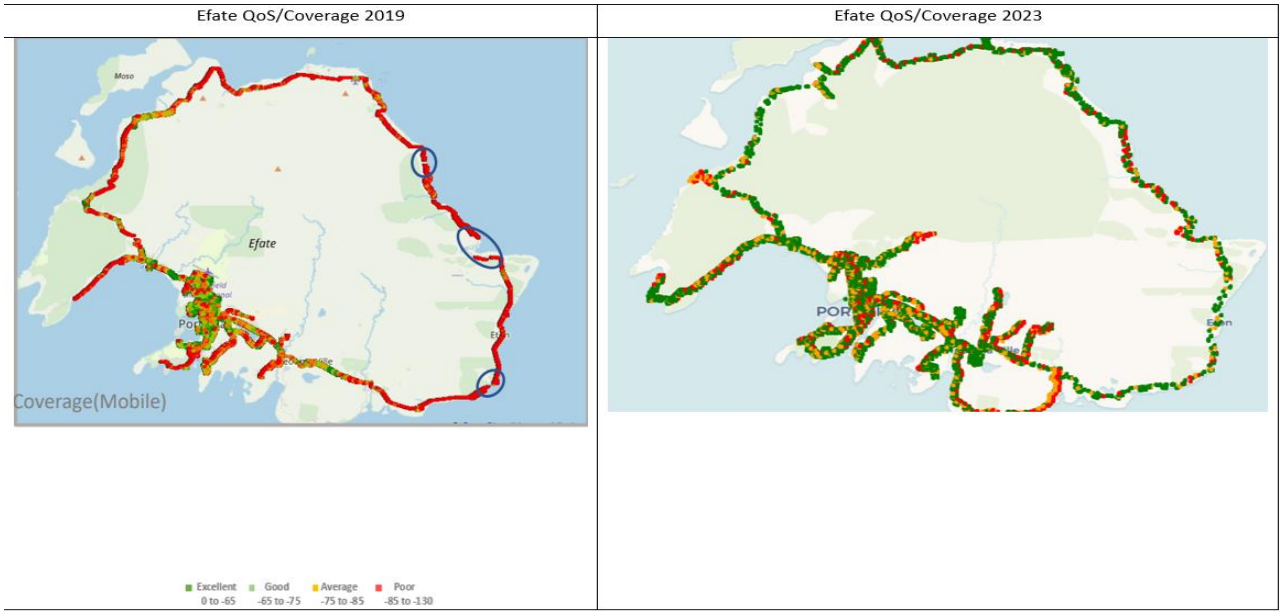


Figure 4: Status of QoS on Tanna (2020 & 2023)

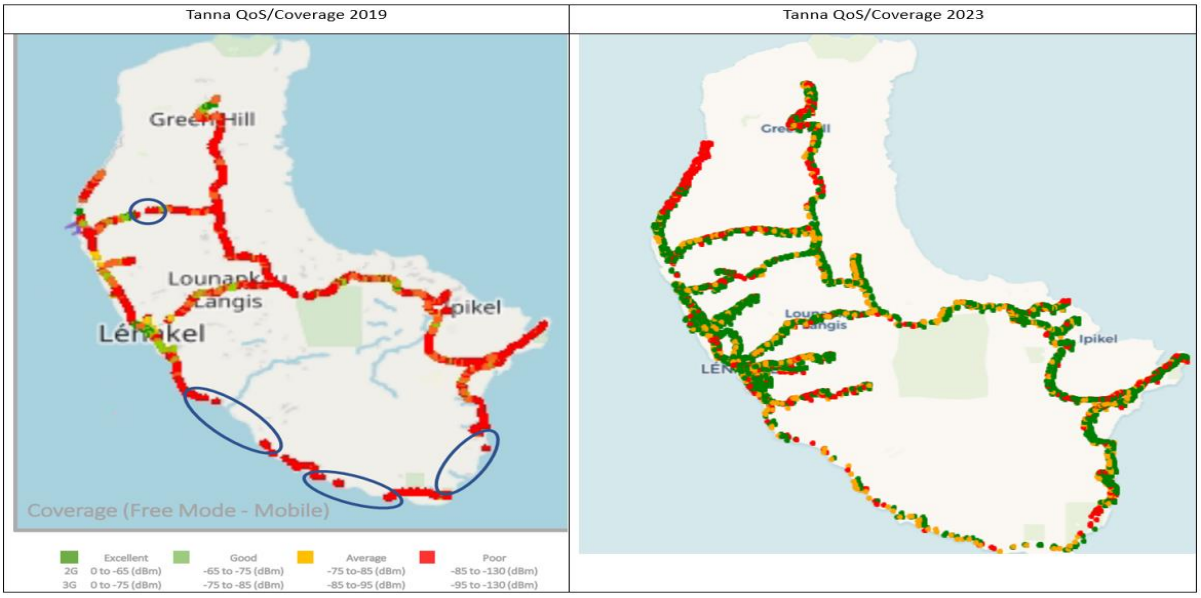
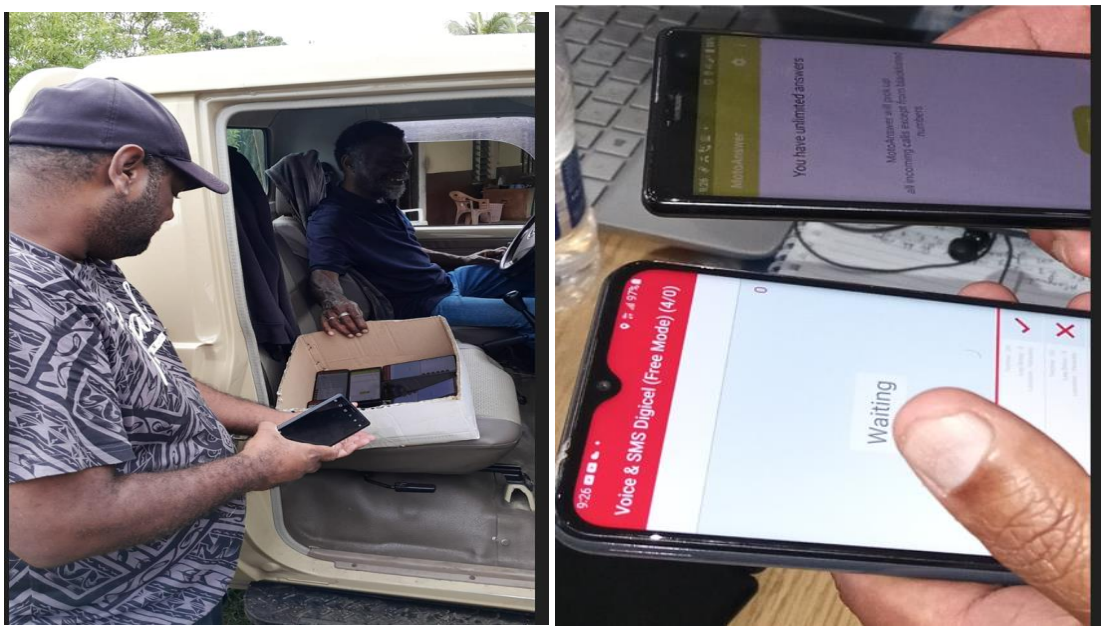


Figure 5: Engineering team conducting QoS test on Tanna



2.4 UAP implementation costs and subsidization

The combined expenditure for implementing the 2nd, 3rd, and 4th Undertaking obligations along with the UAP other program amounts to approximately VUV816,998,092. Over the span of three years, the UAP levy foregone totals up to VUV445,754,158 which is about **55%** of the total cost. TRBR has subsidized **10%** of this total amount, contributing VUV79,927,125 from both the UAP fund and TRBR Voluntary contribution. Operator contributions make up the remaining 291,316,182vt which is about **35%** of the total cost of establishing the sites.

Anticipated annual operational costs for the UAP sites stand at VUV86,704,578, with an expected yearly revenue of VUV60,049,252 generated from these locations, and which generally means these sites are unprofitable.

In terms of infrastructure, there are a total of 42 mobile towers and 6 VSATs with WiFi. Additionally, there are 16 VSATs under TRBR CTG and initiative, and 12 VATS sites as part of the Government Initiative.

2.5 Challenges on the UAP Implementation

The implementation of the UAP has faced several challenges, and three of which are outlined below. These challenges collectively presented obstacles to the progress of the UAP, requiring additional efforts to address and overcome them. However, some challenges are beyond the control of the operators, as such prolong the implementation of the UAP commitments.

2.4.1 Impact of COVID-19

The global COVID-19 pandemic had a profound impact on the UAP implementation. Travel restrictions, social distancing measures, lockdowns, and disruptions in supply chains, as well as logistical challenges stemming from the pandemic, all significantly affected the progress of the projects. These factors collectively led to delays and difficulties in completing certain commitments in time as indicated in the undertaking agreements.

Furthermore, the pandemic-induced increase in fuel prices contributed to elevated costs associated with equipment supply and logistics. This, in turn, added to the complexity of adhering to specific timeframes for the completion of various UAP projects.

Some of the sites are situated in mountainous regions, necessitating the use of helicopters for the transportation of heavy materials. However, this became unfeasible due to the repatriation of helicopters to New Zealand during the COVID-19 pandemic. This further impeded progress in those specific areas.

2.4.2 Impact of Duo Cyclone – TC Judy and TC Kevin

The Category 4 duo cyclones, TC Judy and TC Kevin, caused significant destruction on the mobile providers and ISP networks in March of this year. Efate Island, along with its offshore islands including the Shepherds Islands, experienced a prolonged period without coverage. In addition, Unelco powerlines suffered significant damage, resulting in widespread power outages, which further hindered the recovery of the mobile network in time.

In response to the devastation caused by the cyclones, both Digicel and Vodafone promptly shifted their focus towards restoring their networks. This entailed redirecting labor and financial resources to the task of rebuilding and recovery. Equipment that had initially been earmarked for the UAP rollout was repurposed to replace the damaged infrastructure, leading to delays in the execution of the 3rd Undertaking Agreement as they awaited the arrival of the next shipment.

During the network recovery process, some areas presented additional challenges. For example, on Erromango island, villages requested increased compensation to cover the costs of transporting equipment to the tower site since no helicopter is available in the country for hire. This is a common occurrence faced by the Telcos in such situations.

2.4.3 Land disputes

Land disputes among community tribes have significantly impeded progress in the implementation of the UAP. One notable instance occurred in the North of Tanna, a site designated under Digicel's UAP commitment in their 1st Undertaking Agreement. Engineers from Digicel engaged with the local communities, successfully obtained consent, and secured the land for the site. Subsequently,

after Digicel had transported the tower infrastructure, equipment, and power supplies to the location, then a dispute arose involving two tribes within the community. This dispute prevented the construction of the tower to go ahead, and some equipment was even taken by members of the community and were never recovered by Digicel.

Another situation unfolded at a site in the North of Efate, within the community of Epau, which Vodafone was committed to under its 2nd Undertaking Agreement. Vodafone encountered difficulties in erecting its tower, as the site became involved in a dispute involving a prominent figure in the community. Completion of this site is crucial for improving coverage in areas like Eton, Ekipe, and Epau.

Selecting appropriate tower locations hinges on the alignment of network links, to ensure optimal coverage for the targeted villages. Altering the site's location from its original placement can be challenging, as it may adversely affect the designated area intended to be covered and may potentially incur additional costs if supplementary solutions are required.

3. UAP Other Programs

The UAP Other Program plays a pivotal role in expediting the UAP implementation through a range of active projects. Its primary emphasis lies in school connectivity initiatives, specifically aimed at providing access to internet and ICT facilities. Schools are identified as the optimal sites for hosting these resources, as they allow community members to utilize the facilities without potential conflicts. Moreover, the operations of these facilities are effectively managed by the school.

Outlined below are some of the key initiatives of the UAP Other Program:

3.1 Community Telecommunications Grant and TRBR Initiative

The Community Telecommunications Grant (CTG) is an annual initiative designed to facilitate communities' access to internet and ICT services. Its primary objective is to establish connectivity in regions where mobile terrestrial networks are absent or deficient. Since its inception in 2018, a total of 12 recipients have been beneficiaries of the grant. Recently, an additional three schools have gained approval for the 2023 grant, bringing the cumulative total to 16 recipients. These include two Non-Government Organizations, four community initiatives, and ten schools.The grant supports projects with a budget of up to one million, five hundred thousand vatu (1,500,000 VUV). It encompasses provisions such as VSAT with wifi extension equipment, laptops, printers, solar systems, and covers internet expenses for three months. In cases where there are no applications specifically requesting coverage improvement, the grant may be allocated to other areas, such as supporting ICT literacy training, upgrading database systems (e.g., enhancing storage capacity), and establishing organizational websites.

The 16 Receipients are listed in the table below, and the locations of the setups are detailed in Appendix 1

#	Receipient	#	Receipient
1	Further Arts – Port Vila	**9**	Tangovawia – Pele Island
2	Pepeyo Cultural and Educational Village – Erakor Village, Efate	**10**	Umej - Aneityum
3	Internet Governance Forum (IGF) – Port Vila	**11**	Hatbol Community – Central Malekula
4	Erata Community – Tongariki Island	**12**	Melken School – Inland of South East Malekula
5	Brenwei School – North West Malekula	**13**	Simon School – North Ambae
6	Gambule School – Maewo	**14**	Talairoroi Leleo Primary School – South Ambae
7	Melsisi College – Central Pentecost	**15**	Loanpakel School – North Tanna
8	Napil – Tanna	**16**	Akham Island-Community Center

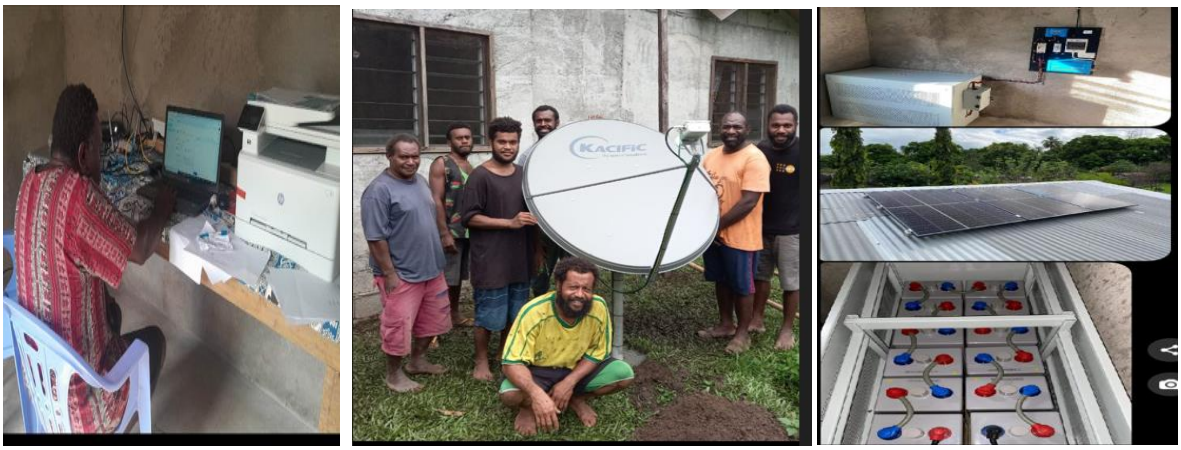


Figure 6: Hatbol Community Internet and ICT facility

3.2 ICT & Internet Facility for TORBA Schools and Clinic

The installation of internet facility including wifi extension, and phone lines equipped with Solar power system, in eleven schools across the Torba province has been successfully completed. These facilities are now being actively utilized by the schools and a clinic, and their surrounding communities. In places like Ureparapara Island and Merelava island, where lack of connectivity made communication very challenging, this initiative has become invaluable to them including the school and the surrounding community.

The Torba Schools project is a successful collaboration between the Ministry of Education and Training (MoET), the Office of the Government Chief Information Officer (OGCIO), TRBR, and Vodafone Vanuatu. Vodafone played a crucial role in supplying the essential equipment and supervising the installation process. TRBR, through the UAP fund, covered 70% of the project's cost, while the remaining 30% was contributed by MoET. The Clinic was a request from the Prime Minister's Office through the office of the OGCIO and was funded by TRBR Voluntary contribution to the UAP.

The eleven schools and the clinic are presented in the table below with their Phone line numbers:

#	School	Phone No.
1	Bakavegug Primary School – Toga, Torres	30668
2	Shelili Primary School - Ureparapara	30670
3	Telvet Primary School - Motalava	30672
4	Tehlei Primary School - Motalava	30102
5	Pasalele Primary School - Mota	30104
6	Baldwin Londsdale Memorial School – Solar, Vanualava	30667
7	Santa Maria Primary School - Gaua	30673
8	Saranta School – South Gaua	30675
9	Silver Memorial Primary School - Gaua	30674
10	Nergar School - Merelava	30671
11	Vaes Primary School Merelava	30113
12	Lolopuepue-North Ambae Clinic	

The locations of the 11th Schools and one clinic are identified on the map in Appendix 1 to this report.

4. Reporting

This marks the 14th report to the Minister regarding the progress of projects associated with the 2013 UAP. Notably, it is the 4th report released since the extension of the UAP implementation period until January 1st, 2024, in accordance with COM Decision 117 of 2022.

Furthermore, TRBR will issue a Public Report to its stakeholders, so they are well-informed about the progress made in the implementation of the UAP.

5. Next Steps

Within the next reporting period, TRBR will focus on the following.

1. Monitor the implementation of the UAP rollout commitments;
2. Address the remaining underserved and unserved areas;
3. Coordinate the implementation of 2023 Community Telecommunications Grant Projects;
4. Implementation of the Shared tower infrastructure project on Akhamb Island;
5. Continue with the Undertaking of the QoS benchmark measurement and Coverage Audit and provide a report on the achievement of the UAP Targets; and
6. Continue Monitor the VSAT sites supported by TRBR.

5.1 Remaining Areas

Since the initiation of the UAP, significant progress has been made in addressing various underserved and unserved areas through efforts undertaken in line with the undertaking agreements 1, 2, 3, and 4. However, there are remaining areas to achieve 100% population coverage, and these areas pose a greater challenge due to factors such as dispersed population, geographical obstacles, and logistical difficulties. There are 22 specific remaining areas identified as underserved or unserved, necessitating focused attention to ensure inclusivity. The projected cost for addressing these remaining areas will depend on the chosen technology. For a detailed list of the remaining areas, please refer to the table below and appendix 4 of this report:

Area No.	Province	Island	Area	Area Location(Lat/Long)
1	Tafea	Tanna	North Tanna	-19.323606°/ 169.307287°
2		Erromango	North Erromango	-18.635842°/ 169.098532°
3		Erromango	South Erromango	-18.950533°/ 169.158715°
4	Shefa	Epi	South West Epi	-16.808648°/ 168.199124°
5		Tongoa	Kurumambe-Burao	-16.872482°/ 168.562196°
6		Emae	Amae Airport Area	-17.085678°/ 168.341416°
7	Malampa	Malekula	West Malekula	-16.353176°/ 167.381937°
8		Ambrym	North west Ambrym	-16.167628°/ 168.100703°
9		Paama	South-inland Paama	-16.480935°/ 168.226645°
10	Penama	Maewo	East Maewo-Naviso	-15.118435°/ 168.142510°
11			South West Maewo	-15.266532°/ 168.119305°
12		Pentecost	North west Pentecost	-15.535551°/ 168.138181°
13	Sanma	Malo	North west Malo	-15.690282°/ 167.103811°
14		Santo	Santo Inland	-15.411942°/ 166.936979°
15			Sara1-Sara 3 Area	-15.187203°/ 167.052616°
16			North East inland	-15.065856°/ 167.022391°
17			Stone hill	-15.350104°/ 167.095679°
18	Torba	Ureparapara	Ureparapara	-13.543288°/ 167.311121°
19		Vanualava	West Vanualava	-13.891529°/ 167.427197°
20		Mota	Mota Is	-13.848665°/ 167.706845°
21		Gaua	West Gaua	-14.287572°/ 167.434122°
22		Merelava	East Merelava	-14.451685°/ 168.059312°

6. Conclusion

The 14th UAP report provides an update on the progress achieved in relation to the Government's UAP implementation.

The success of the UAP implementation owes much to the unwavering dedication of Vodafone and Digicel. Their relentless commitment to the UAP rollout under the “pay or Play approach” has been pivotal to this success. I also extend my gratitude to the Internet Service Providers for their invaluable contributions to the market, offering citizens a diverse range of services. Additionally, I want to express my appreciation to the Office of the Chief Information Officer for their support. It is through these collaborative endeavors that the UAP continues to advance steadily towards achieving its set objectives.

The completion of the Coverage and QoS Audit will provide a clear indication on where we are in terms of coverage, considering the total population of Vanuatu.

Brian Winji MOLITAVITI

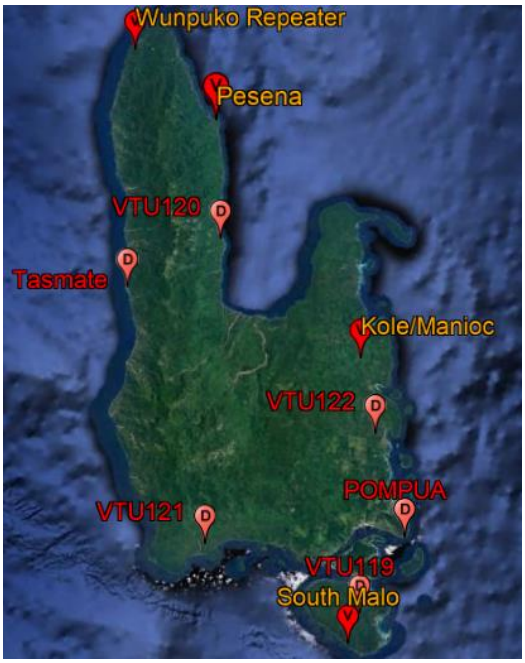
Telecommunications, Broadcasting and Radiocommunications Regulator

APPENDIX 1: LOCATION OF TOWERS AND VSATS

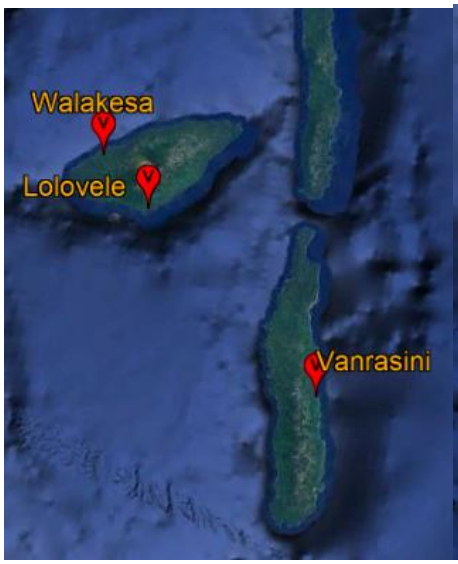
The locations of the UAP towers and VSAT sites are provided in the Map below. The towers and VSAT sites in the map are identified as follows:

- The balloons are used for tower, and VSAT sites are represented by Inverted V. Color Pink refers to Digicel's tower and Vodafone's towers are in color red;
- The Digicel towers are labelled as 'VTU'. For example; VTU120 and Vodafone towers are identified using the name of the locations, where the towers are located, for example: Wasaka.
- Vodafone use VSATs at some of its committed locations, in which inverted V is added to identify them as VSAT sites, for example at Port Patrick, Aneityum, it is also labeled as 'VSAT Port Patrick.

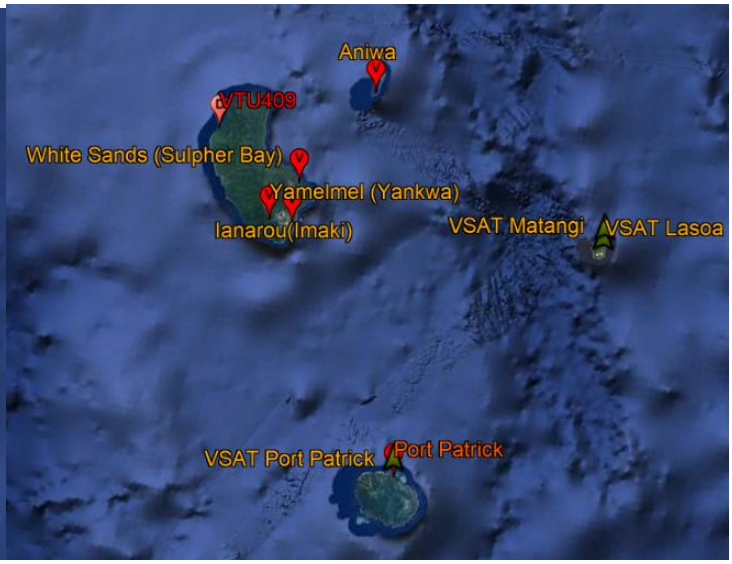
Torba Province



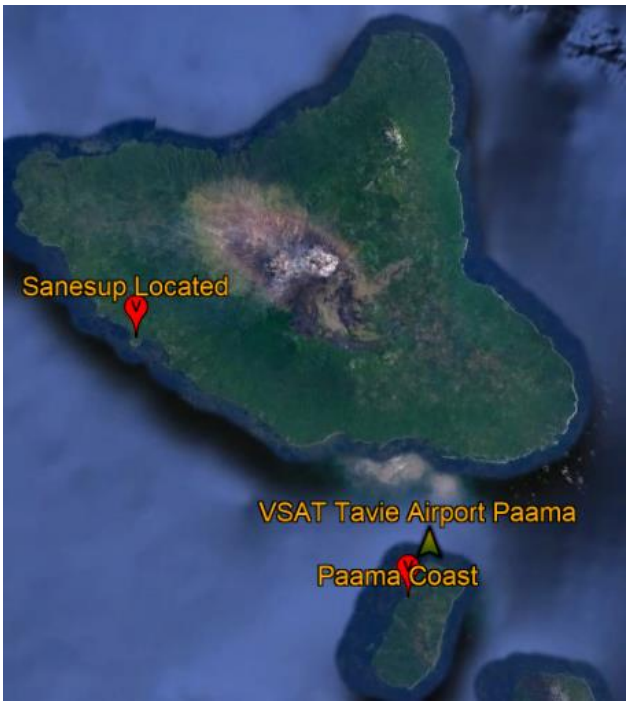
Sanma Province



Penama Province



Tafea Province

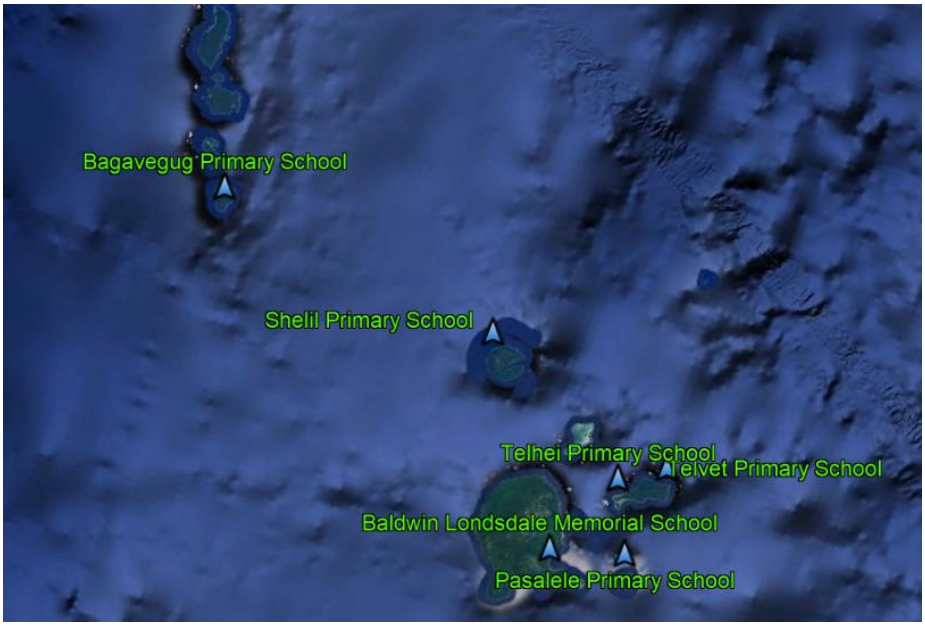


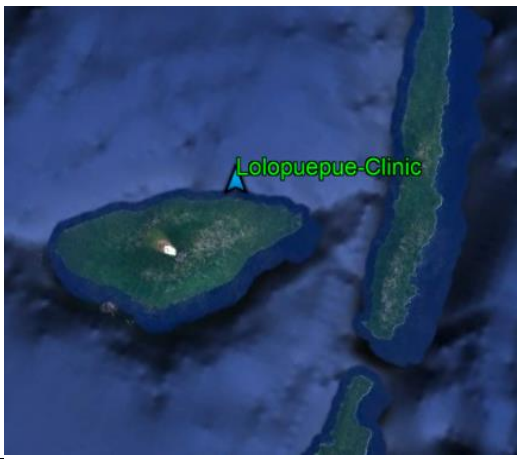
Malampa Province

Shefa Province

APPENDIX 2: LOCATIONS OF TORBA SCHOOLS and CLINIC

#	School	Location(Lat/Long)
1	Bakavegug Primary School – Toga, Torres	
2	Shelili Primary School - Ureparapara	
3	Telvet Primary School - Motalava	
4	Tehlei Primary School - Motalava	
5	Pasalele Primary School - Mota	
6	Baldwin Londsdale Memorial School – Solar, Vanualava	
7	Santa Maria Primary School - Gaua	
8	Saranta School – South Gaua	
9	Silver Memorial Primary School - Gaua	
10	Nergar School - Merelava	
11	Vaes Primary School Merelava	
12	Lolopuepuie-North Ambae Clinic	





APPENDIX 3: LOCATIONS OF CTG and TRBR Initiatives

APPENDIX 4: REMAINING AREAS TO ADDRESS

Area No.	Province	Island	Area	Area Location(Lat/Long)
1	Tafea	Tanna	North Tanna	-19.323606°/ 169.307287°
2		Errongmango	North Erromango	-18.635842°/ 169.098532°
3			South Erromango	-18.950533°/ 169.158715°
4	Shefa	Epi	South West Epi	-16.808648°/ 168.199124°
5		Tongoa	Kurumambe-Burao	-16.872482°/ 168.562196°
6		Emae	Amae Airport Area	-17.085678°/ 168.341416°
7	Malampa	Malekula	West Malekula	-16.353176°/ 167.381937°
8		Ambrym	North west Ambrym	-16.167628°/ 168.100703°
9		Paama	South-inland Paama	-16.480935°/ 168.226645°
10	Penama	Maewo	East Maewo-Naviso	-15.118435°/ 168.142510°
11			South West Maewo	-15.266532°/ 168.119305°
12		Pentecost	North west Pentecost	-15.535551°/ 168.138181°
13	Sanma	Malo	North west Malo	-15.690282°/ 167.103811°
14		Santo	Santo Inland	-15.411942°/ 166.936979°
15			Sara1-Sara 3 Area	-15.187203°/ 167.052616°
16			North East inland	-15.065856°/ 167.022391°
17			Stone hill	-15.350104°/ 167.095679°
18	Torba	Ureparapara	Ureparapara	-13.543288°/ 167.311121°
19		Vanualava	West Vanualava	-13.891529°/ 167.427197°
20		Mota	Mota Is	-13.848665°/ 167.706845°
21		Gaua	West Gaua	-14.287572°/ 167.434122°
22		Merelava	East Merelava	-14.451685°/ 168.059312°

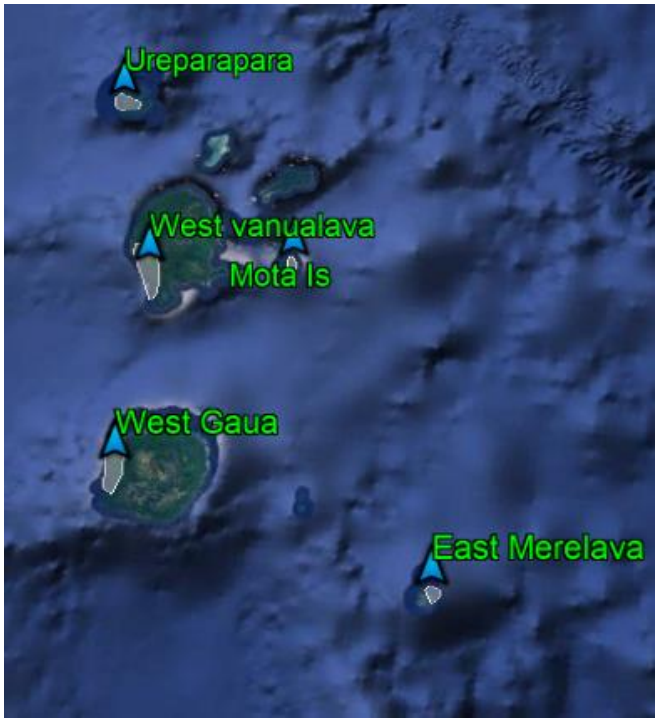
TAFEA PROVINCE

SHEFA PROVINCE

MALAMPA PROVINCE

PENAMA PROVINCE

SANMA PROVINCE



TORBA PROVINCE