



Annual Report

2022



The Telecommunications Radiocommunications and Broadcasting Regulation Act No. 30 of 2009 as amended, (hereinafter referred to as “the Act”) mandates the Regulator to provide the Minister responsible for Telecommunications with a summary of regulatory activities performed throughout the year.

11 Annual report

- (1) The Regulator must provide to the Minister an annual report including, but not limited to:
 - (a) a summary of the activities of the Regulator, and
 - (b) such financial statements and auditor’s reports as are required by this Act or other law; and
 - (c) a list of all entries and deletions to the Register in the preceding year; and
 - (d) a summary of material litigation involving the Regulator; and
 - (e) a list of consultants and advisors retained by the Regulator and a description of the matters in relation to which they have consulted or advised.
- (2) A contravention of subsection (1) is deemed to be a serious breach of duty by the Regulator.
- (3) The annual report provided to the Minister pursuant to subsection (1) must be made available to the public on the website.

This 2022 Annual Report is provided to fulfill the stated obligations and to provide transparency to Vanuatu citizens, the TRBR’s key stakeholders and other interested individuals on activities that were undertaken by the institution, including decisions made throughout the year.

The Honorable Prime Minister,
Charlot Salwai TABIMASMAS(MP)
Minister Responsible for Telecommunications & Broadcasting,
PMB 9057, Port Vila

Dear Honorable Prime Minister,

It is a privilege and an honor for me to present to you, the Honorable Prime Minister and Minister responsible for Telecommunications, Radiocommunications, and Broadcasting Services, the Annual Report for the year 2022 from the Telecommunications Radiocommunications and Broadcasting Regulations (TRBR).

In accordance with the legal mandate outlined in section 11 of the Telecommunications Radiocommunications and Broadcasting Regulations Act of 2009, as amended (the Act), TRBR is mandated to furnish an Annual Report each calendar year to the esteemed Minister responsible for Telecommunications, Radiocommunications, and Broadcasting. Since the establishment of the TRBR office in 2008, we have diligently adhered to this crucial obligation, ensuring the consistent delivery of comprehensive reports reflecting our activities and achievements.

Section 11 of the amended Act, clearly states that:

- (1) The Regulator must provide to the Minister an annual report including, but not limited to:
 - (a) a summary of the activities of the Regulator, and
 - (b) such financial statements and auditor's reports as are required by this Act or other law; and
 - (c) a list of all entries and deletions to the Register in the preceding year; and
 - (d) a summary of material litigation involving the Regulator; and
 - (e) a list of consultants and advisors retained by the Regulator and a description of the matters in relation to which they have consulted or advised.
- (2) A contravention of subsection (1) is deemed to be a serious breach of duty by the Regulator
- (3) The annual report provided to the Minister pursuant to subsection (1) must be made available to the public on the website.

This report serves the purpose of fulfilling our objective and meeting the legal requirement under the Act, detailing TRBR's regulatory endeavors and activities throughout 2022. By providing transparency, this report aims to inform our diverse stakeholders of the extensive initiatives undertaken by TRBR over the course of the year.

Despite the persisting challenges posed by the ongoing COVID-19 pandemic and natural disasters, 2022 presented another demanding and difficult year for TRBR. However, amidst these challenges, TRBR successfully achieved significant milestones, offering support to operators throughout this tumultuous period while upholding the professionalism and integrity of the institution.

In response to the adversities faced by operators, TRBR continued to grant exemptions to license

fees and levies, helping during the pandemic and post-natural disasters. With the Universal Access Policy implementation guideline, TRBR subsidized operators, enabling network expansion into unprofitable, especially rural areas.

Remaining committed to its roles and functions, TRBR diligently observed and implemented its mandatory duties and obligations, as outlined in section 7(12) of the Act. Emphasizing independence and impartiality, TRBR assured compliance with its responsibilities, functions, duties, and powers as prescribed by the Act and related laws of Vanuatu. I wish to assure you, Honorable Minister, that TRBR remains dedicated to honoring and fulfilling its mandate in accordance with the legislation approved by the Parliament of Vanuatu.

Furthermore, I bring to your attention, Hon. Prime Minister, the need for support in the establishment of the SIM Registration Regulation, amendments to the consumer protection regulation, .vu ccTLD Administration Regulation, and Licensing Regulation. Our core duties involve implementing, facilitating, enforcing, and ensuring compliance with the provisions of the Act, as amended. Your support in these areas is crucial for the continued effectiveness and relevance of TRBR in the rapidly evolving telecommunications landscape.

Some key highlights of the telecom Sector development in 2022 are listed below:

- Mobile subscription increased by 2.26% in 2022
- Mobile penetration remains flat at 83.49% in 2022
- Mobile data revenue grew by 22% in 2022
- Mobile data downloads increased by 99% in 2022
- Gross market revenue increased by 14.31% in 2022
- WMobile data revenue continues to grow as mobile usage continues to grow with the expansion of 4G technologies.

Amidst the challenges posed by the COVID-19 pandemic and natural disasters, I am delighted to report that the TRBR team has successfully achieved the majority of its primary deliverables and outcomes outlined in the TRBR 2022 and Onwards Work Plan. Some noteworthy accomplishments, key issues, challenges, and activities include:

- assisting the Telecommunications Licensees during the COVID-19 pandemic in 2022;
- Assisting the Broadcasting Licensees during the COVID-19 pandemic in 2022;
- assisting the Mobile Operators in the implementation of the government UAP;
- connecting some of the most remote islands of Vanuatu to the internet and ICT services;
- the 2022 Consumer Rights Day Celebration in Sola, Torba Province;
- conducted a range of successful consumer awareness programs;
- awarded the TRBR's CTG awardees for 2022; and
- Publishing the 2022 Sector Report.

For more in-depth details regarding highlights, achievements, challenges, and activities, please refer to the comprehensive information provided in the body of this 2022 Annual Report. Additionally, the TRBR's Sector Report for 2022, detailing the state of telecommunications developments in Vanuatu, is accessible on the TRBR website at www.trbr.vu.

The TRBR acknowledges the Government's ongoing contributions to establishing a robust regulatory regime in Vanuatu and seeks continued support to fulfill its functions as specified in the amended Act.

I strongly believe that the institution stands as an effective and highly competent body, supported by empirical evidence. It is imperative for TRBR to remain an independent regulatory entity, free from external interference, allowing us to make independent and effective decisions that positively impact Vanuatu's telecommunications and broadcasting industry, ensuring consumers reap the benefits of effective competition.

I assure you that TRBR will continue in performing its role and effectively regulating the telecommunications, radiocommunications, and broadcasting market. We remain committed to keeping you informed about market developments and providing support to achieve the Government's ICT objectives.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Brian Winji Molitaviti', with a stylized flourish at the end.

Brian Winji MOLITAVITI
Telecommunications, Radiocommunications & Broadcasting Regulator (TRBR)

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A message from the Regulator



Brian Winji MOLITAVITI

It is my pleasure to present the TRBR 2022 Annual Report, marking my fourth year as the Regulator since my appointment in July 2019.

In accordance with the legal mandate specified in section 11 of the Telecommunications Radiocommunications and Broadcasting Regulations Act No. 30 of 2009, as amended (referred to hereinafter as “the Act”), TRBR is obligated to submit an Annual Report to the Honorable Minister overseeing Telecommunications/ICT, Radiocommunications, and Broadcasting every calendar year. Since its establishment in 2008 as the TRR, now as TRBR, the organization has consistently fulfilled this significant obligation.

Section 11 of the amended Act, clearly states that;

- (1) The Regulator must provide to the Minister an annual report including, but not limited to:
 - (a) a summary of the activities of the Regulator, and
 - (b) such financial statements and auditor’s reports as are required by this Act or other law; and
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- (2) A contravention of subsection (1) is deemed to be a serious breach of duty by the Regulator
- (3) The annual report provided to the Minister pursuant to subsection (1) must be made available to the public on the website.

This report serves to meet the objectives and legal obligations of the TRBR for its regulatory endeavors and activities conducted throughout 2022. It offers transparency and updates our diverse stakeholders on the TRBR’s initiatives in 2022, along with its financial report. It reaffirms that the TRBR remains dedicated to executing its roles while adhering rigorously to all mandatory functions and responsibilities, particularly as outlined in section 7 (12) of the Act. Additionally, the TRBR upholds the principles of impartiality, balanced perspectives, and prudent decision-making in carrying out its required regulatory functions.

Having been in the office for a few years, I am strongly of the view that regulatory institutions like the TRBR must always be respected and allowed to be fully independent, given that the nature of obligated responsibilities are always unique and challenging. This is essential due to the distinctive and demanding nature of their mandated responsibilities. I also echo the stance of my predecessors, emphasizing that the TRBR must be protected from external political influences in the decision-making process to ensure its continued success and to sustain healthy competitive markets in Vanuatu. This is crucial for maintaining a market environment that is

not only sustainable but also robust, and conducive for investments. Moreover, the majority of communities across Vanuatu will continue to enjoy the benefits and the same level of access and services they currently receive if the regulatory framework for telecommunications/ICT and broadcasting in Vanuatu is upheld, esteemed, and supported in its approach to adapting to technological evolution and innovation.

Despite the challenges faced by the TRBR, I am delighted to inform you that the TRBR team has successfully achieved the majority of its primary objectives and outcomes outlined in the TRBR 2022 and Onwards Work Plan. Some notable accomplishments, significant issues, challenges, and activities includes:

- assisting the Telecommunications Licensees during the COVID-19 pandemic in 2022;
- Assisting the Broadcasting Licensees during the COVID-19 pandemic in 2022;
- assisting the Mobile Operators in the implementation of the government UAP;
- connecting some of the most remote islands of Vanuatu to the internet and ICT services;
- the 2022 Consumer Rights Day Celebration in Sola, Torba Province;
- conducted a range of successful consumer awareness programs;
- awarded the TRBR’s CTG awardees for 2022; and
- Publishing the 2022 Sector Report.

Further highlights, achievements, challenges and activities are detailed in the body of this 2022 Annual Report.

The TRBR’s Sector Report for the year 2022 presents a comprehensive overview of the state of telecommunications development in Vanuatu, providing insight into the TRBR’s engagement with the sector. Data presented in the report shows that Vanuatu telecommunications sector has experienced significant digital transformation. The growing use of mobile services and the widespread adoption of smartphones have led to an increase in access to data services. This expansion is further fuel by the wider availability of 3G and 4G networks. Mobile operators are actively promoting data services with added value while maintaining affordable pricing structures. The primary aim of this report is to provide and inform our key stakeholders including the Government, Industry, Aid donors, Potential investors, and generally the People of Vanuatu on a comprehensive impression of the Sector’s performance.

Some key highlights from the Sector report are:

- Mobile subscription increased by 2.26% in 2022
- Mobile penetration remains flat at 83.49% in 2022
- Mobile data revenue grew by 22% in 2022
- Mobile data downloads increased by 99% in 2022

Regulatory Highlights

- Gross market revenue increased by 14.31% in 2022
- Mobile data revenue continues to grow as mobile usage continues to grow with the expansion of 4G technologies.

The TRBR would like to extend its gratitude to all the Telecommunication Operators in Vanuatu, the Government of the Republic of Vanuatu, and all-important stakeholders for actively contributing to the growth of the telecommunication industry as well as the continuous support towards the implementation of the Universal Access Policy. The TRBR believes this report will be interesting and useful for decision making, policy directions and for information sharing to the General public. Interested parties can access the TRBR's Sector Report on our website at <https://www.trbr.vu/en/public-register/reports/telecommunications-sector-report/2023>.

Vanuatu, as a Developing Island State, shares the goal with other countries in the region of achieving the SDGs, with a special focus on 'leaving no one behind.' As such TRBR continues to work collaboratively with its stakeholders to implement the Universal Access Policy of the Government, with the aim of achieving its objectives by the end of the policy period.

On both regional and international fronts, the TRBR continues to foster strong external collaborations with donor partners and esteemed international organizations like the ITU, APT, Pacific Islands Telecommunications Association (PITA), and other affiliates of the TRBR. In 2022, I as the Telecommunications,

Radiocommunications, and Broadcasting Regulator (TRBR) representing Vanuatu has been re-elected as the Vice Chair of Asia Pacific Telecommunity (APT) Policy and Regulation Forum (PRF) for another two years.

The TRBR maintains a steadfast commitment to fulfilling its obligatory responsibilities, consistently exercising independent, equitable, and well-informed decisions. This commitment is foundational for ensuring a sustainable competitive market environment and providing consumers with regular, and informative updates that empower them to make well-informed decisions. Additionally, the TRBR will persist in executing its mandate in accordance with Section 7(2) of the TRBR Act, as amended.

1.1 Sector Report-Market trends

The Sector Report which is available on the TRBR website via this link: <https://www.trbr.vu/en/public-register/reports/telecommunications-sector-report/2023>, provides an assessment and analysis on the impact of the COVID-19 pandemic on the telecommunications sector and provides insights into the sector performance, challenges, and opportunities in the aftermath of the COVID-19 pandemic and natural disasters.

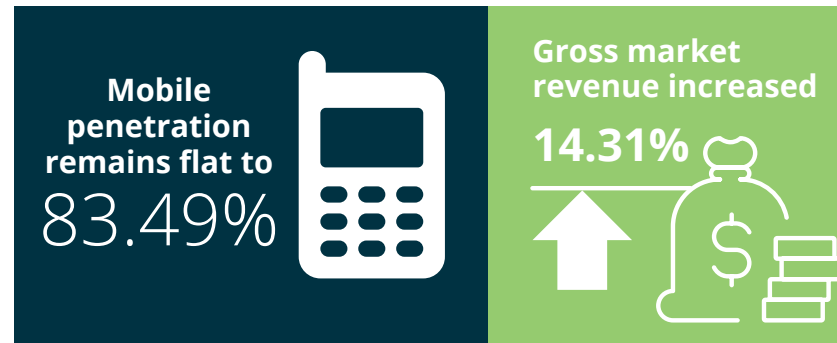
The collection, analysis and dissemination of accurate and timely market information is critical for a wide range of stakeholders as well as the TRBR, and a source for the designing of effective, proportionate, and efficient market policies and regulations to foster and importantly to maintain a competitive telecommunications sector. The TRBR collects statistics bi-annually for that purpose and continues to improve its collection of a range of detailed data and statistics from telecommunication service providers. These statistics are also used for awareness and for the monitoring the trends in the Vanuatu telecommunications markets, as well as enabling transparent and aggregated information to be available to the Vanuatu Government, the telecommunication industry, and the general public. The data presented in this Sector Report are also extremely useful for international and regional comparison and benchmarking.

Furthermore, this data collection framework has been a very effective regulatory tool that

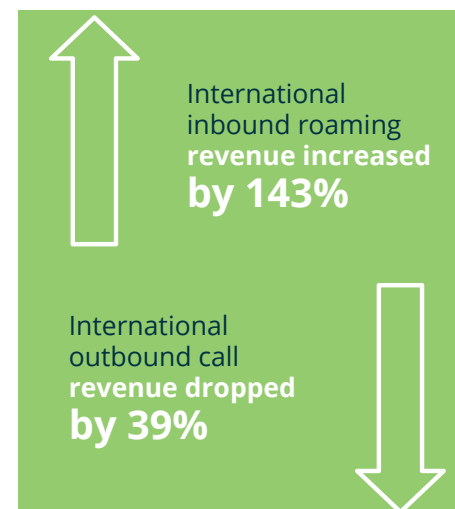
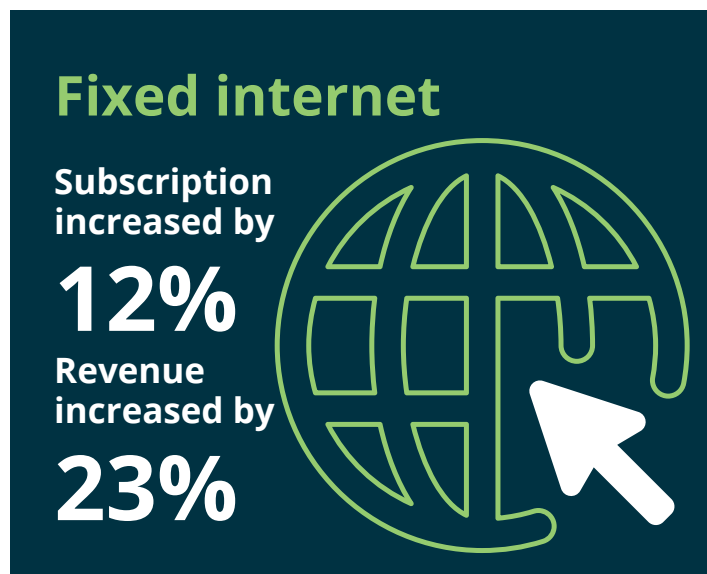
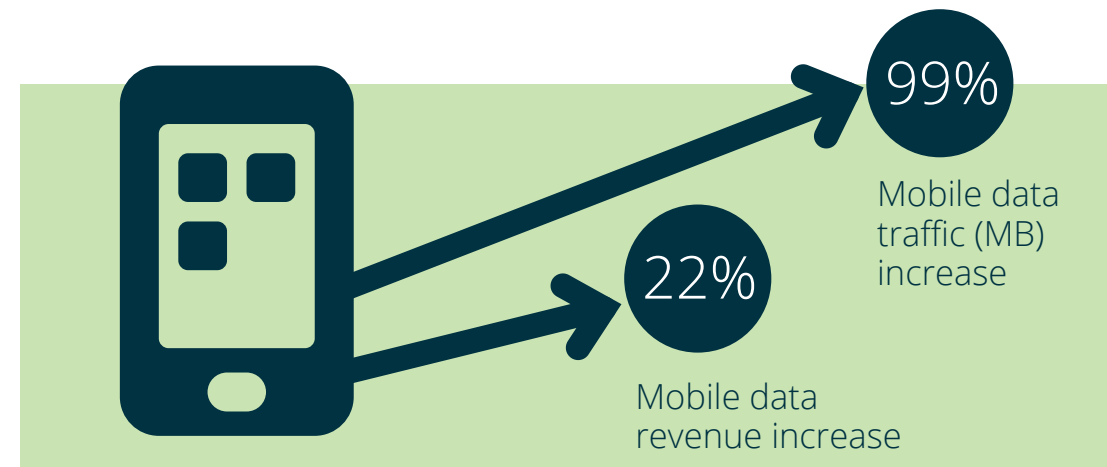
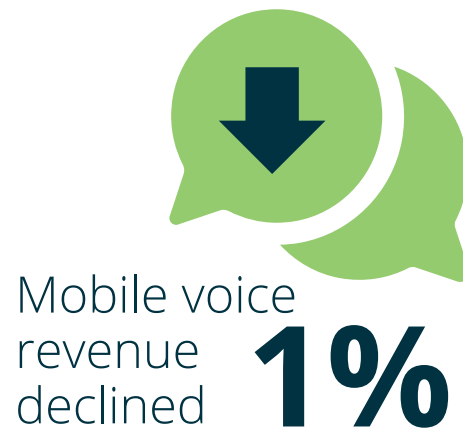
continues to assist the Vanuatu Government to monitor and assess the progress of working towards achieving ECO 2.9 of the Vanuatu National Sustainable Development Plan (NSDP) by giving an overall view of how the commitment of the Government and Mobile Operators has been put in place to "increasing use of and access to information and communications technologies, including on-line Government services."

Key Trends in the Telecommunications Sector

Key observation trends that TRBR has been able to capture for the year ending in 2022 includes:



Fixed telephony



1.2 Election of Vice Chairs and Chair of APT PRF

The Asia-Pacific region continues to experience extraordinary growth in the field of the Telecommunication/ICT sector. However, due to the vastness and diverse nature of the region spanning geography, culture, climate, and ethnicity among others, Asia Pacific countries are in different stages of development. In light of this, Asia-Pacific Telecommunity (APT) plays a pivotal role in bringing equal representations and voices from every part of the region through various high-level events.

At the 2022 APT Policy and Regulatory Forum (PRF) meeting from 19-21 July 2022 in Bangkok, Thailand, attended by the Chief information officer of the Office of the Prime Minister Mr. Gerad Metsan, and the Regulator Mr. Brian Winji Molitaviti and Mr. Kalkoa Samson from the Office of the TRBR, Mr. Molitaviti was re-elected as one of the two Vice Chairs of APT PRF in accordance with the Working Methods of PRF. Mr. Molitaviti's nomination was made by the Office of the Hon. Prime Minister, Hon. Bob Loughman Weibur, who is also the Minister responsible for Telecommunications/ICT in Vanuatu.

The APT Policy and Regulatory Forum (PRF) is an annual APT event where policymakers and regulatory authorities meet to discuss common Telecommunication/ICT policy and regulatory issues and challenges in the APT region. It also serves as an important platform for industry leaders to share their concerns and views in relation to policy and regulatory measures. This event is a high-level forum where important delegations from various Ministries and Regulatory Authorities from the region also deliberate on key regional issues. It also emphasizes on identifying mutual ground and collaborative approaches in addressing policy and regulatory challenges in the region.

The Forum also offers the opportunity to discuss economic and financial approaches to building sustainable ecosystem for 5G including regulatory implications and impacts of other emerging technologies on the economy and ICT landscape, Cyber Security, and rural connectivity and other matters relevant to telecommunications/ICT in the Asia Pacific region.

Also Elected at the APT PRF-22, the APT PRF Chair, Mr. Ilyas Ahmed who is the chief Executive of the Communications Authority of Maldives, and the other Vice Chair, Miss Thasawan Samorwong, Director of International Organizations Group, International Affairs Decision, Ministry of Digital Economy and Society of Thailand.

From left to right: Miss Thasawan Samorwong (Vice Chair), Mr. Masanori Condo (SG), Mr. Ilyas Ahmed (Chair), Mr. Brian Winji Molitaviti (Vice Chair)



1.3 TRBR New Type Approval Module System Launched

Telecommunications, Radiocommunications and Broadcasting Regulator (TRBR) together with the Office of the Government Chief Information Officer (OGCIO) and stakeholders assembled to launch the 'Type Approval Module system' on the 22nd of September 2022.

This particular system is a single web-based system, which will help provide an easier and safer automatic web access for Import permits approvals and Certificates for businesses or individuals, which was at first processed manually by TRBR.

The Vanuatu Electronic Single Window Project Manager, Stanley Trief said that the 'Type Approval Module system' is the second Phase upgrade of the 'ASYCUDA World Program' that was launched in 2016, which was initiated by the Government of Vanuatu.

He said that there are two main objectives behind the launching of the new upgrade system. The first one is to facilitate the work of TRBR for issuing Permits and Certificates for type approved devices that met international safety and quality standards for use in Vanuatu.

The second objective is to link the certificates and permits to the Custom clearance to access a more accurate information of the import goods along with their quantities."

Launching of the TRBR Module in the VESW



1.4 Memorandum Of Agreement Between FIU And TRBR

The two institutions are both statutory bodies operating under separate legislations.

As technology, digital services, and the convergence of various technologies continue to evolve, there is a potential for financial crimes to exploit these innovations. In response, the shared information and knowledge needed to combat financial crime must also evolve. Therefore, it becomes crucial for institutions to collaborate effectively, working together to establish a secure and robust financial ecosystem for Vanuatu.

This Memorandum of Agreement is designed

to foster cooperation between the two institutions and to facilitate the sharing of information. The primary focus is on enhancing collaboration in the investigation and prosecution of offenses related to money laundering, financing of terrorism, or any other serious offenses that involve or are substantially similar to such crimes, especially when facilitated through electronic communications. Through this agreement, the parties aim to strengthen their collective efforts in combating financial crimes and ensuring the integrity of Vanuatu's financial system.



From left to right: Mr. John Jack (Deputy CIO), Mr. Yaser Maher (Digicel CEO), Mr. Brian Winji Molitaviti (Regulator), Mr. Barlen Lutchmoodoo (Vodafone CEO)



From left to right: Mr. Floyd Mera (Director FIU), Mr. Brian Winji Molitaviti (Regulator)

1.5 Signing of the UAP 3rd Undertaking Agreement

TRBR continues to commit to its obligations on the implementation of the Government's Universal Access Policy (UAP).

On July 8, 2022, TRBR entered into the 3rd Universal Access Policy (UAP) Undertaking Agreement with Digicel and Vodafone, emphasizing the expansion of their network coverage to underserved and unserved areas. While the Operators faced delays in meeting their commitments under the 2nd UAP Undertaking due to the challenges posed by the COVID-19 situation and natural disasters, TRBR remains proactive in advancing the 3rd Undertaking Agreement to address areas that are still underserved or unserved.

Through the 2020 Nationwide Coverage and Quality of Service Audit, TRBR identified 60 underserved and unserved areas from the

Torres Group to the southern Islands. These areas are being phased out for coverage, with the goal of completion by 2024. The erection of towers by Operators at the identified locations is underway, however, sustaining these sites poses a challenge, given the Operators' struggle to see returns on their investments. Additionally, there is a need for improvement in the quality of service at the network level.

Addressing these challenges requires collaboration between TRBR, the Operators, and support from the Government. Together, they will navigate these issues to ensure the successful implementation and sustainability of the Universal Access Policy, thereby extending vital communication services to all corners of the country.

1.6 Signing of the TRBR Tendering Guidelines and Procedures

On Friday, July 8, 2022, a significant milestone was achieved as Mr. Brian Winji Molitaviti (Regulator) signed the TRBR Tendering Guidelines and Procedures alongside Mr. Maki Simelum, the Chairman of the Central Tender Board (CTB).

During the signing ceremony, Regulator Winji Molitaviti expressed gratitude to the Central Tender Board for their continuous support to the Office of TRBR and for initiating the signing between the two institutions. The Regulator affirmed that, "TRBR will work collaboratively with CTB to ensure processes of issuing tenders and contracts are align with the TRBR Act and the Central Tender Board's guidelines. This collaboration aims to maintain transparency and accountability in the tendering procedures."

Chairman of the CTB, Mr. Maki Simelum, extended his appreciation to the Regulator and the TRBR team for inviting the CTB to partake in this signing. He emphasized the CTB's primary mandate, which is to facilitate, adjudicate, and award tenders for the Central Government and other specified institutions under the Act, particularly for works, services, and supplies exceeding a procurement value of 10,000,000 Vatu. This collaboration underscores the commitment of both institutions to ensuring fair and effective tendering processes for the benefit of Vanuatu's telecommunications and broadcasting sector.



MR. Brian Winji Molitaviti (Regulator) and Mr. Marki Simelum (Chairman of the CTB)

1.7 Decision ON THE SPECTRUM IDENTIFIED FOR IMT 2020 (5G)

TRBR through this consultation with its stakeholder, have identified potential spectrum and has made the decision, **Decision 1 of 2022 Spectrum Identified for IMT 2020 (5G) in Vanuatu.**



Schedule 1: Band Planning for IMT 2020 (5G) in Vanuatu.

The TRBR will adopt for the Mid-Frequency Bands:

A. N41 TDD Band Planning

Frequency Band	3GPP Band Number	Frequency Range	Frequency Identified for 5G in Vanuatu	Duplex Mode
FR 1	N41	2496 MHz	2690 MHz	TDD

B. N78 TDD Band Planning

Frequency Band	3GPP Band Number	Frequency Range	Duplex Mode
FR 1 (sub-6 GHz)	n78	3.4 -3.6 GHz	TDD

The TRBR will adopt for the High-Frequency Bands (mmWave):

C. N258 TDD band planning.

Frequency Band	3GPP Band Number	Frequency Range	Frequency Identified for 5G in Vanuatu	Duplex Mode
FR 2 (above-6 GHz)	n258	24.25-27.5 GHz	25.25-27.5 GHz	TDD

D. N259/N260 TDD band planning.

Frequency Band	3GPP Band Number	Frequency Range	Duplex Mode	Comments
FR 2 (above-6 GHz)	n259/n260	37-43.5 GHz	TDD	Future 5G use

E. TDD Band Planning

Frequency Band	3GPP Band Number	Frequency Range	Duplex Mode	Duplex Mode
FR 2 (above-6 GHz)	N/A	66-71 GHz	TDD	3GPP standard yet to be developed

Spectrum bands for 5G, Decision 1 of 2022

1.8 ICT Days Celebration 2022

The 2022 ICT days celebration was a hybrid event staged at the Malvatumauri Chiefs Nakamal in Port Vila on 17th May 2022, with the Theme “**Digital Technologies & Healthy Ageing**”. Vanuatu Broadcasting and Television Corporation (VBTC) streamed the event live to online viewers in Vanuatu and throughout the world.

Despite the COVID 19 restrictions, the Pacific ICT days was a one day event and happened in the hybrid mode. TRBR and OGICIO were again the co-hosts for this event. TRBR Team members provided logistical support as usual. More information about the event can be found on this link <https://ictdays.gov.vu/index.php>.



Participants at the 15th APT PRF-P, Port Vila, Vanuatu



ICT Days Celebration at the Chiefs Nakamal, Port Vila

1.9 15th APT PRFP-2022

The Asia-Pacific Telecommunity (APT) organized the 15th APT Policy and Regulation Forum for Pacific (PRFP-15) from 30 August to 1 September 2022 in Port Vila, Vanuatu with hybrid format (both physical and virtual/online attendance through APT Zoom meeting). The forum was hosted by the Office of the Government Chief Information Officer (OGCIO) and Telecommunications, Radiocommunications and Broadcasting Regulator (TRBR), Vanuatu, and supported by the Extra Budgetary Contributions from Australia and Japan.

PRFP-15 addressed various topics in line with the common interests and issues in the Pacific region such as Connectivity, Innovation, Trust and Safety which are also strategic pillars of the APT's Strategic Plan for 2021-2023. The Forum also had a Roundtable for Ministers and Head of Regulators to share their recent policy and regulation issues and experiences. The Forum also covered relevant topics such as Digital Transformation, Connectivity, Cybersecurity, and Disaster Management, etc.



From left to right: Mr. Masanori Kondo (APT SG), Hon. Prime Minister Mr. Bob Loughman Weibur (MP), Mr. John Jack (APT PRF-P Chair)

2.1 Our Role and Function

In 2022, the TRBR and the operators faced significant challenges due to the ongoing impact of the COVID-19 pandemic. Despite these challenges, the TRBR remained dedicated to its responsibility as mandated by the Act and as a result, developed and gazette the Compulsory SIM Registration Regulation Order, and other Regulatory framework. Additionally, the 3rd UAP undertaking agreement have been signed with the operators in line with UAP Policy, while ensuring strict enforcement of the legislation and rules established under the Act.

To effectively embrace its broadcasting responsibilities and work towards its vision and mission, the TRBR formulated an “2022 and Onwards Annual Work Plan”. This plan was aligned with the TRBR’s three-year 2019 – 2021 Strategic Plan, providing a clear roadmap for the implementation of the TRBR’s vision and functions over the course of the next three years.

While executing its core functions and upholding its duties and powers as outlined in the Act and other laws of Vanuatu, it remains paramount that the TRBR operates independently and impartially as per Section 7(12) (a) to (d) of the Act, and the Regulator’s decisions and actions should always remain free from political influence.

This commitment ensures the continuous credibility, integrity, and positive relationships with all stakeholders.

The TRBR continues to be held in high regard among its peers as a leading Regulator in the Pacific Region. Our aim is to maintain this status and further enhance performance, particularly in the realm of broadcasting.

Given the current pandemic situation, a primary focus for 2022 was to sustain its role while providing support to operators and the government throughout the COVID-19 pandemic. This involved ensuring Universal Access Policy (UAP) rollout to the unserved and the underserved areas, aiming to cover 98% of Vanuatu’s population by the end of the policy.

For a detailed overview of TRBR’s anticipated deliverables in 2022, please visit the TRBR website: https://www.trbr.vu/attachments/article/780/2021_and_onwards_annual_work_plan.pdf

2.2 Our Vision, Mission and Values

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.

2.3 Our Team and Organizational Structure

Building on from 2021, the TRBR team norms and pledges for this year 2022 are as follows:

TRBR TEAM NORMS:

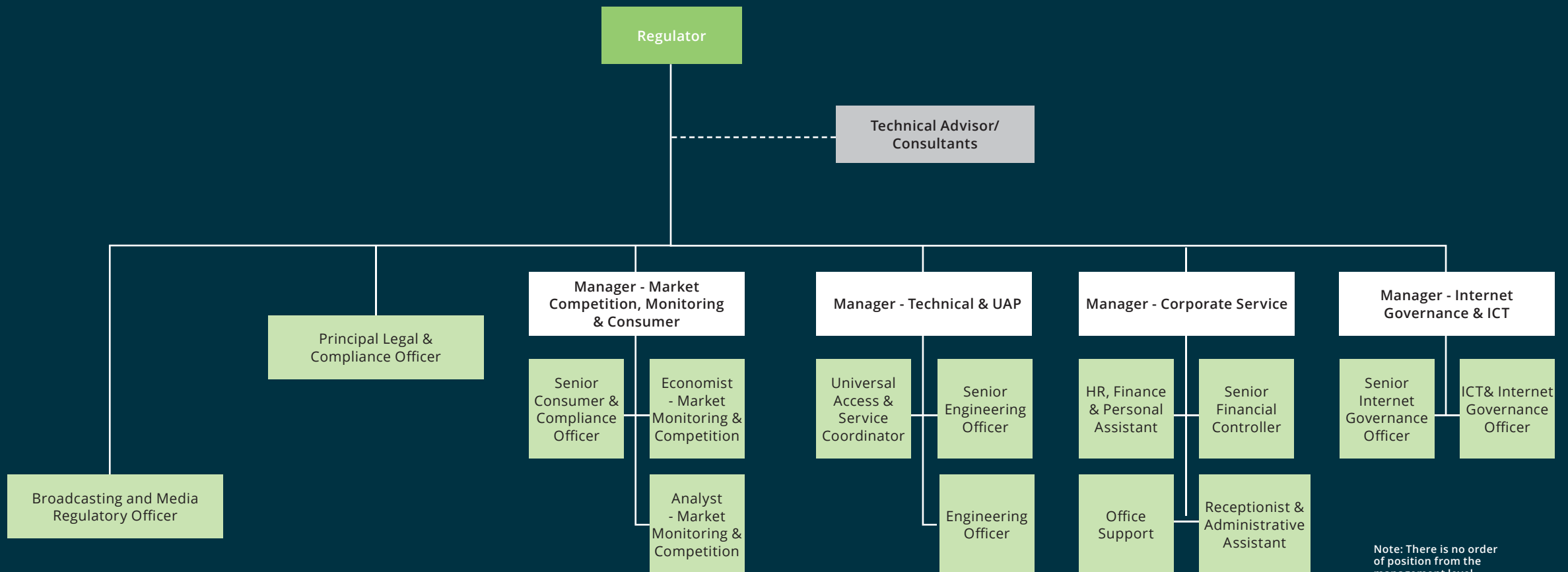
1. Be proactive.
2. Respect each other.
3. Co-operate and help each other.
4. Be resilient and adapt to new challenges.
5. Believe in yourself.
6. Be an engaged team member.
7. Be responsive (to all stakeholders and staff); and
8. Do not be afraid to be wrong – give it a go!

TRBR TEAM PLEDGES:

We pledge to:

1. Be considerate and trust each other.
2. Be a committed and active team player.
3. Support our leaders and each other in achieving outcomes.
4. Be loyal and respectful; and
5. Have open, honest dialogues.

As reported in the previous reports, the TRBR team has always done its best in adhering to the team norms and pledges to deliver projects and responsibilities reported in this report.



2.4 The TRBR's Three Year Strategic Plan (2022 - 2026)

Building on the past TRBR's three-year Strategic Plan (2019 – 2021), the Office of the Telecommunications, Radiocommunications, and Broadcasting Regulator (TRBR) has developed a five-year Strategic Plan (2022 – 2026) to transparently outline and inform the Stakeholders of its Strategic Direction and Regulatory approaches going forward.

This is the third and first five-year Strategic Plan since its establishment.

The 2022 to 2026 Strategic plan is to serve as a high-level tool for executive direction and a blueprint of the TRBR's planning and accomplishment objectives leading up to the conclusion of the five-year period in 2026, which marks the culmination of this plan.

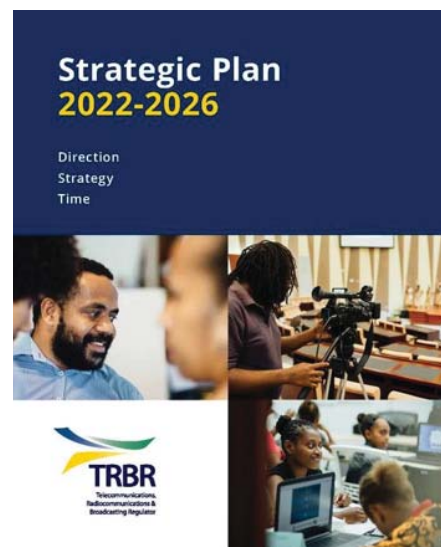
The 2022 Workplan is built in conjunction with the Strategic plan and the Government's 2030 Peoples plan.

2.5 TRBR's 2022 and Onwards Work Plan and Priority Deliverables

The TRBR has been developing its annual work plan since its establishment. The 2022 and Onwards Work Plan can be viewed on the TRBR's website (www.trbr.vu). It provides a guide and sets out the TRBR's priority deliverables and work focus for the year 2022 and is monitored over by the TRBR 90-day action plan.

More detailed reports on respective projects are included in Part 3 to Part 10 of this Report.

The TRBR has been formulating its yearly



Five years strategic plan

Access to the Strategic Plan is available through the following website link: <https://www.trbr.vu/en/about-us/strategic-plan>.

work plan since its inception. The Work Plan for 2022 and beyond is accessible for viewing on the TRBR's website (www.trbr.vu). This plan serves as a roadmap, outlining the TRBR's key objectives and focus areas of work for the year 2022. It is overseen through the implementation of the TRBR's 90-day action plan.

For more comprehensive information on individual projects, detailed reports can be found in Sections 3 through 11 of this report.

2.6 Training and Capacity Building

Ensuring capacity building is crucial for TRBR to effectively execute its work plan. In 2022, the TRBR team participated in the following training sessions and workshops.

Training / workshops	Date	Description
Team Building Workshop	18th February 2022 (in house)	Strengthen Team building and bonding within TRBR work environment
Regulatory Recommendations to Sustain Connectivity During the COVID-19 Crisis	04th of October 2022	Covered the following; (a) network resilience. (b) responsible approaches to digital connectivity where operators collaborate with the Governments, relevant authorities, and customers to find pragmatic, sustainable, and responsible approaches to meet vital connectivity needs during the crisis.
E-Commerce for Pacific Negotiators	28th to 31st March 2022 and 19th to 22nd April 2022	Focuses on areas to improve Forum Island Countries (FIC) E-commerce readiness and engagement.
ABCs of Telecommunications	7 – 9 September 2022	Covers the basic understanding of basic Telephony, Signaling, data communications, LAN, and broadband networks, (Multiprotocol Label Switching) MPLS, and the basics of Carrier Ethernet. Radio technologies such as Bluetooth, and Wireless LAN are also included
September 9th to 11th	8th to 11th September 2022	Focused on converged broadcast and media landscape that is tightly coupled to Telecommunication, Information and related technologies.
Vmware Exsi	14-18th February 2022	Focused on the basics of VMWare ESXi to manage and deploy VMWare ESXi environment.
Implementing and Administering Cisco Solutions (CCNA)	27 June 2022 – 1st July 2022	covers configuring network components such as switches, routers, and wireless LAN controllers; managing network devices; and identifying basic security threats. It also focused on the foundation in network programmability, automation, and software-defined networking.

Relations with the Government of Australia (GfG Program)

TRBR continues to value the strong collaborative partnership with the Australian Governance for Growth program (GfG) team. This collaboration has been particularly instrumental in providing grant support for consultants, enabling significant strides in key regulatory priority areas and issues. Additionally, it has played a crucial role in the implementation of the UAP programs and the responsible management of UAP funds, with Australia's generous contribution.

TRBR acknowledges and appreciates GfG's trust and support in entrusting TRBR with the administration of the grant earmarked for the UAP Computer Lab and Internet Community Center (CLICC), as well as the Tablets for Students (TFS) program. This initiative includes the provision of fundamental ICT training to site administrators. In light of this, TRBR remains committed to maintaining a positive and productive working relationship with the GfG team, providing regular quarterly reports detailing the allocation and utilization of the GfG Grant.

Relations with the Government and the Communities

4.1 General Working Relations with Government Ministries and Departments

TRBR continued to maintain a productive working relationship with the Government, particularly the OGCIO, by offering valuable technical advice and guidance on regulatory and policy matters.

Furthermore, TRBR has actively collaborated with several Government Ministries, including the Ministry of Education, the Ministry of Climate Change through the National Disaster Management Office, the Ministry of Trades, the Ministry of Infrastructure and Public Utilities via the Office of the Maritime Regulator (OMR) and Civil Aviation Authority, the Ministry of Lands, the Ministry of Finance and Economic Management (MFEM) through the Department of Customs and Inland Revenue, and the Department of Finance and Treasury. Additionally, TRBR has engaged with the Ministry of Foreign Affairs and External Trade, and the Ministry of Internal Affairs to provide expert guidance on regulatory and policy issues.

TRBR consistently participates in the National Trade Development Committee (NTDC) meetings, convened quarterly by the relevant Ministry. This involvement is geared towards positively contributing to the development of market competition in Vanuatu. It also serves as an avenue for providing advice and updates in relation to the telecommunications sector and the implementation of the Government's Universal Access Policy (UAP).

In light of COM Decision 117 of 2022, the implementation period for the Government's UAP has been extended to January 1, 2024. Consequently, TRBR is actively collaborating with Government Departments, Ministries, and the operators to embark on various projects aimed at addressing network coverage challenges in areas not covered or under covered.

4.2 Relations with Government Agencies

Throughout 2022, TRBR maintained a close working relationship with the Reserve Bank of Vanuatu and the Vanuatu Financial Service Commission (VFSC). This collaboration stems from the memorandum of understanding (MOU) signed by the three Government Regulatory Agencies in 2020. The focus of

this joint effort involves various initiatives, including the sharing of relevant information and as a platform to discuss areas of interest in relation with business startups and others.

4.2.1 MOU with FIU

In 2022, TRBR signed another MOU with Financial Intelligent Unit (FIU) to cement their collaborative working relationship.

The FIU and TRBR, are both statutory bodies operates under separate legislations, established the MOU on 12th August 2022, to begin their Collaborative journey in the area of information sharing and matters in relation to work carried out by the FIU in connection with the Telecommunications and Broadcasting Industry.



From left to right: Mr Floid Mera, FIU Director, and Mr. Brian Winji MOLITAVITI, Regulator at the signing of the MOU

With the growth of technology, digital services, and the convergence of technology, financial crime could be conducted with the use of such technology, as such, shared information, and knowledge of combatting financial crime will also change, and therefore, it is important that these institutions work together to achieve a sound and safe financial ecosystem for Vanuatu.

This memorandum of Agreement is to assist both institutions to cooperate and to facilitate information sharing for investigation and prosecution of money laundering offences, or financing of terrorism offence or any other serious offence or an offence that is substantially like such offence, facilitated through means of electronic communications.

4.2.2 TRBR Tendering Guideline approved by the central Tender Board



Signing of the TRBR Tendering guideline.

On Friday 8th July 2022, the Regulator of Telecommunications, Radiocommunications and Broadcasting, Mr Brian Winji Molitaviti has signed the TRBR Tendering Guidelines and Procedures with the Chairman of the Central Tender Board (CTB) Mr Maki Simelum.

At the signing ceremony, Regulator Molitaviti thanked Central Tender Board for the continuous support rendered to the Office of the TRBR and to initiate the signing between the two institutions.

TRBR is an Independent Government Institution regulated by the Act (TRBR Act) which under the Act,

the Regulator has the executive power to regulate the Telecommunications, Radiocommunications and Broadcasting Sector in Vanuatu.”

“TRBR will work collaboratively with CTB to ensure processes of issuing tenders and or contracts are in accordance with TRBR Act and the Central Tender Board’s guidelines going forward and to ensure transparency and accountability is maintained” Regulator Molitaviti said.

Chairman of the CTB, Mr Maki Simelum thanked the Regulator and the TRBR team for inviting the CTB for the signing. “

The primary mandate of CTB is to facilitate, adjudicate and award tenders for Central Government and any other institutions specified under the Act for the delivery of works, services and supplies related services for higher Procurement value of exceeding 10,000,000 Vatu.

4.2.3 TRBR Supports Public Service Day

The TRBR was proud to support and participate in the three days event that took place at the convention center in Port Vila from 24th-26th August 2022. The theme of the event was “ Yumi promotem gudfala fasin blong wok insaed long pablik sevis long Ripablik blong Vanuatu”.

During the handing over of TRBR support of 100,000vt, the Regulator Mr. Brian Winji Molitaviti emphasized that TRBR is a Government Agency, and will always work with the Government to implement its policies in relation to ICT, as such, it is important to support the PSC and the government to promote efficient processes and work culture, which is in line with the Theme of this year’s PSC Day.

Chairman of the PSC and Regulator during the handing over of the TRBR support



4.2.4 TRBR Supports NDMO awareness Day

The Office of the Telecommunications, Radiocommunications, and Broadcasting Regulator (TRBR) was honored to support the National Disaster Management Office with International Disaster Risk Reduction (IDRR) Day 2022 Celebration.

The day celebrates how people and communities around the world are reducing exposure to disasters and raising awareness about the importance of reining in the risks that they face.



Handing over of the TRBR support to NDMO

In 2016, the UN Secretary-General launched “The Sendai Seven Campaign” to promote each of the seven targets over seven years. In 2022, we celebrate and promote Target G; Substantially increase the availability of and access to multi-hazard early warning systems and disaster risk information and assessment to people by 2030.

Theme for the Vanuatu Celebration was “Yumi inkrisim save blong olgeta pipol long disasta redi, eli woning system blong difren disasta, disasta risk infomesem mo asesmen bifo yia 2030”, and the Slogan was: “Eli aksen, eli woning,isevem laef”.

2022 celebration of IDRR happened at Eton Village, East Efate, from 2-4 November 2022.

4.3 TRBR Social responsibility

4.3.1 TRBR Supports Smart Sistas Camp



TRBR was honored to support the SMART Sistas ICT Camp 2022, held in Lenakel, Tanna from 22nd - 26th August 2022.

The years ICT Camp was designed to empower young girls to pursue educational opportunities in the ICT field and allows each girl to attend.

- 12 hours of ICT technical training on Graphics design, python programming, support/Help Desk skills, Digital Music production, and basic Robotics technology.

Smart Sistas committee and the Regulator during the handover of the TRBR support

- 5 hours of leadership and gender empowerment training; and
- 4 hours of career exploration in telecommunications, technology hardware, software, and services.

Twelve girls, ages 11 – 15 have been selected to attend the Camp. Nine (9) girls from Tanna and three (3) girls will be traveling from Efate.

4.3.2 TRBR Supports Vanuatu Robotic Competition Team

In its continued commitment to fostering ICT capacity development in Vanuatu, TRBR once again provided its support to Team Vanuatu Robotics in 2022. This marked the fourth consecutive year of TRBR's sponsorship, with a contribution of VT100,000.

These funds were allocated to assist the team in covering various logistical expenses associated with their participation in the 2022 FIRST Global Robotics Challenge, held in Geneva, Switzerland from October 13 to 16, 2022.

TRBR's steadfast support in such endeavors stems from its dedication to encouraging innovative initiatives among young individuals, aiming to cultivate their interest in the ICT sector as a potential career path.



Handing over of the TRBR support to the Smart Sistas Robotic challenge committee member

4.3.3 TRBR Supports PACT training Award

To advance the promotion of ICT in Vanuatu, TRBR has supported the Pacific Vocational Training Center (PACT) by providing a financial contribution of 20,000vt toward recognizing the best-performing ICT student of 2022. Acknowledging the importance of bolstering resources in the ICT sector, TRBR is committed to fostering increased interest and motivation among students to pursue further studies in any ICT-related field.

The official handing over of TRBR's support occurred at the TRBR office on November 15, 2022, marking a tangible commitment to nurturing and encouraging excellence in ICT education within Vanuatu.



School Manager of PACT and TRBR Staff during the handing over of the TRBR Support

Regulations, Rules, Orders, Decisions & Litigations

5.1 General Rules and Regulations

Every year, a range of regulatory and legal activities are undertaken in accordance with the approved TRBR Annual Work Plan. This involves the regular formulation or updating of Regulatory Determinations, Decisions, and Orders to ensure that operators and licensees uphold mandatory requirements and adhere to notices from the Regulator.

The year 2022 posed significant challenges for the Telecom and Broadcasting Industry, as well as other sectors, due to the global impact of the COVID-19 pandemic. In response, the Government of the Republic of Vanuatu declared a State of Emergency (SOE). With the SOE in effect, the TRBR Office took steps to ensure that Telcos and Broadcasters complied with the directives issued. This included adhering to orders from the Minister of Health, which mandated individuals to work from home, ensuring that the TRBR collaborated with operators to activate their Business Continuity Plans (BCP) to maintain uninterrupted services for consumers. The

TRBR Office also prioritized its operations to meeting project goals within their designated time frames.

During this period, several crucial decisions were made. This included the signing of the UAP 3rd Undertaking Agreement, a step that was only taken after receiving approval for its final extension from the Council of Ministers (COM). Additionally, the TRBR introduced a new Type Approval Module System in collaboration with Customs within the single window platform. This initiative aimed to ensure that all devices emitting a radio signal complied with necessary regulations.

Furthermore, the Financial Intelligence Unit (FIU) and TRBR entered into a Memorandum of Agreement, solidifying a collaborative working relationship. This agreement was established to facilitate the exchange of information and knowledge in the joint effort to combat financial crime in Vanuatu, particularly through the use of technology.

5.2 Material Litigation

5.2.1 Former TRBR Staff Civil Claim

This is a longstanding civil claim that originated from the walkout of former TRR staff in 2015, now part of TRBR. Initially filed jointly in 2015, the court dismissed the claims in 2018, requesting that they be filed individually. These claims have since been pursued individually, adhering to Court Rules. However, both legal counsels have concurred

that the matter will be treated as a class action due to the similar nature of the claims.

Although the claims were initially dismissed, the Claimants filed an appeal beyond the stipulated time frame due to a change in their legal representation. In the last Court of Appeal session in 2020, the Supreme

Court granted the Application for an out-of-time appeal, providing the Appellants with an opportunity to contest the decision of the Supreme Court. The Court of Appeal subsequently reviewed the appeal and has referred it back to the Supreme Court for further proceedings. The matter has

experienced several adjournments, and recently, a trial date has been scheduled for February 2023.

The Office will receive notification from its designated legal counsel regarding the specific date assigned for the trial.

5.3 SIM Card Registration Regulation

The SIM Card Registration Regulation Order No. 105 of 2022, was officially gazetted on June 22, 2022. This regulation focuses on the compulsory registration of SIM cards in Vanuatu. It was instituted following the amendment of the TRBR Act on December 17, 2021, which empowered the Regulator to oversee SIM card activities in the country.

The regulation encompasses the following key aspects:

- Establishment of the subscriber information database;
- Management of the Subscriber Information Database, and;
- Data protection and confidentiality.

The subscriber information database is to store and maintaining subscriber data with strict rules in accordance with the provisions outlined in the Regulation. The Licensee assumes full responsibility for the ownership, safeguarding, control, and administration of this subscriber information. Additionally, all personal information within the subscriber database is considered confidential, and the licensee is strictly prohibited from duplicating, using, disclosing, or creating copies of subscriber information.

6.1 Operator Licensing Regulation

The Operator License Regulation is a new initiative undertaken by the Regulator to enforce sections 12 and 13 of the TRBR Act. Its primary goal is to categorize licenses, ensuring recognition and fair opportunities for new entrants in various class categories looking to provide telecommunication and broadcasting services in Vanuatu. The fundamental objective is to establish an environment conducive to promoting market advancement.

However, unforeseen challenges, including social distancing restrictions due to the community transmission of COVID-19, followed by the dissolution of the parliament and the Government network being

compromised by a ransomware attack in 2022, have significantly impacted the progress of this project.

Despite these hurdles, the regulation is now in its final stages of completion, with the State Law Office overseeing the process. TRBR is providing necessary assistance upon request from the State Law Office, offering technical expertise on matters requiring clarification.

These unexpected circumstances have led to a delay in the project's timeline, and it is now slated to kick off in the second quarter of 2023. The Regulation will be officially enforced once it has been gazetted.

6.2 Infrastructure Sharing - Wholesale Facility Access

The proposed legal and regulatory framework for infrastructure sharing aims to govern access to designated telecommunications facilities. Its primary goal is to reduce costs for wholesale telecommunications services, ultimately benefiting retail telecommunications services in Vanuatu. This framework promotes facilities sharing and increased competition.

However, the progress of implementing this regulatory framework has been delayed, mainly due to delay in the development of infrastructure sharing policy by the Government, and continuous government instability. This policy is essential and will be a blueprint for amending the TRBR Act

and developing appropriate Regulations. Consequently, the project has been rescheduled for 2023.

In the interim, TRBR remains committed to facilitating and promoting infrastructure sharing on a commercial basis, and continue to provide a platform for ongoing collaboration and discussions regarding the importance of infrastructure sharing and its economic implications. This includes considerations like cost efficiency, investment incentives, job creation, and long-term sustainability, all of which are aligned with the government's overarching objectives and priorities.

6.3 Anti-Competitive Guideline

TRBR has undertaken the initiative to review and update the Anti-Competitive Guideline, which was originally released in 2017. This guideline comprises a set of regulations designed to promote and uphold market competition by overseeing anti-competitive practices carried out by the telecom licensees.

The need for revisiting this existing guideline stems from the rapid pace of digital transformation currently underway globally and in Vanuatu as well. The shift towards

digitalization has fundamentally altered the competitive landscape, giving rise to new markets while transforming existing ones. This, in turn, presents challenges to TRBR as the regulatory authority. Consequently, TRBR recognizes the necessity of addressing these anti-competitive guideline. This revision is seen as an essential tool for steering competition in the market amidst the evolving digital landscape. The guideline can be viewed on the TRBR Website at www.trbr.vu.

6.4 Sim Card Registration

The SIM card registration regulation, under SIM Card Registration Regulation Order No.105 of 2022, was officially gazetted on June 21, 2022. This regulation is now in effect, and TRBR has initiated collaborative efforts with service providers to raise public awareness about SIM registration. Additionally, TRBR will collect statistics on SIM registrations on a quarterly basis from each service provider, ensuring that customers of each network are duly registered.

To provide operators with sufficient time for compliance, TRBR has established a grace period extending up to December 22, 2023. This period may be extended further, depending on the operators' specific requirements and at the discretion of the Regulator.

Data monitored by TRBR indicates that, in the year 2022, the total percentage of registered SIM cards stood at 15% based on the number of active subscriptions in the market.



6.5 Pricing Model

The COVID-19 restrictions have stimulated the rapid uptake in the demand and usage of mobile and fixed data services in Vanuatu. In response, the TRBR has initiated this pricing model to ensure that the submarine cable supplying the wholesale bandwidth is utilized effectively to create growth in the market.

The demand for wholesale capacity is dependent on developments in the retail market. A surge in demand at the retail level can trigger an increase in wholesale demand, subsequently exerting downward pressure

on wholesale prices. These reduced costs then translate into lower retail prices set by operators.

The completion of this project, which encompasses both domestic and regional data, in price and demand modeling, equips TRBR with a valuable tool and a substantial body of evidence concerning the relationship between product demand and pricing. This enables TRBR to engage in pricing discussions internally and with the local telecom operators.

6.6 Telecommunications Licensees - 2022

In 2022, TRBR remains committed to enhancing its market monitoring and enforcing compliance to guarantee that all licensees uphold their responsibilities as outlined in the TRBR Act and the terms and conditions of their licenses. As part of this effort, TRBR revoked the telecom license held by VCOMM Proprietary Limited, as no services were provided under this license since it was issued and for not complying to its terms and conditions. Consequently, this action has resulted in the reduction of the total number of retail telecom licenses to only six (6) licensees.

License Categories	License Name	Status	Type of Telecom Service offered
Wholesale (upstream)	Interchange Limited (ICL)	ACTIVE	Internet Capacity
	Fertility Corp Communication (FCC)	ACTIVE	Internet Capacity
	Kacific	ACTIVE	Internet Capacity
Retail (Downstream)	Vodafone Vanuatu	ACTIVE	Internet and Mobile
	Digicel Vanuatu	ACTIVE	Internet and Mobile
	Wantok Limited	ACTIVE	Internet and Mobile
	SPIM	REVOKED	Internet
	Pacific Link Limited	ACTIVE	Internet
	3-Link	ACTIVE	Internet
	Aelan Internet	ACTIVE	Internet
	VCOMM Limited	REVOKED	Internet/International transit/Data Center

List of 2022 Telecom licensees



6.7 Telecommunication Market

6.7.1 Market Overview

As Vanuatu is emerging from the challenges posed by the COVID-19 pandemic, many social and economic activities have begun to show recovery as Vanuatu's reliance on digital connectivity continues to remain vital in people's livelihoods and for business daily operations. The adoption of the "new normal" across various activities serves to further invigorate the growth of digital services. This growth has been significantly bolstered by the presence of high-speed, high-performance networks that have proven to be immensely advantageous and convenient for society in this post-COVID-19 era.

Even though certain remote areas of the country remain unconnected, the investments made by operators in network infrastructures through commercial deployments, coupled with the implementation of the Universal Access Policy (UAP), have yielded positive outcomes. These efforts are contributing to the bridging of the remaining coverage gaps, especially in the rural areas.

The increasing demand and usage of mobile and fixed broadband services in Vanuatu have had a significant impact on the nation's development and well-being of its population. As services providers invest in innovative solutions to meet the rising demands, numerous sectors of the economy have continued to experience transformative changes in the realm of digital services. These include domains like e-learning, digital finance, e-commerce, e-Government services, disaster preparedness and many more.

In addition, despite the advancements, challenges related to the digital divide and usage disparities persist in the remote islands of Vanuatu. These challenges arise due to factors such as lack of digital skills particularly among the elderly, affordability constraints among individuals with lower incomes, and language and content barriers. Addressing these challenges requires comprehensive and collaborative efforts and relevant stakeholders including TRBR, the service providers, and the Government have taken proactive steps in addressing these challenges through public awareness and digital literacy programs, expanding network infrastructure and putting more emphasis on the benefits and how connectivity can create life-enhancing opportunities for individuals and businesses.



6.7.2 Telecommunication Data Collection Framework

The TRBR data collection framework is a definitive source of operator's data, analysis, and forecast and the reports are published to provide an in-depth analysis of the status and evolution of the telecommunications sector in Vanuatu. The market data collection stems from section 8 of the TRBR Act and covers all telecommunications licensees and the TRBR have been effectively using these data collection framework to collect data from the operators in order to monitor the performance and development trends in Vanuatu's telecom market through its annual sector report. The report aims to provide a vital source of information to the Government, International Agencies, Service Providers, and other relevant stakeholders for decision-making and investment opportunities.

6.7.3 Telecommunications Gross Revenue

The Vanuatu's telecommunications sector has this year witnessed another significant milestone of positive recovery and the market size has been assessed to surpassed VUV5 billion in total gross revenue for the year 2022. This translates to an annual growth rate of 14.31% when compared to the aggregate revenue of VUV4.4 billion in 2021.

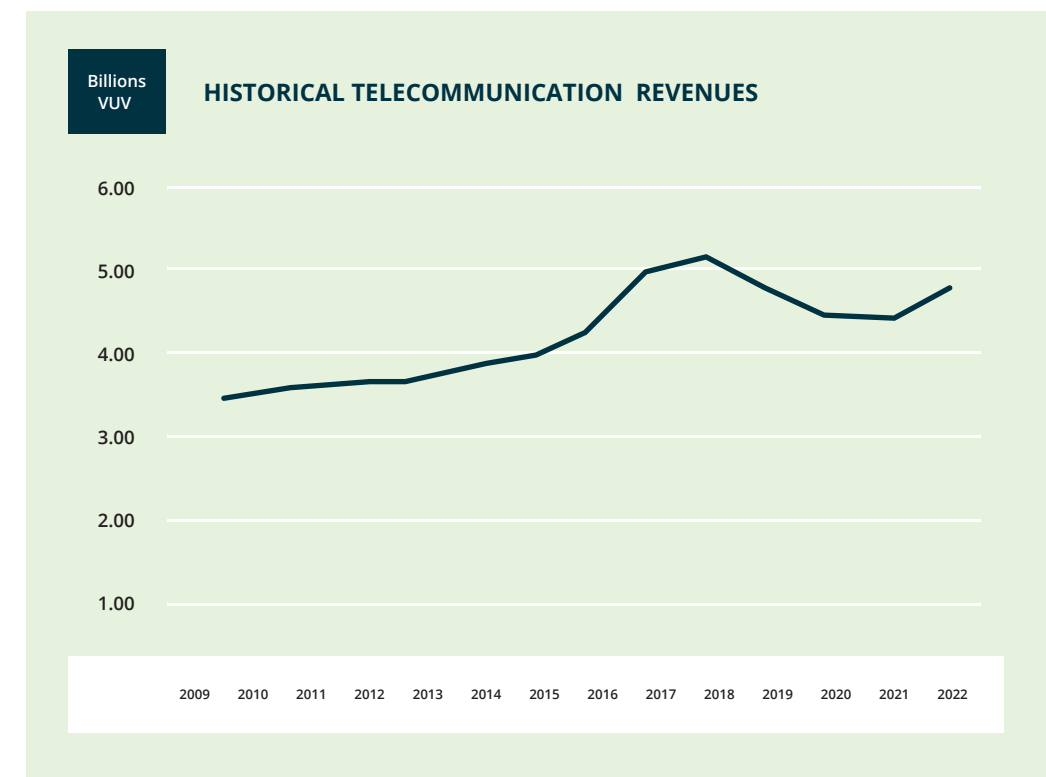
The telecommunications gross revenue includes revenue generated by the fixed, mobile, and data operators, including internet operators (both network and virtual operators) offering services within Vanuatu during the fiscal period under review.

The growth in total gross revenue as illustration in the graph has been driven by the continuous deployments and expansion of 4G/LTE networks around Vanuatu addressing the increase consumer's demand and choice for emerging and innovative services and technologies.

The adoption of these new emerging technologies supported by intelligent devices such as smart phones have caused a rapid shift in overall user preference to communicate via mobile smartphones. The user-friendly interface of these smartphones not only unlocks more avenues or

opportunities for innovation in product and user experience design but has significantly increased consumers engagement and utilization of mobile services. This surge in usage has played an instrumental role in propelling the expansion of the market.

Furthermore, this growth has been propelled by escalated investments in the sector. Service providers have consistently demonstrated substantial commitments to innovation in their business strategies and solutions. These endeavors have continually captivated and expedited the demand and consumption of digital services. This initiative includes taking a more advanced approach to engaging customers, achieved through offering entertainment experience via new services offers and packages as well as new business agility techniques and repositioning of new products.



Telecommunications Gross Revenue

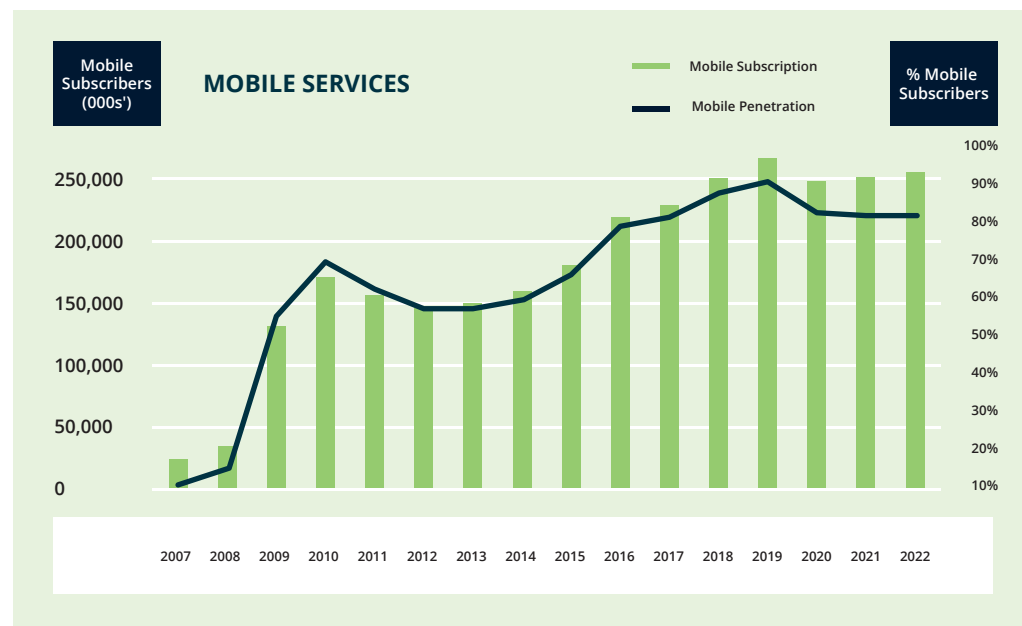
6.7.4 Mobile Subscribers

While the Vanuatu's economic and social activities has begun to punch back, the mobile market has again witnessed another significant growth in mobile cellular subscription in 2022. Data collected and illustrated in the graph shows that the total number of mobile subscribers went up by 2.26% recording over 255,000 subscribers in 2022.

The growth has been driven by the escalating dependence on mobile services across individuals, businesses, and households. A significant portion of these mobile devices necessitate SIM cards for accessing the spectrum of mobile services.

Further, the comprehensive marketing efforts by the services providers continue to stimulate the increasing level of competition that propelled the growth of mobile connections. Operators' continuous investments and commitments towards digital transformation and employing new technologies, have bolstered productivity and efficiency through innovative business solutions and affordable service packages that is currenting driving the demand of digital services in the Vanuatu market.

Despite the expansion of mobile subscriptions, the penetration of mobile services in Vanuatu has demonstrated a relatively stagnant trend. Gradually inching upward by 0.25%, the new penetration rate reached 83.49% in 2022, as compared to the 83% recorded in 2021. While the calculation of penetration does not entirely account for the presence of dual SIM mobile handsets, a key contributor to this consistent trajectory is the economic meltdown and inflationary tendencies that have affected consumer spending, particularly impacting the affordability for those with lower incomes.



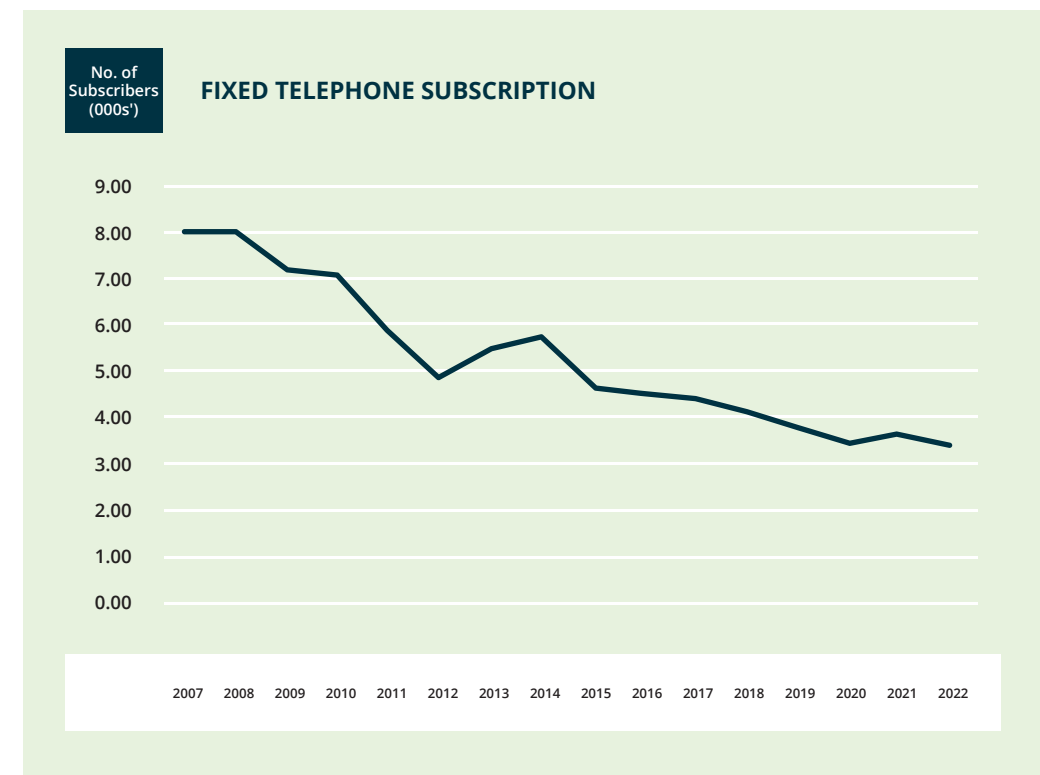
Vanuatu Mobile Subscribers & Penetration



6.7.5 Fixed Telephone Line

Vanuatu's fixed telephony market has this year witnessed a drop in fixed telephone subscriptions by 6% recording only 3,430 subscribers in 2022.

The downward trend is expected to continue as mobile services continue to dominate the market and become widely available and convenient for users. These mobile services offer packages that include SMS, call minutes, and data allowances that are better suited to today's mobile and data-intense lifestyles such as video streaming, gaming, messaging, and accessing online services such as education, Government services, health, and digital finance.



Fixed Mobile Subscription Trend

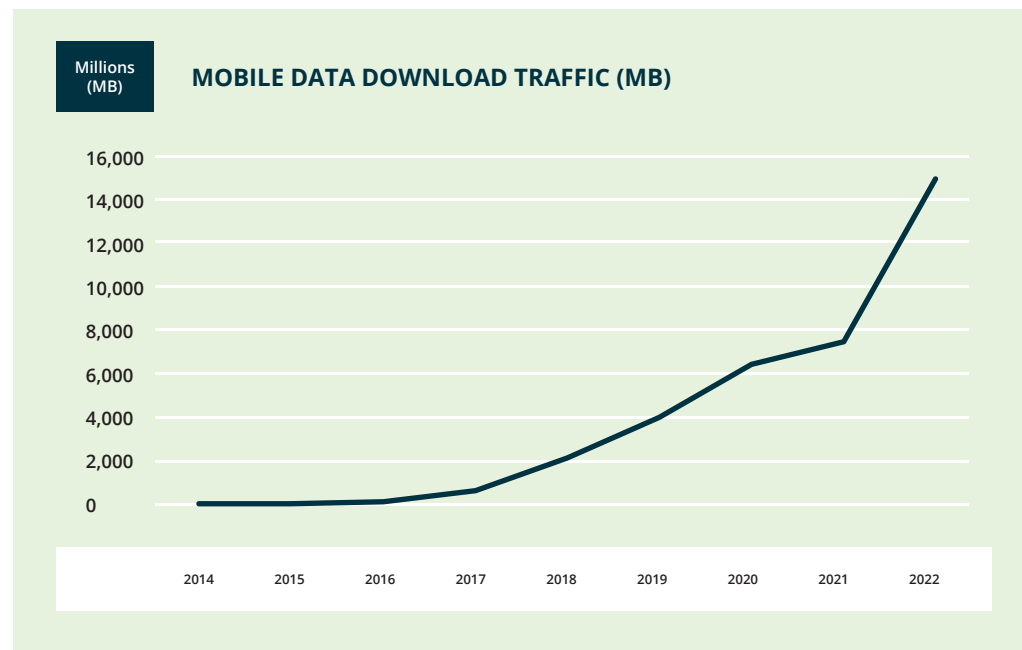
6.7.6 Mobile Broadband Services

Access to Mobile broadband service is crucial and the impacts are profound and far-ranging reaching individuals, businesses, and Governments throughout most of the areas in Vanuatu. It is considered essential as it fosters connectivity, promotes economic development, enhances emergency response capabilities, and improves the overall quality of life for individuals communities, and the country at large. Vanuatu's Telecommunication market has witnessed a significant influence from the impact of COVID-19 where mobile broadband service is seen as the primary means of access to online service in terms of e-learning, obtaining information, entertainment, and performing online transactions.

6.7.8 Mobile Data Download Traffic

Mobile devices continue to play a vital role in enabling access to internet services. For many, it is the only primary way to access internet services in urban and in rural areas. The challenges faced during COVID-19 pandemic has highlighted the importance of mobile broadband services to access digital services and mobile operators has continue to provide innovative solutions to meet the rising demand in the market.

With this rapid uptake of digitalization, the mobile broadband market has this year witnessed another huge explosive growth in mobile data downloads. Data illustrated in Figure 8 below shows that mobile download traffic has increased by 99% hitting a new peak of over 14,700 terabytes in 2022.



Mobile Data Download Traffic Trend



The growth in mobile data traffic has been attributed to three important factors namely the improved device capabilities, an increase in data-intensive content and the improvement of the network performance.

The increasing adoption and usage of smartphones and user-relevant applications has played a significant role in stimulating growth in mobile data consumption. With the uptake of technological advancement, most devices and smartphones use to accessed mobile broadband in Vanuatu comes with improved capabilities where users can access and use wider range of digital services and contents via their mobile handsets. The device improvements such as high-resolutions displays, faster processors and improved graphics has continued to boost consumers experience to enjoy contents such as video streaming, gaming, and other visual-rich websites. These user experiences have been the key driver encouraging consumers to spend more leading to growth in mobile data consumption.

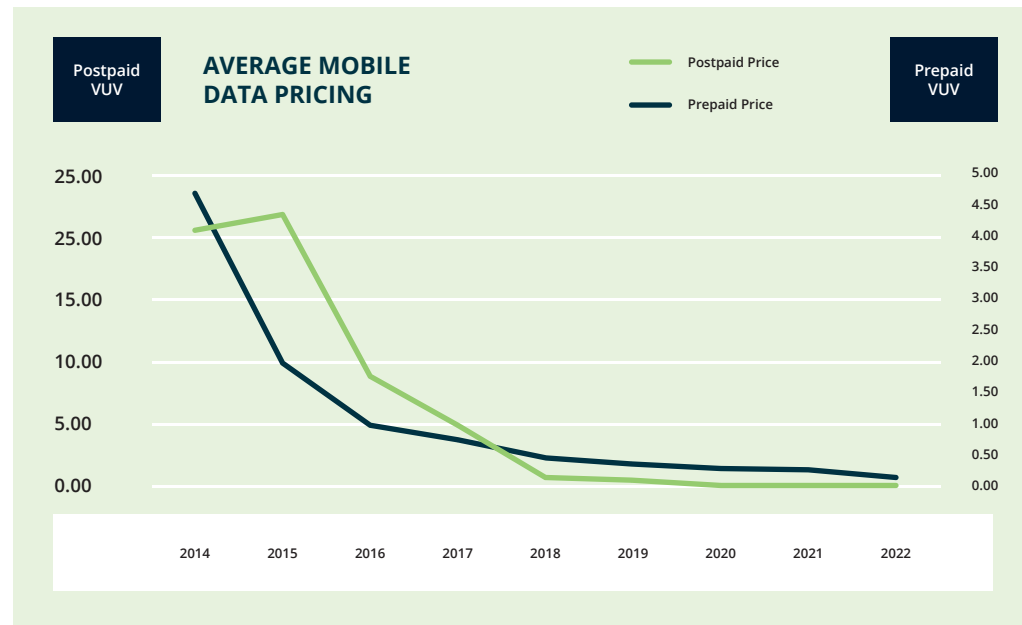
Furthermore, the increasing consumption of data-intensive content also contributes to the growth of mobile data traffic. The improved device capabilities have enabled users to enjoy data-intensive content such as online-video streaming platform namely Netflix, YouTube, social media, and music streaming platform such as Spotify and apple music. These various platforms and applications require intensive use of mobile data and have been stimulating growth in mobile data consumption as demand of these online contents rises.

Likewise, the upgrade of mobile networks to 4G/LTE throughout Vanuatu has a crucial impact on the uptake of mobile broadband usage. With improved network performance which enable users to experience faster speed, improved streaming quality, expansion of network coverage through utilization of 700Mhz band and use of new technologies, have stimulated the increasing demand and usage of mobile data services.

The growth of mobile data traffic is expected to continue in the next few years as technological advancement, and demand and supply for mobile data services will continue to remain vital for the livelihoods of the people in Vanuatu.

6.7.9 Mobile Data Average Pricing

The surge in market competition and the wave of digitalization in Vanuatu has boosted mobile operators to become more innovative, leading them to offer more attractive and innovative data plans and packages in the market. The on-going introduction of these new and diverse data plans and packages continue to address escalating demand unitizations of mobile data services. These data plans offer large value in terms of data allowances at affordable pricing and some of which offer special data allowances for data-intensive applications and contents. This has encouraged growth in mobile data consumption as consumer spending continues to increase leading to the gradual decline of average price per MB.



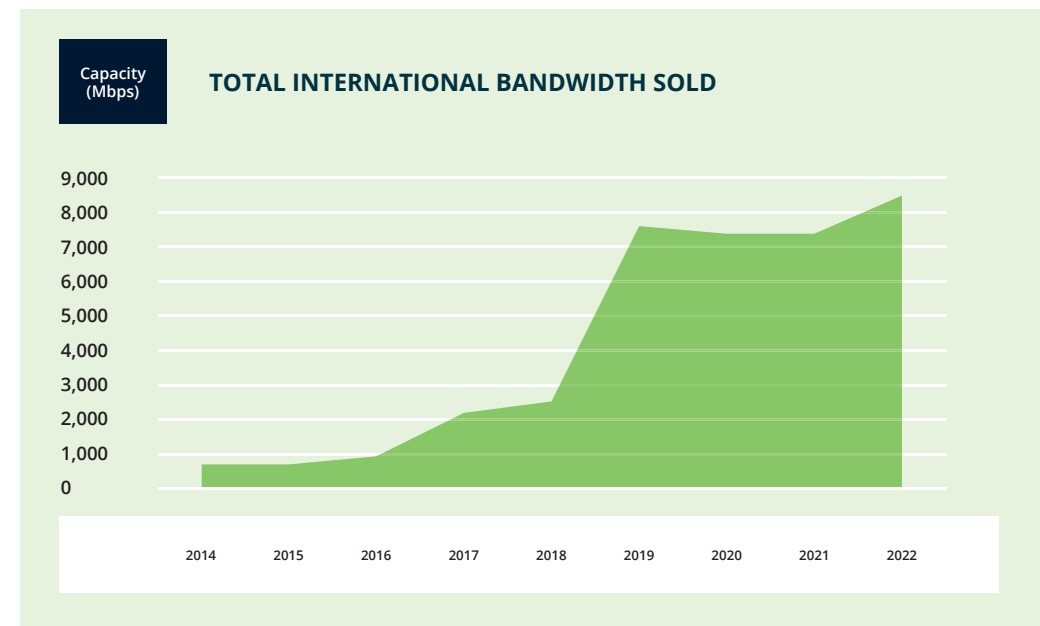
Average Mobile data pricing trend

The mobile broadband market has this year experienced further decline in the average price of mobile data. The data collected illustrated in Figure 10 above indicates that average prepaid pricing has dropped by 29% to a lower price of VUV0.20 per MB in 2022. Further, the average post-paid pricing has also decreased by 42% recording its new lower price of VUV0.14 per MB. With both prepaid and post-paid downward trend, the combined-weighted average price has also decreased by 37% hitting a new point of VUV0.17 per MB. The downward trend is anticipated to continue in the next few years as mobile data services continue to dominate the mobile market.

6.7.10 International bandwidth

International bandwidth is an important foundation for internet traffic in Vanuatu and enabled connectivity and access to a lot of important life-enhancing services. Businesses had been able to adopt digitalization more efficiently leading to rapid uptake of innovative services. The positive impact has been stimulated through on-going utilization of high-speed broadband bandwidth supplied by Interchange Limited (ICL) via subsea network services and through satellite service providers.

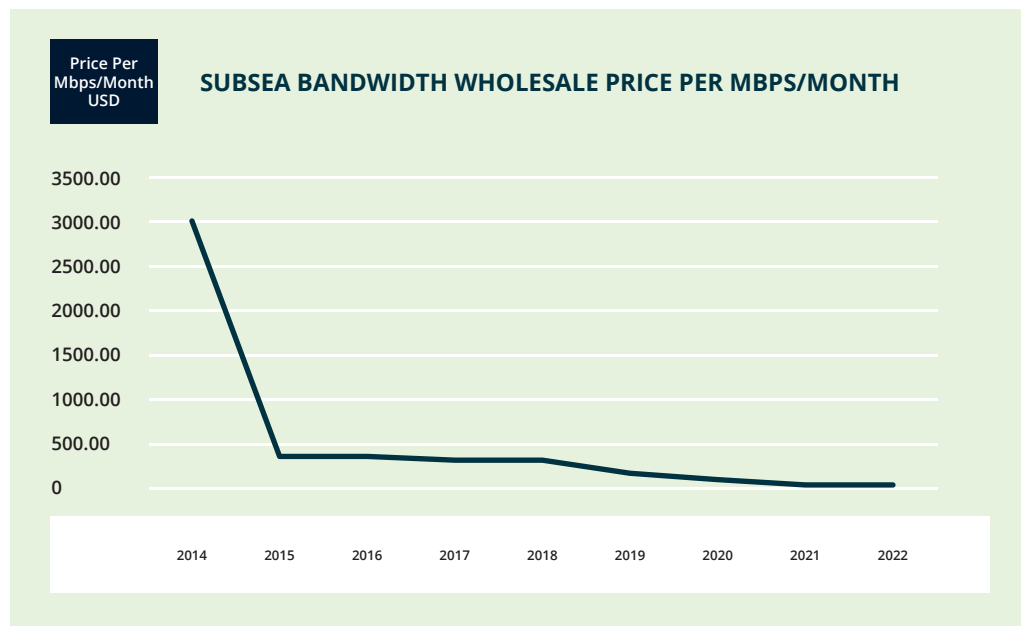
The unrelenting consumption of broadband services in Vanuatu in this post-world of COVID is driving the demand for international bandwidth. While the access to fast and reliable subsea cable bandwidth through fiber optic is limited to urban only, Satellite broadband continues to provide connectivity to the remote and outer islands, including parts of Vanuatu where mobile telecommunications networks is not accessible.



International Cable Bandwidth sold by ICL

The subsea international bandwidth market has this year witnessed another significant increase in the demand of bandwidth as consumption and usage of fixed and mobile broadband services in the retail market continue to accelerate. Data illustrated in Figure 6 shows that international bandwidth has gone up with total capacity sold having increased by 13.33% hitting a new point of 8.5Gbps in 2022. This trend has been due to the 77% reduction of maximum approved price of bandwidth by ICL from USD285.00 per Mbps/Month to USD65.00 in 2022 as illustrated in Figure 7 below.

Engineering and Technical Compliance



Subsea Wholesale Bandwidth Pricing

Furthermore, satellite communications technology offered by Kacific has again proven its importance and has continue to show positive impact in enabling connectivity to urban and remotes areas in Vanuatu. This new modernized technology has changed the way people communicate through the provision of secure, affordable, and reliable means of communications across vast distances. Individuals, Businesses and Government are able to stay connected and exchange information while at the same time allows for rapid delivery of vital services such as emergency health care services, natural disaster updates and disaster relief programs during the wake of a disaster.

7.1 National Numbering Management Plan and Procedures

TRBR continues to provide oversight for compliance with the National Numbering Plan and Procedures (NNPP) to prevent any misuse of numbers. The NNPP outlines the management, administration, and governance of numbers in Vanuatu, serving as a vital resource and guideline for both TRBR and all service providers in the country. As part of this monitoring effort, TRBR has requested operators to provide reports on the utilization of the numbers allocated to them. The report indicates a consistent and active utilization of numbers. The numbers reserved and allocated to the operators are deemed sufficient for their current operations and are capable of accommodating any potential increase in Vanuatu’s population in the coming decade.

Throughout 2022, TRBR received numerous applications for number allocation, with only a few being accepted, while others were not successful. This encompasses allocations for services like VoiP, short codes, mobile emergency services, mobile services, and government information services.

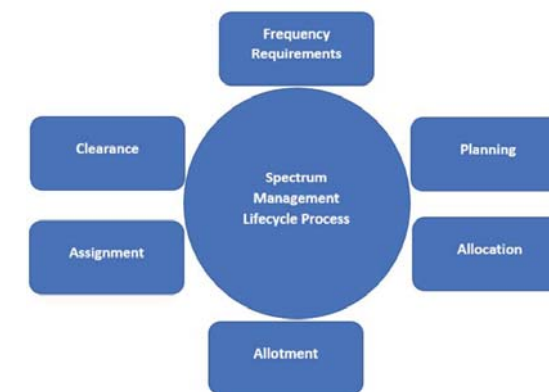


Launching of the short code 163

7.2 Radio Spectrum Management

7.2.1 General

One of TRBR’s primary responsibilities is to ensure the proper management and administration of the radio spectrum at a national level, aligning with the ITU-Radio Regulations. This involves continuous updates to the National Frequency Allocation Table and monitoring of spectrum usage once ranges are assigned. The radio spectrum, being a finite and immensely valuable national resource, requires a careful management and administration. Without this, there could be significant challenges in ensuring the safe



and effective use of telecommunications, radiocommunications, and broadcasting services throughout Vanuatu.

A critical aspect of this management is to guarantee sufficient bandwidth for ongoing network development, expanding coverage, and enhancing capacity in densely populated areas. In accordance with the Act, TRBR is

mandated to oversee the radio spectrum to foster national, social, and economic development. In addition, the Act empowers TRBR to formulate radio spectrum plans, including frequency band plans specific to Vanuatu, while considering global and regional harmonization efforts.

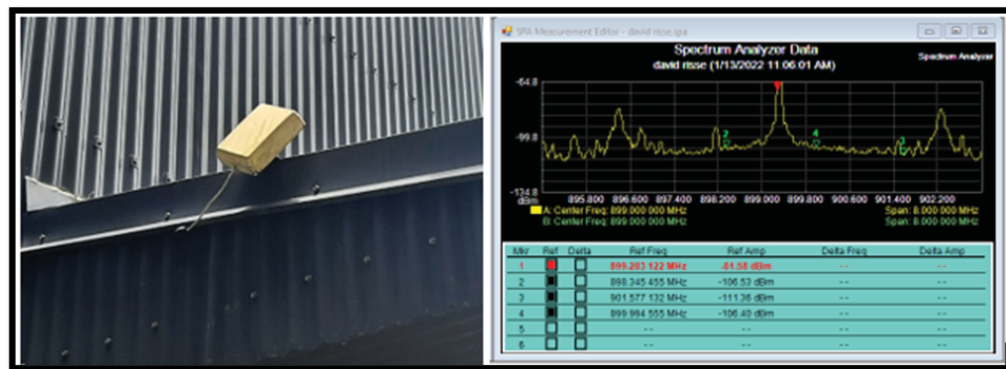
7.3. Spectrum Monitoring and Interference resolution.

7.3.1 Interference Resolution

In 2022, TRBR conducted thorough investigations into instances of interference, primarily in Port Vila. The majority of these cases were resolved amicably by the involved parties. It has been brought to TRBR's attention that many of these interference issues arise from non-standard devices. Consequently, TRBR has strengthened its type approval certification procedures to ensure that all RTTEE (Radio and Telecommunications Terminal Equipment) devices entering Vanuatu adhere to both international and local standards. This measure is taken to

guarantee compliance and minimize potential interference incidents.

TRBR also addressed numerous complaints related to radiation concerns originating from mobile sites as claimed. These issues were thoroughly investigated, and consultations were held with the affected parties. Many of these complaints were successfully resolved through detailed explanations provided by the TRBR team. These explanations led to a clear understanding on the part of the concerned parties.



Interference issues cause by a mobile signal booster

7.4 Radio Spectrum and Radio Apparatus Licensing

7.4.1 Spectrum for 5G or IMT2020 in Vanuatu

Over the past 30 years, the mobile industry has demonstrated its capability in connecting and revolutionizing society through the evolution of 2G, 3G, and 4G networks. The advent of 5G is expected to build upon these significant advancements. Much discussion surrounds the potential impact of 5G on data networks, as it is expected to serve as a platform for enhancing existing services and enabling business to drive. It is also expected that 5G will increase mobile connectivity and support new services and produce substantial innovations. It will be central to future economic growth, employment, education, transport, retail, health, agriculture and more. 5G is the next generation of the global broadband multimedia international mobile telecommunication systems, known as IMT 2020 and is the next step in mobile broadband

wireless communications. Compared with 4G, 5G offers a new network architecture to help significantly boost overall performance. 5G Networks will provide an enhanced broadband experience with speeds of over 10 Gbps, latency of less than 4 milliseconds, and ultra-high-dense connections. With these remarkable features, 5G is anticipated to significantly improve data speed and capacity as such could provide opportunities for new emerging markets.

TRBR through consultation with its stakeholder have identified potential spectrum and has made the decision, *Decision 1 of 2022 Spectrum Identified for IMT 2020 (5G) in Vanuatu.*

A. N41 TDD Band Planning

Frequency Band	3GPP Band Number	Frequency Range	Frequency Identified for 5G in Vanuatu	Duplex Mode
FR 1	N41	2496 MHz	2690 MHz	TDD

B. N78 TDD Band Planning

Frequency Band	3GPP Band Number	Frequency Range	Duplex Mode
FR 1 (sub-6 GHz)	n78	3.4 -3.6 GHz	TDD

The TRBR will adopt for the High-Frequency Bands (mmWave):

C. N258 TDD band planning.

Frequency Band	3GPP Band Number	Frequency Range	Frequency Identified for 5G in Vanuatu	Duplex Mode
FR 2 (above-6 GHz)	n258	24.25-27.5 GHz	25.25-27.5 GHz	TDD

D. N259/N260 TDD band planning.

Frequency Band	3GPP Band Number	Frequency Range	Duplex Mode	Comments
FR 2 (above-6 GHz)	n259/n260	37-43.5 GHz	TDD	Future 5G use

E. TDD Band Planning

Frequency Band	3GPP Band Number	Frequency Range	Duplex Mode	Duplex Mode
FR 2 (above-6 GHz)	N/A	66-71 GHz	TDD	3GPP standard yet to be developed

7.4.2 Radio Apparatus Licenses and their obligations (ongoing)

Annually, TRBR issues new licenses and renews existing ones in compliance with the Radio Apparatus License (Fees) Regulation Order No. 153 of 2012. At the commencement of Quarter 1 and the conclusion of Quarter 4 each year, TRBR releases public notices to remind all Radio Apparatus License Holders to either renew their license or ensure that they are legally operating their radio apparatus for the upcoming calendar year.

In 2022, TRBR observed a rise in the number of radio apparatus holders, increasing from 671 to 712. This figure encompasses those who are also exempt from Radio Apparatus License fees. TRBR remains committed to raising awareness and actively encouraging

Radio Apparatus holders to apply for the necessary licenses.

Table below shows the total number of Apparatus Licenses issued in 2022.

Land Mobile	97
Amateur	2
Amateur Visitor	7
Marine	30
Fixed Links	430
Aeronautical & Aircraft	32
VSAT	100+
Satellite Earth Station	4
Broadcasting	10
Total Radio Apparatus Licenses	712+

7.5 Technical Compliance and Enforcement

Throughout 2022, TRBR maintained close collaboration with broadcasters, mobile operators, land mobile users, amateurs, satellite users, satellite providers, and aeronautical users to verify the validity of their licenses for operating radio stations and other apparatus that requires licensing. One of the major compliance tasks carried

out in 2022 was the investigation followed by equipment inspection carried out at the Telsat Pacific facilities in relation to Order 1 of 2021. The inspection and investigation was carried out in collaboration with the Vanuatu Intellectual Property Office (VanIPO).



Equipment inspection of Telsat Pacific equipment

7.6 Type Approval and Conformity Standard Regulation

The Telecommunications, Radiocommunications, and Broadcasting Type Approval and Conformity to Technical Standards Regulation was officially gazetted in 2018. This regulation primarily aims to ensure that any telecommunications, radiocommunications, and broadcasting devices and equipment imported into the country for sale or use have undergone type approval and comply with the necessary technical standards.

In conjunction with an MOU signed between TRBR and Customs and Inland Revenue, TRBR actively advocates for the importation of only safe and quality ICT products into Vanuatu. Consequently, TRBR has fostered collaborative efforts with key stakeholders such as Customs and Inland Revenue at the border to ensure that service providers (broadcasting and telecommunications), importers, and other suppliers and vendors of radio devices adhere to the Type Approval and Conformity to Technical Standards Regulation Order No. 191 of 2018.



Additionally, TRBR has instituted administrative fees for the certification of type approval, as outlined in Decision 01 of 2020 on the Type Approval Certification and Import Permit application processing fees for Vanuatu, applicable to both Manufacturers and Local importers. The fees are set at 6000 vatu for Type Approval Certificates for Manufacturers and 1000 vatu for Type Approval Importation Permits for Local importers.

7.6.1 TRBR Type Approval Clients

There are two types of type approval applications, Manufacturers and Local Importers. Manufacturers are applicants that are overseas and are applying for a Type Approval Certificate with TRBR so that TRBR can approve for their devices to be imported and marketed in Vanuatu. Local Importers are importers who are in Vanuatu and are applying for Permits from TRBR, for TRBR to provide approval for the devices to be imported and marketed into the country. TRBR started implementing the Type Approval process since 2019, until this year 2022, there are a total of 115 clients, these include both Manufacturers and Local Importers. From the

total clients, in 2022, there are 41 new clients that have applied for either a Manufacturers Certificate or a local importers Permit. From the 41 new clients, 15 are Manufacturers and 26 are Local Importers

There are two types of type approval applications: Manufacturers and Local Importers. Manufacturers, who are based overseas, seek a Type Approval Certificate from TRBR to allow the importation and marketing of their devices in Vanuatu. On the other hand, Local Importers, situated within Vanuatu, apply for permits from TRBR to gain approval for importing and marketing devices

in the country.

TRBR initiated the Type Approval process in 2019, and up until this year, 2022, a total of 115 clients have undergone this process. This includes both Manufacturers and Local Importers. In 2022, there have been 41 new applicants for either a Manufacturers Certificate or a Local Importers Permit. Among these 41, 15 are Manufacturers and 26 are Local Importers.

Table below Shows the Total Type approval Clients for 2022.

2022 Type Approval Client	
Manufacturers	15
Local Importers	26
Total	41

7.6.2 Type Approval Applications

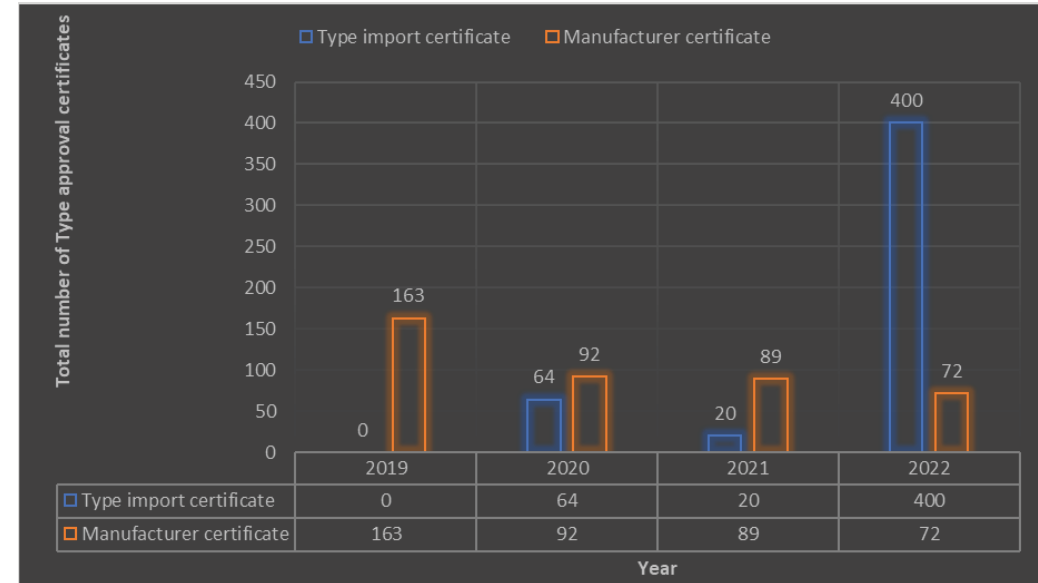
In 2022, TRBR witnessed an increase in Type Approval applications, particularly from Local Importers seeking approval for importing RTTE devices into the country. This increase can be attributed to the integration of TRBR's type approval process into the Single Window Portal. Prior to this integration, local importers were duly informed through awareness campaigns and notices that any device intended for importation must receive approval from TRBR, or risk confiscation by Customs.

A total of 499 applications were processed in 2022, resulting in the issuance of either

a Certificate or Permit. Out of this total, 72 applications originated from Overseas Manufacturers, while 400 applications came from local importers. Notably, 27 applications from local importers were processed through the Single Window, a system known for its speed, efficiency, and effectiveness in streamlining the application process. However, in November, the Government system hosting the Vanuatu Electronic Single Window Server encountered a cyber attack along with other government servers. As a result, the portal is temporarily offline, leading to manual processing of all applications until the issue is rectified.



Type approval application in 2022



Type approval certificate and Manufacturer Certificate issued in 2022.

7.6.3 Type Approval Integrated into Vanuatu Electronic Single Window (VESW)

A significant milestone for TRBR this year was the successful integration of type approval with the Vanuatu Electronic Single Window (VESW). This integration aims to streamline the application and processing of permits for the importation of Radiocommunications and Telecommunication Terminal Equipment (RTTE).

The launch was highlighted by the live submission and processing of the first-ever RTTE Import Permit application in the system, conducted by one of Vanuatu's leading importers, Wilco Hardware. The online processing was facilitated by TRBR Technical officer, marking a significant step forward in the integration process.

The TRBR Type Approval module marks the fifth module of the VESW system and was officially launched on September 22, 2022, at the Chantilly on the Bay Hotel in Port Vila. The event was graced by the presence of key figures including the Regulator, Mr. Brian Winji Molitaviti, the Chief Information Officer, Mr. Gerard Metsan, and the Acting Director of Customs and Inland Revenue, Mr. Collins Gesa. Also in attendance were TRBR staff, Customs Brokers, members of the media, PSC, and other government stakeholders.



Regulator, CIO, Acting Director CIR, Manger VAM and Wilco launch the Type approval

Demonstration on the use of the Single Window system

7.7 QoS Status for Vanuatu Telecommunications Services

The TRBR's monitoring of Quality of Service (QoS) is a significant exercise aimed at ensuring that service providers adhere to established QoS standards. This process not only sets a benchmark for performance but also identifies areas for potential improvement by the service providers.

The most recent QoS audit took place in 2020. Currently, TRBR is engaged in discussions with potential candidates for the upcoming QoS and Coverage audit. As part of this preparatory phase, several pilot QoS and coverage tests have been conducted in and around Port Vila. These pilot tests were conducted in collaboration with two international companies that specialize in

these domains. The tests were based on the parameters that were defined in the 2021 QoS guideline.



Qos and Coverage audit map of Efate

7.8 TRBR Online Services

The implementation of online services established in 2021, within the technical sector of TRBR aims to improve client services through greater flexibility, cost saving, faster delivery of service, and increase professionalism and transparency. In 2022, the TRBR have recorded 92 online applications including online payment through the payment portal. Most of the client who uses this online platform for application and payment are international customers.

Type of Online Application.	Total number of Application received online.
Type Approval for Manufacturers.	82
Radio Apparatus License.	10

7.9 Electromagnetic Radiation (EMF)

Radio frequency is a component of the electromagnetic spectrum, spanning from 3 kHz to 300 GHz. Devices like TVs, base stations, mobile phones, and radars generate various forms of radio frequency fields. These fields serve as the foundation for much of the telecommunication, radio, and television equipment used worldwide for transmitting

and broadcasting information.

Within the electromagnetic spectrum, frequency fields are classified into non-ionizing and ionizing radiation. Non-ionizing radiation operates at frequencies below the UV band, lacking the energy to ionize or alter atomic structures. This type emits low levels of

radiation and is incapable of causing changes to human molecular structures, hence posing no health risks like cancer. Radio frequency fields fall under the category of non-ionizing radiation.

Ionizing radiation, occurs at frequencies above the UV band, possessing enough energy to influence atomic structures and chemical bonds. These frequencies exist above 2900 THz, with wavelengths around 103.4 nm, near the lower range of the UV spectrum. Ionizing radiation includes X-rays and gamma rays, emitting high-energy radiation capable of altering cell structures and potentially leading to cancer with prolonged exposure.

The advent of wireless communication has prompted concerns about potential health risks associated with technologies like mobile phones and radiation from base stations, particularly for individuals residing in close proximity to these stations. In Vanuatu, consumer worries about electromagnetic field

7.10 Local Roaming

In 2022, TRBR conducted a comprehensive study on the potential implementation of a Local Roaming Guideline for mobile telecommunications in Vanuatu. The report underscores the significance of introducing local roaming as it would grant consumers the freedom to use their mobile devices outside the confines of a single Mobile Operator's network.

Local Roaming enables mobile users to continue making and receiving voice calls, text messages, and other services while utilizing another Telco Operator's network within the same country. It also extends the coverage of local operators' services. However, there are structural and technical barriers to consider for local Roaming, including other concerns

(EMF) radiation have led some communities to consider restrictions on Telco Operators erecting base stations in their areas. Despite TRBR's efforts to raise awareness about the effects of EMF radiation, perceptions persist. Consequently, TRBR has embarked on developing a guideline specifically addressing Electromagnetic Field Radiation.

The primary goal of this guideline is to establish exposure limits for Electromagnetic Field Radiation (EMF), ensuring protection against potential health impacts stemming from radio frequency sources emitting EMF radiation. Additionally, the EMF guideline will encompass compliance and enforcement measures, which all manufacturers, importers, suppliers, and operators in Vanuatu must adhere to when dealing with equipment or sources emitting EMF radiation.

In 2022, TRBR has formulated a consultation document/report to seek input and ascertain the necessity of introducing such a guideline.

such as fraud.

Technical barriers for Local Roaming that should be taken into account include interoperability, ensuring that devices and services can function on any operator's network, ensuring network coverage is accessible for both operators, and maintaining the Quality of Service (QoS).

For TRBR to consider the implementation of Local Roaming, it must ensure that the TRBR Act encompasses provisions for both within its legal framework. The technology used by operators to provide these services should be cost-effective, so as not to impose additional financial burdens on operators and subscribers.

A well-thought-out regulatory framework must be carefully devised and implemented to ensure that the anticipated benefits are realized. Moreover, the costs and benefits of Local Roaming should be thoroughly evaluated to ensure that both operators and subscribers can effectively and efficiently gain value from them.

TRBR believes that further consultation with the main telco operators and subscribers of the networks is crucial to gather views and feedback before considering the introduction of Local Roaming. The regulator should also consider both user rights and competition requirements, taking into account the preferences of the industry and the public.

7.11 Technical Guidelines for Terrestrial Broadcasters

The TRBR has witnessed notable growth in the broadcasting industry in the past years, and also continues to receive complaints on interference issues from license broadcasting stations as well. Through thorough investigations, TRBR has successfully identified and resolved the sources of these interferences.

in certain areas. These observations underline the necessity for a technical guideline to ensure broadcasters adhere to international transmission standards.

As outlined in TRBR's 2022 and Beyond Annual Work Plan, a draft technical guideline for broadcasting services in Vanuatu has been developed. Looking ahead, TRBR plans to conduct a stakeholder consultation in early 2023 to gather feedback on the proposed guideline for terrestrial broadcasting services in Vanuatu.

Furthermore, TRBR has identified areas with weak signals in sound broadcasting during drive tests, confirming concerns raised about coverage and service quality of broadcasting

8.1 General



Scanning for Interference on FM Broadcasting Channels

Implementation of the Universal Access Policy (UAP)

The execution of the UAP persists, despite challenges posed by the ongoing COVID-19 situation. The year 2022 presented considerable difficulties, marked by a community outbreak of COVID-19 in the first and second quarters, causing disruptions in the UAP rollout. Nevertheless, despite these challenges, TRBR, in partnership with telecommunications companies (Telcos), has successfully achieved several milestones, demonstrating a collective commitment to advancing the goals of the UAP.

2022, the UAP levy foregone totals up to VUV162,894,287 which is about 54% of the total cost. TRBR has subsidized 3.5% of this total amount, contributing VUV10,562,233 from both the UAP fund and TRBR Voluntary contribution. Operator contributions towards implementing the 3rd undertaking agreement amounts up to VUV128,029,766 which is about 42.5% of the total cost of establishing the sites.

The combined expenditure for implementing the 3rd Undertaking obligations along with the other 2022 UAP program amounts to approximately VUV301,486,286. In

Anticipated annual operational costs for the UAP sites in the 3rd undertaking agreement stand at VUV110,892,742, with an expected yearly revenue of VUV171,958,032 generated from these locations. Details of the report can be viewed at the TRBR website.

8.2 Government Universal Access Policy Implementation

Continuing from the 2nd UAP Undertaking Agreement, TRBR proceeded to enter into the 3rd Agreement with Vodafone and Digicel in July 2022. This UAP Undertaking Agreement solidifies the commitment of Telcos to fulfill their obligations in the UAP rollout. It focuses on the underserved and unserved areas in Vanuatu, outlining the specific areas each Telco is obligated to cover and the corresponding timeframe for the rollout.

While Vodafone steadily advances in its UAP rollout, Digicel faces delays attributed to a significant setback from the manufacturer of tower infrastructure and equipment, coupled with shipment challenges to Vanuatu, stemming from the ongoing impact of the COVID-19 pandemic. Meanwhile, Wantok has yet to initiate its rollout as of December 2022.

A total of 12 areas were allocated to Vodafone and Digicel in the 3rd Agreement. By December 2022, progress had been made in addressing 12 of these areas, with the installation and commissioning of proposed technologies such as mobile towers and VSAT.

For more detailed information on the areas committed to the Telcos and those pending commitment, you can access the relevant details at this link:

<https://www.trbr.vu/en/telecom-industry/universal-access/report/stakeholders-update-report-no-13>

3rd Undertaking Agreement areas	
1	Melekula, North West A
2	Malekula, North west B-1
3	Ambrym, South West
4	Santo, North West (Valpaei-Molboe)
5	Santo (Kole, Manioc)
6	pentecost, East (Vandrasini Area)
7	Aniwa
8	Santo (turtle Bay-Palon)
9	Santo, South
10	Emao-Nnguna-Pele
11	Malekula, North west B-2
12	Efate-Teuma Dar Bush



Vodafone tower Launching at South of Malo, Sep 28, 2022



Signing of the 3rd UAP Undertaking Agreement with Vodafone and Digicel CEOs and with the presence of Deputy CIO



Digicel tower launching at Bigbay, Santo, Nov 22, 2022

8.3 Community Telecommunications Grant (CTG)

The Community Telecommunications Grant (CTG) is an initiative of TRBR funded by the voluntary contribution of TRBR to the UAP Trust Fund, plays a crucial role in complementing the implementation of the Universal Access Program (UAP). Numerous schools and communities have experienced the positive impact of CTG, gaining access to the internet through satellite broadband connectivity, benefiting from ICT services, and adopting solar power systems.

CTG has proven to be a catalyst for transformative change in the lives of these societies. It has not only saved lives but also significantly contributed to improving students' learning experiences, enhancing the overall quality of teaching, facilitating the operations of small businesses, and fostering connections among loved ones. The tangible outcomes of CTG are particularly evident in the remote areas of the country.

Some examples include Umej School on the Island of Aneityum and Melken School in the inland area of South Malekula. These previously isolated areas have reaped the benefits of the grant, experiencing a positive shift in their access to technology and connectivity. Moreover, Hatbol community in the central part of Malekula and Tangovawia School on the Island of Pele have also been recipients of the CTG, demonstrating that even central locations face challenges due to geographical terrain, resulting in dark spot areas. In these instances, community members often need to travel some distance to access the network, reflecting a common scenario in many parts of Vanuatu. The CTG is undeniably playing a pivotal role in bridging these connectivity gaps and bringing about positive transformations in remote areas.

2022 recipients of the CTG grants were Hatbol community on Central Malekula, and Melken Community inland of South Malekula. The total grant amounts to 3,246,321vt.



Installation at Tangovawia, Pele Island



Installation at Melken Community, Malekula

8.4 Continuous Support to CLICC and TFS sites



Walarano College CLICC



Torgil Rural Training Center CLICC



TRBR's ongoing commitment to the sustainability of the Computer Laboratory and Internet Community Centres (CLICC) and Tablet for Students (TFS) projects is aimed at ensuring their long-term success. In the 2016/2017 period, 16 schools benefited from these initiatives, but 8 of them faced challenges in maintaining the operations of CLICC and TFS facilities. These challenges predominantly revolved around issues related to internet subscriptions, technical matters, and overall management.

In response, TRBR provided substantial support to these 8 schools, including the provision of a VSAT (satellite broadband equipment), an additional set of computers, 3 months of paid internet access, and 3 months of paid technical support. To further enhance accessibility, the facilities were equipped with wifi equipment, extending internet coverage up to a range of 300 meters. This extended coverage not only benefited the schools but also allowed nearby communities within this range to access the internet conveniently from their doorsteps.

To ensure financial sustainability, the schools implemented a system where internet access

could be obtained through a data refill, typically priced at 50 vatu and above, making it affordable for community members. The funds generated from these data refills, along with revenue from charging devices using the facility's solar system, were utilized to maintain and support the ongoing operations of the facility.

This continuous support to the 8 schools was made possible through joint funding from TRBR and the Australian Government, facilitated by the Governance for Growth Program. TRBR expresses gratitude to the Australian Government for its unwavering support in these projects, acknowledging the significant impact on enhancing digital access and education in the supported communities.

The Schools includes:

1. Venie Mataipevu , Inland area of South Santo
2. Saint Ann School – East Santo
3. Sulua School, Maewo
4. Torgil Rural Training Centre, East Ambae
5. Lambubu School, Central Malekula
6. Orap College, East Malekula
7. Walarano College, East Malekula
8. Eles School, Nguna Island

8.5 Internet and ICT Facilities for Schools in the Torba Province

Among the 11 schools in the Torba Province equipped with internet and ICT facilities, 7 have emerged as significant contributors to community communication and livelihood improvement. Notably, Shelil School on Ureparapara Island serves as a central hub for communications and ICT services, playing a transformative role for the entire island, which was previously devoid of any telecommunications services.

Ureparapara's positive experience is echoed on Merelava, where the fortune extends to two schools—Vaes Primary School and Negar Primary School—both benefiting from the installed facility. Additional success stories include Baldwin Lonsdale Memorial School in Sola, Telvet Primary School in Motalava, and Santa Maria Primary School in Gaua.

However, challenges persist for the remaining 4 schools located in Mota, Motalava, and Gaua, experiencing technical and internet-related issues. In response, Vodafone is actively collaborating with these schools to address and resolve these challenges, aiming to ensure that all schools in the Torba

Province can fully leverage the benefits of the internet and ICT facilities for the betterment of their communities.

Total subsidy from the UAP Trust Fund towards the 11 schools was 70% of the total cost which amounts to 7,315,912vt, and the remaining 30% was funded by the Ministry of Education (MoE).

ICT & Internet Governance Activities

The year 2022 is another challenging year, primarily due to the COVID-19 restrictions, particularly during the community transmission phase that commenced in March. The three-month restrictions significantly disrupted the planned projects, leading to notable impacts on its initiatives. This section provides a concise overview of select activities conducted under the Internet Governance and ICT section during this

9.1 .vu ccTLD Reserved Names Awareness

Following on from the transition of the .vu ccTLD, TRBR is actively engaged in developing additional policies to effectively manage this digital resource. A crucial aspect under consideration is the finalization of the names policy governing the .vu ccTLD. Recognizing the cultural significance of certain names owned by specific community groups or individuals, there is a need for nationwide consultation to determine whether restrictions should be imposed on such names.

Taking the initial step, a concise half-day consultation was conducted with the Port Vila Council of Chiefs at the Grand Hotel on June 23, 2022. Fifteen Port Vila Chiefs participated, representing at least ten island communities in Port Vila. This session served as an eye-opener, marking the chiefs' first participation



Port Vila Council of Chiefs members during the 23 June Names awareness

challenging period. The following activities will be briefly presented in the subsequent sections of this report.

- 1) .vu ccTLD Reserved Names Awareness
- 2) APTLD 82
- 3) APriGF 2022 and ICANN 75
- 4) SMART SISTAS Girls ICT Camp 2022
- 5) First Global Robotics Challenge
- 6) ICT Day 2022

in a names consultation session, especially regarding the significance of names on the internet. The chiefs expressed gratitude for the awareness session, unanimously agreeing that each Vanuatu community and tribe possesses specific unique names that warrant reservation.

Building on this initial awareness, a second session took place on August 19, 2022, at the National Chiefs Nakamal in Port Vila during the National Chiefs meeting, attended by representatives from all Vanuatu islands. The feedback from this session echoed the sentiments of the Port Vila Chiefs – a unanimous desire for the reservation of cultural names, village names, and island names at the .vu ccTLD level.

To ensure comprehensive input, further consultations are planned throughout the islands of Vanuatu in the near future, with the ultimate goal of establishing the .vu ccTLD Names Policy.

Port Vila Council of Chiefs members during the 23 June Names awareness

9.2 APTLD 82

In 2019, following the successful redelegation of the .vu ccTLD, TRBR attained full membership status in the Asia Pacific Top-Level Domain (APTLD). As an active member, TRBR takes part in the biannual APTLD meetings. APTLD82 marked the first in-person meeting in two years and adopted a hybrid format. TRBR's representation at this meeting in Muscat, Oman, was facilitated through the APTLD Fellowship program designed for its members.

9.3 APriGF 2022 and ICANN 75

TRBR actively participated in two significant events, the APriGF 2022 in Singapore and ICANN 75 in Kuala Lumpur, Malaysia. These gatherings marked the first face-to-face events attended by TRBR since 2019 due to the prevailing lockdowns related to covid-19.

An outcome of the APriGF was the discussions surrounding the upcoming Pacific Internet Governance Forum, a regional event spearheaded by the Pacific Island Chapter

of the Internet Society (PICISOC). During this event, members of the PICISOC board, Pacific islands ccTLDs, and various ICT delegates convened. A pivotal meeting took place with the representation of the Papua New Guinea (PNG) government led by the Minister for ICT, Hon. Timothy Masiu, and his delegate. During this interaction, Hon. Minister Masiu affirmed PNG's commitment to host the next Pacific IGF in 2023, marking a significant development in regional internet governance.



Participants the APriGF 2022



PNG ICT Minister posing with PICISOC members

During the ICANN sessions, the transition of the .vu domain from Vodafone to TRBR took center stage during the ccNSO members' update session. The presentation garnered recognition from numerous ccNSO members, particularly those who played a role in supporting the .vu ccTLD through

the transition process. Internet NZ, for instance, a key contributor to the .vu Domain Regulation of 2016, was among those who acknowledged the presentation, highlighting the collaborative efforts that facilitated the successful transition.

9.4 SMART Sistas Girls ICT Camp

Since its inception in 2016, TRBR has been a steadfast supporter of the SMART Sistas Girls ICT Camp and the First Global Robotics Program, which SMART Sistas actively participated in since its inauguration in Washington DC in 2017.

This year, TRBR again continued its sponsorship for the SMART Sistas Girls ICT Camp. The camp, organized by the SMART Sistas committee, selected 12 girls between the ages of 15-18 to participate. This year's camp took place on the island of Tanna in the Tafea Province.

This marked the first time, since the camp's humble beginnings in 2016, that it was held outside of Port Vila. The 12 girls engaged in a transformative experience, completing five days of basic ICT training, team building, and leadership sessions. These sessions were facilitated by the dedicated SMART Sistas Committee and other volunteers, empowering the participants and fostering their growth in the field of information and communication technology.



Smart Sistas Camp on Tanna



Smart Sistas Camp on Tanna

9.5 First Global Robotics Challenge

Similar to its support for the SMART Sistas Girls ICT Camp, TRBR has been a steadfast sponsor of Team Vanuatu Robotics, facilitating their participation in the First Global Robotics Challenge competitions since the program's inception in 2017 in Washington DC. The robotics initiative is managed by the SMART Sistas Committee on behalf of Team Vanuatu.

In the year 2022, the global event took place in Geneva from October 13 to 16. The SMART Sistas Committee successfully secured funding to send 5 students, aged between 15 and 18, and 2 mentors to participate in the competition, which brought together over 200 teams worldwide. Notably, Team Vanuatu, for the first time, comprised a mixed team of two boys and three girls, selected by an independent panel after a call for applications.

With just two months to prepare before the competition, the team utilized spare time from school for planning, designing, building, and testing their robot to meet the required standards. TRBR's Senior Engineering staff,

Jean-Luke Boas, contributed technical mentoring support to Team Vanuatu.

Throughout the event, Team Vanuatu competed in a total of 12 challenges, achieving a ranking of 56th as their best performance. The collaborative spirit was also a key component, with each team forming alliances with two other teams in each competition. The experience brought new perspectives to these young minds as they interacted with peers from around the world and engaged face-to-face with some of the finest scientists globally.



Vanuatu team at the Robotic challenge 2022

9.6 ICT Days Celebration

One of the discussion topics was “Digital Innovative Solutions for Sustainable and Resilient Business Growth” which validates Bred Bank’s approach to providing our customers with the most convenient and latest digital banking solutions.

Furthermore, Bred Bank participated in the Digital Transformation Show alongside Hello Vanuatu, Navit Communications, National Bank of Vanuatu, and GPS Vanuatudotcom, pitching their digital and innovative solutions.

Overall, it was a great event where ideas and creativity in technology for the betterment of Vanuatu were exchanged.



ICT Days Celebration at the Chiefs Nakamal

Regulatory Broadcasting and Media Activities

10.1 General Information

The implementation of major projects for the Broadcasting/Media Unit, as outlined in the TRBR Annual Work Plan for 2022, faced delays due to the postponement of the TRBR Act amendment in 2021. This amendment sought to transfer all broadcasting and media regulatory responsibilities from the Vanuatu Broadcasting and Television Corporation (VBTC) to TRBR.

In 2022, TRBR has prioritized the review and continuation of projects related to Broadcasting/Media in line with the TRBR 2022 Work Plan. These projects include the development of the Broadcast Media Content Regulatory Framework, the Broadcasting Regulatory Roadmap, the transition from analog to digital, Broadcasting Terrestrial

Television (BTT), the completion and submission of the Consumer Protection Regulation amendment to the Office of the Attorney General (OAG), and the establishment of a Code of Practice (CoP).

Following the successful amendment of the Act, TRBR issued a notice to all broadcasting licensees, in accordance with section 8 of the TRBR Act, mandating the submission of data bi-annually. This data is crucial for various purposes, including monitoring the progress of the broadcasting market, generating sectorial reports, updating the Minister responsible on the evolution of the broadcasting market in Vanuatu, and providing aggregated information to international agencies like the ITU and other institutions, as required.

10.2 Broadcasting/Media Code of Practice

The Code of Practice (COP) is being developed pursuant to Section 7(2A) of the Telecommunications Radiocommunications and Broadcasting (Amendment) Act 2009, (“the Act”) which states that “the Regulator is to

- A. regulate and set ethical standards for broadcasting and media services; and
- B. secure proper standards of television and sound broadcasting with regards to both the program content and technical performance of broadcasts; ...”

The drafting of this Code of Practice has been developed, along with a consultation plan to be carried out with major stakeholders and the civil society in 2023, before it can be implemented.

Consumer Protection and Awareness

10.3 Broadcast/Media Roadmap

An assessment report was developed by TRBR in collaboration with the International Telecommunications Union (ITU) for the Broadcasting/Media sector in Vanuatu, with the intension to develop a Regulatory roadmap that aims to identify gaps in the

regulatory framework related to Broadcasting. The roadmap aims to also provide some preliminary recommendations to TRBR. The project has started in 2021, and it is projected for a national review and to be finalized in 2023.

10.4 Broadcasting Compliance

In accordance with a Memorandum of Understanding (MoU) signed between TRBR and the Vanuatu Intellectual Property Office (VanIPO), the two institutions have joined forces to address an official complaint from a Broadcast Licensee. This complaint pertains to unauthorized TV channel content that was broadcast during the FIFA World Cup coverage in Qatar in November 2022.

TRBR's authority to gather information in such cases is stipulated in Section 8 of the TRBR Act, which outlines procedures for the 'Gathering of Information.' Working in collaboration with VanIPO, TRBR has taken steps to thoroughly investigate the matter and gather relevant data in order to address the complaint effectively.

10.5 List of Broadcast Licensees in 2023

License Category	License Name	Status	Radio	TV
Radio/TV	VBTC	Active	FM Radio Broadcast MW Radio Broadcast SW Radio Broadcast	Terrestrial TV
Buzz 96.3 FM	Daily Post	Active	FM Radio Broadcast	
Capital FM 107	Multimedia	Active	FM Radio Broadcast	
Telsat	Telsat Pacific Ltd	Active		Terrestrial and Satellite TV
Digicel	Digicel Vanuatu Ltd	Active		Satellite and Mobile TV
Servicom	Video Ezy	Active		Satellite TV
Hope Channel	SDA	Active	FM Radio Broadcast	Terrestrial TV
United Christian Broadcaster Vanuatu Committee	Vanuatu Christian Council	Active	FM Radio Broadcast	
Trinity Broadcasting Network	TBN	Active	FM Radio Broadcast	

11.1 General

Consumer Protection is a crucial function of TRBR. Each year, the organization plans awareness campaigns to empower consumers, aiming to enhance their knowledge and understanding of their needs. These initiatives seek to equip consumers with the information they need to make well-informed decisions about the services they receive. In 2022, TRBR faced significant challenges due to COVID restrictions and lockdowns in Vanuatu, which disrupted their planned consumer awareness outreach in various communities. Despite these obstacles, TRBR leveraged its online platform, specifically the TRBR MOBILE APP, which is easily accessible on the Google Play Store and App store, to disseminate essential information to consumers.

year, TRBR has actively engaged in several of these partnership arrangements to connect with communities, including initiatives like National Disaster Day and the Smart Island outreach. TRBR has also benefited from the National Youth Council's voluntary involvement, where young individuals serve as Community Consumer Champions in all provinces, helping TRBR disseminate information as needed.

Partnerships and collaborative efforts among government agencies have proven to be effective mechanisms, encouraging broader participation and cost-effectiveness. This

The challenges posed by the COVID-19 community transmission and the uncertainty surrounding lockdowns have led TRBR and its stakeholders to postpone Consumer Rights Day. This event was designed to be an annual gathering involving relevant institutions advocating for consumer rights in their respective jurisdictions, is usually co-hosted by the Ministry of Trades with the support of regulatory agencies, and TRBR plays an integral role in it.

11.2 Effectiveness of the TRBR CCC Program

The Community Consumer Champion (CCC) program is a locally driven initiative, initiated by the Telecommunications, Radiocommunications, and Broadcasting Regulator (TRBR). Its primary aim is to assist TRBR in increasing awareness within communities about TRBR's roles and functions. The program also focuses on educating communities about the safe use of information and communication technology (ICT) as consumers, and empowering them with



Newly recruited CCC in 2022

various mechanisms, including Consumer Complaints procedures, to ensure that customer concerns are addressed by telecom operators, ultimately leading to customer satisfaction.

In the year 2022, the Telecommunications, Radiocommunications, and Broadcasting Regulator (TRBR) achieved a significant

milestone by recruiting 12 new Champions through a supportive partnership with the Vanuatu National Youth Council (VNYC). This collaborative effort has consistently proven to be an effective practice, providing individuals in remote parts of the country with access to firsthand information and the opportunity to seek clarification on matters of importance.



Regulator handing over CCC contracts

11.3 Consumer Education and Awareness Program

The consumer Awareness program is an integral strategy of Consumer Protection as it drives and outlines how Institutions interact with different Communities. It is often a challenge too far reach people in remote places as Vanuatu is known for its unique geolocation, the Island is dispersed across, hence proper planning is crucial to prudently devote resources.

With the devastated pandemic that Vanuatu has faced, ICT services are in great need as proven to be resilient, People used them for work purposes and school, therefore TRBR uses its

Consumer awareness program for Schools and Communities to educate people on how to become Smart Users of Telecommunication and be responsible when using online service.

The Media Awareness program through FM radio stations and Television is also a medium of communication as it helps to reach people in remote places.

Consumer Awareness has been successfully carried out through a working relationship with stakeholders. The year 2022 was another exciting year working with several

Government line agencies to be part of the celebration and also an important tour of the Island across the Country.

The Consumer Awareness program plays a vital role in Consumer Protection, as it defines the interaction between institutions and various communities. Given Vanuatu's unique geographical layout, with islands dispersed across the archipelago, reaching people in remote areas presents a significant challenge. This emphasizes the importance of careful planning and resource allocation.

In light of the devastating pandemic that Vanuatu has experienced, the demand for ICT services has surged, showcasing their resilience. These services have become essential for work and education. Consequently, TRBR utilizes its Consumer

Awareness program to educate individuals in schools and communities on how to be savvy users of telecommunications and practice responsible online behavior.

The Media Awareness program, conducted through FM radio stations and television, serves as an effective communication medium, enabling outreach to remote areas.

The success of the Consumer Awareness initiative is attributed to the collaborative efforts with stakeholders. The year 2022 marked another noteworthy period, as TRBR worked closely with various government agencies, participating in celebrations and conducting significant tours around the islands.



CCC conducting awareness at Nambanga Saler JSS in Tongoa



Consumer awareness at Matevulu Secondary School, Luganville Santo



TRBR participated in the International Disaster Risk Reduction Day organized by Vanuatu Climate Change



11.4 Consumer Monitoring

11.4.1 Continuous Monitoring of Market Promotional Offer

Monitoring and compliance constitute a primary responsibility of TRBR, as outlined in section 13 of the TRBR Act, which mandates the enforcement of Licensee obligations, especially those prescribed in the Consumer Protection Regulation and advertisement guidelines.

To fulfill this duty, TRBR has scheduled a comprehensive six-month surveillance program to inspect all billboards and advertising materials disseminated through various channels, including social media platforms.

In 2022, TRBR has noted a commendable level of dedication from service providers. They have demonstrated a proactive approach in ensuring that the information they publish accurately represents their offerings and does not mislead consumers. This positive commitment is an encouraging sign of the industry's dedication to consumer protection and compliance with regulatory standards.



TRBR participated in the International Disaster Risk Reduction Day organized by Vanuatu Climate Change

Relations with other Key External Stakeholders

The TRBR is a member of various regional and international organizations that continues to work closely with in the past. That includes International Telecommunications Union (ITU), Asia Pacific Telecommunity (APT), the Commonwealth Telecommunications Organization (CTO) through the government of Vanuatu, the Pacific Islands Telecommunications Association (PITA), the **Global System for Mobile Communications Association (GSMA)**, Telecom Regulatory Authority of India (TRAI) through an MOU, and others. The TRBR represented by the Regulator is currently one of the Vice-Chair of the APT Policy Regulation Forum (PRF), who was elected in 2019 PRF-19 in Bhutan with a term of 2 years, until PRF-21, and was re-elected in the PRF-21 in Thailand, Bangkok for another term.

The TRBR continues to maintain its membership with **Internet Corporation for Assigned Names and Numbers (ICANN)**, which is an internationally organized, non-profit corporation that has the responsibility for Internet Protocol (IP) address space allocation, protocol identifier assignment, generic Top-Level Domain (gTLD) and country code Top-Level Domain (ccTLD) name system management. TRBR also maintains its membership with the **Asia Pacific Top Level Domain (APTLD) Name Association**, an organization for the country-code Top Level Domain (ccTLD) registries in the Asia Pacific region.



**Financial Statement
& Auditor's Report**

Income Statement

For the year ended 31 December 2022

Expressed in Vatu

	2022	2021
Operating Revenue	168,899,000	177,790,889
Operating Expenses	(147,438,501)	(163,672,065)
Operating Surplus before payment to Universal Access Fund	21,460,499	14,118,824
Universal Access Fund	-	-
Operating Surplus / (deficit) after payment to Universal Access Fund	21,460,499	14,118,824

Statement of Financial Position

As at 31 December 2022

Expressed in Vatu

	2022	2021
Current Assets		
Cash and Cash Equivalents	111,125,050	102,413,501
Receivables	33,093,862	24,312,973
Other Assets	1,998,296	2,542,622
Non current assets		
Plant and Equipment	20,202,917	18,860,324
Total Assets	165,420,125	148,129,420
Current Liabilities		
Creditors and Accruals	25,597,748	25,211,833
Provisions	1,112,877	741,637
GFG Grant - current	11,881,152	17,266,829
	38,591,777	43,220,299
Non Current Liabilities		
Provisions	11,104,355	10,645,627
GFG Grant - non-current	-	-
Total Liabilities	49,696,132	53,865,926
Net Assets	115,723,993	94,263,494

Detailed 2020 Financial Audited report can also be accessed from TRBR's website www.trbr.vu

Register of Consultants in 2022

Name	Position Held	Area of Expertise or Project Responsibilities
Hamilton Locke Pty Ltd (Eric Braun)	Legal Specialist	<p>Provide legal advice and specialist assistance and guidance to TRBR on legal, regulatory, and economic policy matters.</p> <p>Eric works closely with the Regulator and TRBR Managers and staff, including TRBR's Legal and Market Competition Manager.</p>
Incite Consulting Ltd	Telecoms Competition and Economic Regulatory Expert	<p>Incite Consulting provides general, wide-ranging expert telecommunication regulation guidance; including analysis and determination of relevant markets, a strategic measure of addressing anti-competitive actions, and relevant economic and competition assistance to the TRBR team.</p>
Dr. Amal Punchihewa	Broadcasting and Media Advisor	<p>The Broadcasting and Media Advisor supports the TRBR's required duties and functions under the Telecommunications and Radiocommunications Regulations Act No.30 of 2009 as amended'. Particularly in the development of broadcasting across the country.</p>

