



TRBR 2024 Annual Work Plan

This Annual Work Plan will be reviewed during 2024 to update it in terms of progress and the need for the inclusion of additional work items

2024 and onwards

This work plan has been produced to inform our stakeholders of the key work items being undertaken by the Vanuatu Telecommunications, Radiocommunications & Broadcasting Regulator in carrying out the duties as set out in the Telecommunications, Radiocommunications, and Broadcasting Regulations Act of 2009 as amended.

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TABLE OF CONTENTS

1. VISION, MISSION & VALUES	3
2. OVERVIEW	4
3. 2024 PRIORITY PROJECTS	6
4. TRBR WORK PLAN 2024 AND ONWARDS	8

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1. VISION, MISSION & VALUES

The *Vision*, *Mission*, and *Values* of the Telecommunications, Radiocommunications and Broadcasting Regulator (TRBR) are set out below. They articulate the view TRBR holds and aspires to maintain and promote in its daily operations.

VISION

A communications environment that enriches the social, cultural, customs, and commercial fabric of Vanuatu.

MISSION

To foster a conducive environment for the growth of telecommunications, broadcasting, and ICT services, and at the same time ensure that consumer interests are protected.

VALUES

Inspiring - Our imagination, clarity of thought, and clear leadership stimulate innovative thinking that meets the needs of tomorrow.

Commitment - Our drive and determination to achieve excellence, our discipline in the execution of our duties, our focus on the development of our team, and our sense of responsibility instill a passion for the development of Vanuatu.

Respect - Our respect for each other is ensured by listening, collaborating, and having consideration for each other, the public and licensees we work for, the rule of law, confidentiality, intellectual property, customs, the environment, and future generations.

Balanced - Our evidence-based approach to decision-making, and our adaptability to ensure that we remain proportionate, consistent, fair, and just.

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

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2. OVERVIEW

1. In setting out its 2024 Work Plan, TRBR has considered:

- a) The Broadcasting and Media Regulatory functions that have been transferred to TRBR and the relevant regulatory framework.
- b) The continued positive progress made in the Sector since the creation of the Office of the TRR (now TRBR) in 2008.
- c) Priority issues and issues that are of concern to the industry and the stakeholders through a series of discussions and meetings throughout the previous year(s).
- d) The global Telecommunications/ICT sector market trends and common issues affecting the industry.
- e) The National Universal Access Policy, which is now extended to January 1st, 2024 and the ongoing deployment of sites committed through the undertaking agreements between TRBR and the operators.
- f) Technology convergence and the regulatory issues and challenges it brings which TRBR believes need to be addressed at the national level.
- g) The People's Plan – Vanuatu 2030, and use of telecommunications/ICT services or devices to enable the successful implementation of the Government's National Sustainable Development Goals.
- h) The external and internal working pressures such as technology evolution, the Government's requirements, and mandates, Donor Agency requirements and objectives, the national economy, national demographics, cross-sectorial policies, the telecommunications/ICT industry, consumers of telecommunications/ICT services and products, financial and human resources.
- i) The Government's National Information and Communications Technology (ICT) Policy, its relevant policies including Cybersecurity Policy, and other policies.
- j) TRBR's 2022 - 2026 (five-year) Strategic Plan.
- k) TRBR's Vision, Mission, and Values.
- l) Whether the existing Regulatory instruments are still fit for purpose, and/or whether new Regulatory instruments are required.
- m) TRBR needs to continue to assist and support the respective Government Ministries and Departments in their deliverables who require regulatory advice and guidance; and
- n) TRBR's plans to continue to maintain its position on providing a light touch regulatory regime.

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2. The Work Plan is centered on the following key themes:
 - a) Economic and social support; in particular, for unserved and underserved areas.
 - b) Telecommunications, Radiocommunications, and Broadcasting Sector development and promotion of sustainable competition.
 - c) Safeguarding the interests of consumers.
 - d) ICT services transition; particularly concerning the over-the-top (OTT) services Internet of Things (IoT) and Artificial Intelligence (AI).
 - e) Safe use of the Internet and related Cyber security activities, including Data Privacy; and
 - f) Institutional strengthening.
3. The matters to be considered under the ICT service transition (above) consider the growth in higher-speed internet services being offered in the market. In addition to voice, data, and the internet, customers are using the internet to receive radio and TV channels, as well as downloading music and films and utilizing other OTT services online.
4. The TRBR will build on and draw from the Government's People's Plan and its Policy Statement actions in ensuring ICT for all, this Work Plan, and facilitating and following the Government's relevant policies; particularly the "The People's Plan – Vanuatu 2030": to which TRBR gives its highest priority.
5. The following Tables present the TRBR's tasks under identified themes, as well as their priorities, and the appropriate indicative timeframes.
6. This Work Plan presents a set of work items as a guide for the TRBR and its team and the TRBR's stakeholders and will be the focus of activities managed by TRBR this year. TRBR's work program also includes addressing, yet identified, issues that will arise during the year and the TRBR will allocate a relevant priority to them as required. Those additional work items may be included in a later, revised, version of this Work Program of 2023. If those work items are to be continued, they will be identified in the next year's Work Plan. TRBR will provide relevant information upon request concerning those work areas/projects.

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3. 2024 PRIORITY PROJECTS

The following are the **top priority** issues/tasks for TRBR for 2024:

Universal Access Programs

1. TRBR will work with relevant stakeholders including the telecom operators to implement the Universal Access Policy (UAP) for remaining unserved and underserved areas.
2. TRBR will consult, publish, review, assess, and award the provision of grants for feasible universal access projects under the 2024 Community Telecommunications Grant (CTG) initiatives based on approved set and required outcome criteria and oversee the implementation of the project.
3. TRBR will work collaboratively with Telecom Operators to improve coverage in the remaining Underserved and Unserved areas.
4. TRBR will continue to work with relevant Government Agencies and other relevant stakeholders to address telecommunications coverage and support the initiatives of the Smart Island Project.
5. TRBR will continue to work with relevant Government Agencies and other stakeholders to establish access and service initiatives to selected sites.

Market Monitoring & Competition

6. TRBR will Develop and publish the annual TRBR Sectorial Report which provides information on the performance of the sectors.
7. TRBR will work with relevant stakeholders to Publish Exception Regulations.

Regulatory, Broadcasting, and Media

8. TRBR will work with relevant Government Agencies and Stakeholders on establishing a Universal Access Policy for Broadcasting aimed at improving access to broadcasting services throughout Vanuatu.
9. TRBR will work with relevant stakeholders to publish a symphony regulation to prevent pay television broadcasters from buying monopoly rights to televise important and culturally significant events before free to air.
10. TRBR will work with relevant stakeholders to publish an Analog to Digital Terrestrial Television (DTT) Roadman for Vanuatu.

Engineering and Technical Compliance

11. TRBR will work with the relevant stakeholders to conduct a benchmarking exercise to assess the operator's QoS level on coverage and mobile network.
12. TRBR will work with relevant stakeholders including Telecom and Broadcasting Operators to publish technical guidelines for terrestrial broadcasters in Vanuatu.
13. TRBR will work with the telecom operators and stakeholders to publish a local roaming guideline for Vanuatu.
14. TRBR will undertake Quality of Service (QoS) Parameters for Sound and Television Broadcasting.
15. TRBR will work collaboratively with relevant stakeholders to develop an Electromagnetic Radiation (EMF) Guideline for Vanuatu.

ICT and Internet Governance

16. TRBR will establish a Dispute Resolution Procedure and Guidelines to address .vu complaints.

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17. TRBR will also establish a clear Road Map for .vu ccTLD Marketing and Promotions activities.
18. The TRBR will Consult its Stakeholders on the reserve Names list for.VU ccTLD.
19. TRBR will organize a Regulatory Internet Annual Forum to discuss matters of interest concerning Internet Governance in Vanuatu.
20. TRBR will work collaboratively with relevant divisions to establish a technical handbook for CLICC sites.

Legal and Compliance

21. The TRBR will review and amend its Legislation to gather for changes in its Regulatory frameworks.
22. The TRBR will collaboratively work with stakeholders aimed at enhancing partnership through MoU and/or MoA.

Corporate Affairs

23. TRBR will publish an Annual Report which provides a summary of the activities of the year 2023.
24. TRBR will work collaboratively with its approved Financial Auditors to provide a summary of expenditures for the year 2023.

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4. TRBR WORK PLAN 2024 AND ONWARDS

TRBR Priority Projects								
Action Matrix #	Action Matrix Activity	Description of Activity	TRBR Strategic Priority /Objective	Rationale	Expected Output	Implementation Year	Finish Date	NSDP Indicator
Universal Access Policy								
1	Implementation of the Universal Access Policy (UAP)	Monitor the rollout of the UAP based on the Operators undertaking agreement and finalize an implementation approach to the remaining sites of UAP	Priority 1	Government Support and Consumer	98 percent population have access to telecommunications services	2019	2024	ECO 2.9, ECO 3.3 SOC 2.1 UAP Policy
2	Improve Telecommunications coverage in the remaining Underserved and Unserved Areas	Consult with the Telcos on an approach to address telecommunications network coverage in the remaining Unserved and Underserved Areas (the last mile areas)	Priority 1	Government Support and Consumer	Population in the last mile areas have access to telecommunications services	2024	2025	ECO2.9

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3	Community Telecommunications Grant	Implement the 2024 Community Telecommunications Grant Project	Priority 1	Government Support and Consumer	Provide ICT and Internet access in schools and communities	2023	2024	ECO 2.9 ECO 3.3
4	Smart Island Infrastructure Project	Pilot Project on tower infrastructure sharing to address telecommunications coverage improvement and support the initiative of the Smart Island Project	Priority 1	Government Support and Consumer	Members of the Communities, including schools, businesses, health centers, and the public can access both Digicel and Vodafone networks.	2023	2024	ECO 2.9 ECO 3.3
5	Community Universal Service initiatives	Establish access and service initiatives for selected sites	Priority 2	Government Support and Consumer	Provide Internet and ICT access in schools, health facilities, and general communities	2023	2024	ECO 209 SOC 2.1
Market Monitoring, Competition and Consumer Affairs								
6	Telecommunications and Broadcasting Sector Report	Analysis of the 2023 market statistical data and development of the sectorial report	Priority 1	Regulatory tool/Government support	Published Comprehensive sectorial report	2024	Q3/2024	ECO 4.1

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7	Exception Regulation	TRBR will Develop, consult, and publish the Exception framework to assist, administer, and facilitate the execution of exceptional powers of the regulator	Priority 1	Regulatory tool	Publish exception regulation	2024	Q4/2024	ECO 4.1
8	Consumer Experience Survey	Conduct consumer experience surveys across the country to understand consumer behavior in the market	Priority	Regulatory tool	Publish Consumer Experience Survey Report	2023	Q2 2024	ECO 4.1
Regulatory Broadcasting and Media								
9	Broadcasting Universal Access Policy	Develop, consult, and publish a UAP regulatory. A policy to improve access to broadcasting services for places that are not adequately served by existing broadcasting services.	Priority 1	Regulatory Tool/Government Support	Publish Broadcasting UAP Policy Guideline	2024	Q4/2024	ECO 2.9 ECO 3.3 SOC 2.1
10	Anti Siphony Regulation	Develop, consult, and publish a siphony regulation to prevent pay television broadcasters from buying monopoly rights to televise important and	Priority 1	Regulatory Tool/Government Support	Publish Anti-Siphony Regulation	2024	Q3/2024	SOC 6.4 ECO 2.9

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		culturally significant events before free-to-air television has a chance to bid on them.						
11	Analog to Digital Terrestrial Television (DTT) Roadmap	Develop, consult, and publish the DTT with the ability for more services with equal access and common reception areas, the overall cost will be lower and reliable when compared to existing analog technologies	Priority 1	Consumer/Regulatory tool/Government Support	Publish DTT Roadmap	2024	Q3/2023	SOC 6.7 ECO 4.1 ECO 2.9
Engineering and Technical Compliance								
12	Quality of Service (QoS) and Coverage Audit	Conduct a benchmarking exercise to assess the QoS level the of Service provider's mobile network and coverage according to established guidelines	Priority 1	Regulatory tool	QoS online live reporting.	2024	Q4/2024	ECO 4.1
13	Technical Guideline for Terrestrial Broadcasters.	consult and publish technical guidelines for terrestrial broadcasters in Vanuatu.	Priority 1	Regulatory tool	Publish Technical Guidelines for Terrestrial Broadcasters	2024	Q2//2024	SOC 4.5 SOC 6.9 SOC 6.6

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14	Local Roaming Guideline.	Consult with relevant stakeholders including operators on a guideline for local roaming	Priority 1	Regulatory tool	Publish Local Roaming Guideline	2024	Q3/2024	ECO 4.1
15	Quality of Service (QoS) Parameters for Sound and Television Broadcasting.	Research, develop, and consult on the Quality of Service (QoS) Parameters for Sound and Television Broadcasting.	Priority 1	Regulatory tool	Guideline	2024	Q3/2024	ECO 4.1
16	Electromagnetic Radiation (EMF) Guideline.	Develop a guideline and consult externally on EMF	Priority 2	Regulatory tool	Publish EMF Guideline	2024	Q2/2024	EN 2.1
ICT and Internet Governance								
17	VU Domain Name Dispute Resolution (DRS) Guidelines	Review, Finalize and Establish the Dispute Resolution Guidelines	Priority 1	Regulatory Tool	Establish the Domain Name Dispute Resolution Guidelines for. vu ccTLD Registrants	2023	Q3/2024	ECO4.1

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18	.VU ccTLD Major Marketing Drive	Establish the Road Map for .VU ccTLD Marketing and Promotions	Priority 1	Regulatory Tool	Building on from the promotions of .VU ccTLD registrations, TRBR will enhance its existing promotional programs by driving a marketing campaign to promote the importance of .vu Registration for Vanuatu business presence on the internet	2023	Q4/2024	ECO 4.1
19	.VU cc TLD Reserved Names	Consult on the reserve Names for .VU ccTLD	Priority 1	Regulatory Tool	Establish a reserve naming Policy	2023	Q4/2024	ECO 4.1
20	Annual Regulatory Internet Forum	Organize the Regulatory Internet Annual Forum to discuss matters of interest concerning Internet Governance in Vanuatu	Priority 1	Regulatory Tool	Successful host of the Internet Forum	2023	Q2/2024	SOC 6.5 SOC 6.6 SOC 6.7

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21	CLICC Site Technical Handbook	Establish a Technical handbook for CLICC sites	Priority 1	Regulatory Tool	Publication of Technical Handbook	2023	Q3/2024	
Regulatory Legal Activities								
22	Amendment of TRBR Legislation	Aimed at amending various sections of the TRBR Act that reflect an updated and robust regulatory framework.	Priority 1	Regulatory Tool/Government Support	Amendments that reflect an updated and robust regulatory framework.	2023	Q4/2024	
23	Strengthen Stakeholder Relationship	Initiatives and actions aimed at enhancing partnerships and collaboration with Government Agencies through MoU or MoA	Priority 1	Regulatory Tool/Government Support	Successful establishment of formal agreements with government agencies, NGOs, and other stakeholders.	2022	Q4/2024	
Corporate Services								
24	TRBR and UAPF Financial Audit Report	Facilitate with the TRBR Approved Auditors, the financial audit of the	1	Office Management/Regulatory tool	Publication of comprehensive and accurate financial audit		Q4/2024	

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		Telecommunications Radiocommunications and Broadcasting Regulator (TRBR) and Universal Access Policy Fund (UAPF).			reports highlighting financial compliance, identifying any discrepancies, and ensuring transparency in financial operations.	2024		SOC 6.7
25	TRBR Annual Report 2023	The Annual Report project involves compiling and presenting comprehensive financial and operational data, along with strategic insights, to provide stakeholders with a transparent overview of the organization's performance and outlook.	1	Office Management	Publication of 2023 Annual Report measuring financial health, growth, and sustainability.	2024	Q2/2024	SOC 6.7

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