

OCTOBER

NEWSLETTER



STARLINK ANNOUNCES TWO RESELLERS IN VANUATU

Starlink has recently announced the appointment of two resellers in Vanuatu: Pacific Networks, based in Port Vila, and Pacific Links, located in Santo. These companies are authorized Starlink resellers available to assist customers with the purchase and operation of Starlink devices, providing a local point of contact for those interested in accessing the service.

Currently, these are the only two official resellers for Starlink in Vanuatu apart from Starlink, though more may be added in the future. Anyone interested in Starlink services can visit the websites of Pacific Networks or Pacific Links for further details and assistance.

CONSUMER RIGHTS AND SIM REGISTRATION HIGHLIGHTED AT MALAMPA DAY

At the 2024 Malampa Day on Malekula, TRBR set up an information booth to educate the public on SIM registration, consumer rights, and complaint handling procedures.

Staff engaged with attendees, answered questions, and provided branded merchandise to raise awareness about TRBR's role and support for consumers.



Quiz and information session at Lakatoro, Malekula

2024 SECTOR AND CONSUMER REPORTS RELEASED

TRBR has recently published its annual Sector Report for 2024, now available on the TRBR website at [\[www.trbr.vu\]\(http://www.trbr.vu\)](http://www.trbr.vu). This report provides a comprehensive overview of the performance of all service providers under its regulation, along with an in-depth update on the sector's overall business landscape. In addition, TRBR has also released the 2024 Consumer Survey Report, which highlights consumer satisfaction levels across Vanuatu. Visit the website to explore these insights further.



QUALITY OF SERVICE (QoS) AUDIT ON MALEKULA

From October 11th to October 18th, the TRBR technical team conducted a quality of service and coverage audit for telecommunications on Malekula.

The audit aimed to evaluate connectivity and service quality experienced by both residents and visitors across various regions, including North West B, North West A, North East, South West, South, South East, and Lakatoro. The team performed assessments by traveling over land—either on foot or by truck—and on water by boat.

Results indicated that while some areas have strong connectivity, many parts of the island remain underserved and unserved. Addressing these issues is a work in progress.

Indication of Telecommunication service quality
Green Zones: Indicate good coverage with reliable network access.
Orange Zones: Represent areas with average to very poor coverage, where signal strength may be inconsistent or weak.
Red Zones: Highlight areas with poor to no coverage, reflecting the need for targeted improvements.

