



TRBR 2025 Annual Work Plan

2025 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.

This Annual Work Plan will be reviewed during 2025 to update it in terms of progress and the need for the inclusion of additional work items

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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 2025 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 lapsed on 1st January 2024.
- 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 Digital transformation Strategy, and its Cybersecurity Policy and legislation.
- 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.
- o) TRBR's continuing commitment to strengthen good governance and capacity building for its employees.

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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 now 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 OTT services.
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 2025. 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. 2025 PRIORITY PROJECTS

The following are the **top priority** issues/tasks for TRBR for 2025:

Universal Access Programs

1. TRBR will Monitor the Telcos commitment in the rollout of their networks, based on the UAP Undertaking Agreement.
2. TRBR will consult, publish, review, assess, and award the provision of grants for feasible universal access projects under the 2025 Community Telecommunications Grant (CTG) initiatives based on approved set and required outcome criteria and oversee the implementation of the project.
3. TRBR will establish, implement, and monitor the implementation of the initiatives to strengthen the operational management of the current CLICC/TFS facilities that are facing technical and operational challenges.
4. Improve telecommunications network coverage in the underserved and unserved areas of the country and will Consult and engaged the Telcos and the ISPs on rollout of their networks to the last mile areas.

Market Monitoring & Competition

5. TRBR will Develop and publish the annual TRBR Sectorial Report which provides information on the performance of the sectors.
6. TRBR will Develop, consult, and publish the IoT licensing framework to assist in regulating the deployment, operation, and management of IoT device and services.
7. Support and utilize the Government's celebration of World Consumer Rights Day to promote and advocate for consumers by raising awareness about consumers rights among businesses and service providers.

Regulatory, Broadcasting, and Media

8. TRBR will do the Research on Broadcasting Over the Top/OTT and publish a report on this.
9. TRBR will work with relevant Stakeholders on the transition of Analog to Digital Terrestrial Television (DTT) Roadmap

Engineering and Technical Compliance

10. TRBR will work with conducting a benchmarking exercise to assess the QoS level the of Service provider's mobile network and coverage according to established guidelines.
11. TRBR will amend the existing Type Approval Certification fees to align with regulatory goals, ensure fairness, and support the implementation of the Type Approval Regulation while maintaining compliance with international standards.
12. TRBR will develop a comprehensive roadmap to phase out either 2G or 3G technology in Vanuatu, balancing the needs of the public, government, and mobile operators.
13. TRBR will update the Vanuatu National Table of Frequency Allocations (NTFA) in alignment with the decisions of the World Radiocommunications Conference 2023 (WRC-23) and ensure compliance with ITU Region 3 regulations

ICT and Internet Governance

14. TRBR will Promote and Implement the Road Map for. VU ccTLD Marketing and Promotions.
15. TRBR will Develop Naming Policy for vu ccTLD..
16. TRBR will Amend the domain Name Regulation

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17. Organize the Regulatory Internet Annual Forum to discuss matters of interest concerning Internet Governance in Vanuatu
18. TRBR will Work with Airports Vanuatu to Implement Wi-Fi in other AVL Airports.
19. Implement the Technical Community Networks handbook for CLICC sites.
20. Implement IPV6 Training for Operators

Legal and Compliance

21. The TRBR will review the TRBR Legislation to gather for changes in its Regulatory frameworks and to strengthen governance.
22. The TRBR will continue to strengthen its stakeholders relationship through MOUs.
23. TRBR will do the Drafting Instructions for Consolidated and alignment of TRBR Act to reflect the Vanuatu Government Digital Roadmap.

Corporate Affairs

24. TRBR will publish an Annual Report which provides a summary of the activities of the year 2024.
25. TRBR will work collaboratively with its approved Financial Auditors to provide a summary of expenditures for the year 2024.
26. The term of the current Regulator is coming to an end in Mid-year this year, and TRBR will assist the office of the Prime Minister to recruit a qualified Regulator.

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4. TRBR WORK PLAN 2025 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
Market Monitoring, Competition and Consumer Affairs								
1	2024 Sector Report	Analysis of the 2024 market statistical data and development of the sectorial report	Priority 1	Regulatory tool/Government support	Published Comprehensive sectorial report	2025	Q3/2025	ECO 4.1
2	IoT Licensing Framework	TRBR will Develop, consult, and publish the IoT licensing framework to assist in regulating the deployment, operation, and management of IoT device and services	Priority 1	Regulatory tool	Publish IoT licensing Framework	2025	Q4/2025	ECO 4.1
3	Consumer Rights Day – 15 th March 2025	Support and utilize the Government's celebration of World Consumer Rights Day to promote and advocate for consumers by raising	Priority 1	Consumer Support/Implementation of Government Policy	Provide Consumer Awareness	2025	Q1 2025	ECO 4.1

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		awareness about consumers rights among businesses and service providers						
4	Woman and Girls in ICT Celebration – 4 th April 2025	Support and Utilize Government's Woman and Girls in ICT Celebration to empower and inspire women and girls to pursue careers and opportunities in ICT.	Priority 1	Consumer Support/Implementation of Government Policy	Provide Consumer Awareness	2025	Q1 2025	ECO 4.1
Universal Access Policy								
5	Improve telecommunications network coverage in the underserved and unserved areas of the country	Consult and engaged the Telcos and the ISPs on rollout of their networks to the last mile areas	Priority 1	Government Support and Consumer	Population in the last mile areas have access to telecommunications services	2025	2025	ECO 2.9
6		Monitor the Telcos commitment in the rollout of their networks, based on the UAP Undertaking Agreement	Priority 1	Government Support and Consumer	Population in the last mile areas have access to telecommunications services	2025	2025	ECO2.9

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7	UAP Towers Infrastructure	Consult and adopt approach on the sustainability of the UAP towers Infrastructure	Priority 1	Government Support and Consumer	UAP towers are actively operating	2025	2026	ECO 2.9, ECO 3.3 SOC 2.1
8	Community Telecommunications Grant	Implement the 2025 Community Telecommunications Grant Project	Priority 1	Government Support and Consumer	Provide ICT and Internet access and services in schools and communities	2025	2025	ECO 2.9 ECO 3.3
Engineering and Technical Compliance								
9	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.	2025	2025	ECO 4.1 ECO 2.9
10	Amendment of Type Approval Certification Fees	Amend the existing Type Approval Certification fees to align with regulatory goals, ensure fairness, and support the implementation of the Type Approval Regulation while	Priority 1	Regulatory tool	Amended Type Approval Certification Fees Decision.	2025	2025	ECO 2.9 ECO 1.2 ENV 5.4

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		maintaining compliance with international standards.						
11	National Table of Frequency Allocation Table (NTFA).	Update the Vanuatu National Table of Frequency Allocations (NTFA) in alignment with the decisions of the World Radiocommunications Conference 2023 (WRC-23) and ensure compliance with ITU Region 3 regulations.	Priority 1	Regulatory tool	Publish Updated NTFA	2025	2025	ECO 2.9 ECO 1.2 ENV 5.4
12	Road Map for Telecommunications Technology Obsolete in Vanuatu.	Develop a comprehensive roadmap to phase out either 2G or 3G technology in Vanuatu, balancing the needs of the public, government, and mobile operators.	Priority 1	Regulatory tool	Published Road Map	2025	2025	ECO 2.9 ECO 1.2 ENV 5.4
ICT and Internet Governance								

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13	.VU ccTLD Major Marketing Drive	Promote and Implement 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	2025	Q4/2025	ECO 4.1
14	.vu ccTLD Naming Policy	Develop Naming Policy for vu ccTLD	Priority 1	Regulatory Tool	Establish a naming Policy	2025	Q4/2025	ECO4.1

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15	Amend .vu Domain Name regulation	Amend the domain Name Regulation	Priority 1	Regulatory Tool	Amend only what is essential in the short term	2025	Q4/2025	ECO4.1
16	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	2025	Q3/2025	SOC 6.5 SOC 6.6 SOC 6.7
17	Public Wi-Fi	Work with Airports Vanuatu to Implement Wi-Fi in Airports	Priority 1	Regulatory Tool	Wi-Fi Access	2025	Q4/2025	ECO 2.9
18	CLICC Site Technical training	Implement the Technical Community Networks handbook for CLICC sites	Priority 1	Regulatory Tool	Technical Handbook	2025	Q3/2025	ECO 2.9
19	IPV6 Training and Awareness	Implement IPV6 Training for Operators	Priority 1	Regulatory Tool	Awareness	2025	Q2/2025	ECO.2.9

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Regulatory Legal Activities								
20	Amendment of the TRBR Legislation	Amendment of the Act to fit for purpose	Priority 1	Regulatory Tool/Government Support	Gazette TRBR Act (Amended)	2025	Q4/2025	SOC 6.1 – SOC 6.4 ECO 1.2, 1.3, 1.7, 1.8 ECO 4.1, 4.2, 4.4, 4.5, 4.9
21	Strengthen Stakeholder Relationship	MOU Agreement	Priority 1	Regulatory Tool/Government Support	Review MOUs according to Amendments made	2025	Q4/2025	SOC6.1 SOC6.4
22	Drafting Instructions for Consolidated and alignment of TRBR Act to reflect the Vanuatu Government Digital Roadmap	Implementing Vanuatu Government Digital Roadmap	Priority 1	Regulatory Tool/Government Support	New TRBR Act to reflect the Vanuatu Government Digital Roadmap	2025	Q4/2025	SOC 6.1 – SOC 6.4

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Regulatory Broadcasting and Media								
23	Research on Broadcasting OTT	Further research will be done for broadcasters both local and online service	Priority 1	Consumer/Regulatory tool/Government Support	Publish Broadcasting OTT Research	2025	Q4/2025	SOC 6.7 ECO 4.1 ECO 2.9
24	Analog to Digital Terrestrial Television (DTT) Roadmap	Develop, consult, and publish the DTT roadmap with the ability for more services with equal access and common reception areas, the overall cost will be lower and reliable with the existing analog technologies	Priority 1	Consumer/Regulatory tool/Government Support	Publish DTT Roadmap	2025	Q4/2025	SOC 6.7 ECO 4.1 ECO 2.9

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Corporate Services								
25	Financial Audit Report 2024	Produce Financial Audit Report for TRBR and UAP Audit Report produce an Annual report with TRBR's summary of activities of the year 2024.	Priority 1	Office Management/Regulatory tool	Published 2024 Financial Audit Report	2025	Q1/2025	SOC 6.7
26	Annual Report 2024	Implementation of TRBR Act (as amended) Section 7 (5) to produce an Annual report with TRBR's summary of activities of the year 2024	Priority 1	Office Management/Regulatory tool	Published 2024 Annual Report	2025	Q4/2025	SOC 6.7

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27	New Regulator	Assist the Government o recruit a new Regulator	Priority 1	Management/G overnment support	Recruitment of the Regulator	2025	Q3 2025	SOC 6.1- SOC 6.4
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