



TRBR 2026 Annual Work Plan

2026 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 2026 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 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.

2. OVERVIEW

1. In setting out its 2026 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 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) Technology convergence and the regulatory issues and challenges it brings which TRBR believes need to be addressed at the national level.
- f) 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.
- g) 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.
- h) The Government's National Information and Communications Technology (ICT) Policy, its Universal Access Policy (UAP), and its Cybersecurity and Cybercrime Policy.
- i) TRBR's 2022 - 2026 five-year Strategic Plan.
- j) TRBR's Vision, Mission, and Values.
- k) Whether the existing Regulatory instruments are still fit for purpose, and/or whether new Regulatory instruments are required.
- l) TRBR needs to continue to assist and support the respective Government Ministries and Departments in their deliverables who require regulatory advice and guidance; and
- m) TRBR's plans to continue to maintain its position on providing a conducive regulatory environment.

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 2026. If those work items are to be continued, they will be identified in next year's Work Plan. TRBR will provide relevant information upon request concerning those work areas/projects.

3. 2026 PRIORITY PROJECTS

The following are the top priority issues/tasks for TRBR for 2026:

Market Monitoring & Competition

1. TRBR will Develop and publish the annual TRBR Sectorial Report which provides information on the performance of the sectors.
2. TRBR will monitor and assess all licensed telecommunications operators compliance with the Operators License Regulation through regular audits, reporting reviews, and enforcement where required.
3. TRBR will strengthen Public and Stakeholders Awareness on TRBR Regulatory roles. Develop and implement a national communication and awareness strategy to enhance public understanding of TRBR' s roles, regulatory functions, and consumer rights in the telecommunications, broadcasting, and ICT sectors
4. TRBR will Coordinate and promote TRBR's participation in key national and international public awareness events such as **World Consumer Rights Day** and **World Telecommunication and Information Society Day (ICT Day)** to raise awareness on consumer protection, digital inclusion, and the importance of telecommunications and ICT development in Vanuatu
5. TRBR will develop and implement an outage compensation scheme under the Consumer Protection Regulation to ensure licensed operators provide fair compensation to consumers for prolonged service disruptions, in line with obligations under the Operator's License Regulation.

Universal Access Programs

6. TRBR will improve telecommunications network coverage in the underserved and unserved areas of the Country and continue to monitor the Telcos commitment in the rollout of their networks, based on the UAP Undertaking. Agreement.
7. TRBR will consult and adopt approach on the sustainability of the UAP towers infrastructure
8. TRBR will consult, publish, review, assess, and award the provision of grants for feasible universal access projects under the 2026 Community Telecommunications Grant (CTG) initiatives based on approved set and required outcome criteria and oversee the implementation of the project.
9. 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.
10. TRBR will produce an evaluation report on the Internet and ICT facilities in the Country, supported under the Universal access program.

Engineering and Technical Compliance

11. TRBR will conduct a benchmarking exercise on 3 islands, to assess the QoS level of the Service Providers mobile network and coverage according to established guidelines and secure funding for alternative QoS solutions.
12. TRBR will conduct awareness on phase out 2G and 3G, re-farm spectrum and enabling faster, more reliable and more efficient 4G and 5G networks.
13. TRBR will work in collaboration with VMSA, Telco Operators and other Stakeholders on the VHF and HF radio networks and enhance Maritime VHF/HF coverage.

14. TRBR will develop and consult on the introduction of Numbering fees

ICT and Internet Governance

15. TRBR will implement Marketing Strategy on .VU ccTLD Major marketing drive.
16. TRBR will Develop Naming Policy for vu ccTLD, finalize and publish the draft Policy.
17. TRBR will finalize Van IGF governance structure.
18. TRBR will Work with Airports Vanuatu to Implement Wi-Fi in other AVL Airports.
19. TRBR will continue to Implement and provide training to CLICC sites.
20. Implement IPV6 Training for and awareness Operators.
21. TRBR will continue to research for regulation on the Artificial Intelligence and report on findings

Legal and Compliance

22. TRBR will formalize the ICA and new Regulatory Act, finalize the repeal of the TRBR Act and enactment of the ICA Act, establish the Information Communications Authority (ICA as a corporate body and appoint a Regulator).
23. TRBR will continue to strengthen its Stakeholders relationship through MOUs.
24. TRBR will draft a Codes of Practice for basic Cybersecurity and reporting obligations for service providers.
25. TRBR will develop a Data Protection Registry for Operators

Regulatory, Broadcasting, and Media

26. TRBR will develop a workplan to address UAP services for broadcast to achieve a set of core public interest goals that ensure all citizens regardless of their social obligations be able to access essential broadcast services in remote areas.
27. TRBR will do research, develop and consult on the draft Content Regulation (Convergence).
28. TRBR will amend the current code of Broadcast Practice to cater for Election Programs. The fundamental goal is to safeguard the free and fair expression of the public by ensuring the broadcasting media operates impartially, accurately and without bias.

Corporate Affairs

29. TRBR will publish an Annual Report which provides a summary of the activities of the year 2025.
30. TRBR will work collaboratively with its approved Financial Auditors to provide a summary of expenditures for the year 2025.
31. TRBR will facilitate recruitment of the Regulator

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32. TRBR in consultation with its key stakeholders will develop and publish its 2nd Strategic Action Plan: 2027 to 2031

4. TRBR WORK PLAN 2026 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	Develop TRBR Telecommunications and Broadcasting, Publish Sector Report	Prepare and publish the 2025 TRBR Sector Report providing a comprehensive overview of the performance, trends, and developments within Vanuatu's telecommunications, broadcasting, and ICT sectors. The report will highlight key regulatory activities, market data, consumer insights, and compliance outcomes to support transparency, policy dialogue, and stakeholder awareness	Priority 1	Regulatory tool/Government support	Published Comprehensive sectorial report	2026	Q3/2026	ECO 4.1
2	Operator Licensing Regulation	To monitor and assess all licensed telecommunications operators' compliance with the Operator's License Regulation through regular audits, reporting reviews, and enforcement where required	Priority 1	Regulatory tool	License Regulation	2026	Q4/2026	ECO 4.1

3	Strengthen Public and Stakeholder Awareness on TRBR Regulatory Roles	Develop and implement a national communication and awareness strategy to enhance public understanding of TRBR's roles, regulatory functions, and consumer rights in the telecommunications, broadcasting, and ICT sectors.	Priority 1	Consumer Support/Implementation of Government Policy	Provide Consumer Awareness	2026	Q1 2026	ECO 4.1
4	Engage and Promote Public Events – Consumer Rights Day and ICT Day	Coordinate and promote TRBR's participation in key national and international public awareness events such as World Consumer Rights Day and World Telecommunication and Information Society Day (ICT Day) to raise awareness on consumer protection, digital inclusion, and the importance of telecommunications and ICT development in Vanuatu.	Priority 1	Consumer Support/Implementation of Government Policy	Provide Consumer Awareness	2026	Q1 2026	ECO 4.1
5	Outage Compensation Scheme	Develop and implement an outage compensation scheme under the Consumer Protection Regulation to ensure licensed operators provide fair compensation to consumers for prolonged service disruptions, in line with obligations under the Operator's License Regulation	Priority 1	Regulatory Tool	Enhance Coverage	2026	Q1/2026	ECO 4.1
Universal Access Policy								

6	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	2022	2029	ECO 2.9
7		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	2022	2029	ECO2.9 ECO 3.3
8	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
9	Community Telecommunications Grant	Implement the 2026 Community Telecommunications Grant Project	Priority 1	Government Support and Consumer	Provide ICT and Internet access and services in schools and communities	2026	2026	ECO 2.9 ECO 3.3
10	Evaluation Report on the Internet and ICT facilities in the Country, Supported under the Universal access program	Put together a report on the internet and ICT facilities in the Country, focusing on the technical and operations and its impact in the wider community	Priority 1	Government Support and Consumer	The report will enable TRBR and its stakeholders to invest in cost – effective solutions	2026	2026	ECO2.9 ECO3.3
11	Shared Tower Infrastructure Piloted Project on the Island of Akhamb, South Malekula	Construction of tower, installation of power and facilitation of tower sharing by the operators	Priority 1	Government Support and Consumer	People of Akhamb may have access to reliable network People will have the choice to	2023	2026	ECO2.9 ECO3.3

					access their preferred network			
Engineering and Technical Compliance								
12	Quality of Service (QoS) Regulation	Research, develop and consult on a new QoS Regulation and also Secure Funding for alternative QoS Solution	Priority 1	Regulatory tool	QoS online live reporting.	2026	2026	ECO 4.1 ECO 2.9
13	Technology obsolete	Conduct awareness on phase out of 2G and 3G	Priority 2	Regulatory tool	Re-farm spectrum and enabling faster, more reliable, and more efficient 4G and 5G networks	2026	2030	ECO 4.1 ECO 2.9
14	VHF and HF Maritime Radio Network	Work in collaboration with VMSA , Telco Operators and other Stakeholder on the VHF and HF radio network	Priority 2	Enhance Maritime VHF/HF coverage	Ship location updates, emergency and safety. Mechanism that is available for Ships	2026	2026	ECO 2.1 ECO 4.1 ECO 3.6 ENV 4.4
15	Introduction of National Numbering fees	Develop and Consult on the introduction of Numbering fees	Priority 1	Regulatory tool	Enable Consumer ID (telephone number ID)	2026	2026	

ICT and Internet Governance								
16	.VU ccTLD Major Marketing Drive	Implementing Marketing strategy	Priority 1	Regulatory Tool	Increase uptake of .vu registration.	2026	Q3/2026	ECO 4.1
17	.vu ccTLD Naming Policy	Finalize and publish draft Policy	Priority 1	Regulatory Tool	Establish a naming Policy	2026	Q4/2026	ECO4.1
18	Annual Vanuatu Internet Governance Forum	Finalize VanIGF governance structure	Priority 1	Regulatory Tool	Successful host of the Internet Forum	2026	Q4/2026	SOC 6.5 SOC 6.6 SOC 6.7
19	Public Wi-Fi	Work with Airports Vanuatu to Implement another Wi-Fi in Airports	Priority 1	Regulatory Tool	Wi-Fi Access	2026	Q2/2026	ECO 2.9
20	CLICC Site Technical training	Continue training at CLICC sites	Priority 1	Regulatory Tool	Trained managers at CLICC sites	2026	Q3/2026	ECO 2.9
21	IPV6 Training and Awareness	IPV6 training for ISPs by APNIC trainers to implement IPV6	Priority 2	Regulatory Tool	Plans to Implementation of IPV6	2026	Q1/2026	
22	Artificial Intelligence	Research for regulation	Priority 1	Regulatory Tool	Report of findings	2026	Q3/2026	

Regulatory Legal Activities

23	General/Legal Framework	<p>Formalize the ICA and New Regulatory Act.</p> <p>Finalize the repeal of the TRBR Act and enactment of the ICA Act.</p> <p>2. Establish the Information Communications Authority (ICA) as a body corporate.</p> <p>3. Appoint the Board of Directors (Chairperson and Members).</p> <p>4. Appoint the Regulator for the initial five-year term</p>	Priority 1	Regulatory Tool	Finalize the repeal of the TRBR Act and enactment of the ICA Act .	2026	Q4/2026	<p>SOC 6.1 – SOC 6.4</p> <p>ECO 1.2, 1.3, 1.7, 1.8</p> <p>ECO 4.1, 4.2, 4.4, 4.5, 4.9</p>
24	Cybercrime & Cybersecurity	Task the Regulator to draft Codes of Practice for basic Cybersecurity and reporting obligations for service providers, leveraging	Priority 1	Develop Initial Cybersecurity Mandates	Codes of Practice for Operators on Cybersecurity	2026	Q4/2026 ongoing	SOC 6.4
25	Develop a data Protection Registry for Operators	Draft initial Data Protection Guideline	1	Establish Data Governance Principles	Draft initial Data Protection Regulations or frameworks, focusing on cross-border data flows and consumer rights, acknowledging the broad Data	2026	Q4/2026	SOC 6.4

					definition. <i>This may require parallel work with other government bodies</i>			
26	Electronic Transactions	Develop Regulations on the validity and admissibility of Electronic Transactions and signatures under the new ICA mandate.	Priority 2	Establish Foundational Digital Trust Frameworks	Integrate definitions related to Digital Technology, Cloud Computing, Blockchain Technology, and Online Content into the Act's definitions section	2026	Q4/2026	ECO 4.1
Regulatory Broadcasting and Media								
27	Universal Access Services	Develop a work plan to address UAP Services	Priority 1	Regulatory Tool	A work plan for Universal Access Service (UAS) for Broadcast to achieve a set of core public interest goals	2026	Q1/Q2 - 2026	SOC 6.7 ECO 4.1 ECO 2.9
28	Broadcasting Content Regulation	Research, develop and consult on the Draft Content Regulation (Convergence)	Priority 1	Regulatory Tool	Converged Content regulation	2026	Q3/Q4- 2026	ECO4.1

29	Code of Broadcast Practice Amendment	<p>Amend the current Code of Broadcast Practice to insert election program</p> <p>An Election Program Code of Broadcast Practice is a set of mandatory rules, guidelines, and ethical standards that regulate the conduct of radio and television broadcasters during the pre-election, campaign, and election periods.</p> <p>The fundamental goal is to safeguard the free and fair expression of the public will by ensuring the broadcast media operates impartially, accurately, and without bias.— a uniquely powerful and influential platform</p>	Priority 2	Regulatory tool	Amended Code of Broadcast Practice	2026	Q4-2026	ECO4.1
Corporate Services								
30	Financial Audit Report 2025	Produce Financial Audit Report for TRBR and UAP Audit Report produce an Annual report with TRBR's summary of activities of the year 2025.	Priority 1	Office Management/ Regulatory tool	Published 2025 Financial Audit Report	2026	Q1/2026	SOC 6.7

31	Annual Report 2025	Implementation of TRBR Act (as amended) Section 7 (5) to produce an Annual report with TRBR's summary of activities of the year 2025	Priority 1	Office Management/Regulatory tool	Published 2025 Annual Report	2026	Q4/2026	SOC 6.7
32	Recruitment of TRBR Regulator	Implementation of TRBR Act (as amended) Part 2 Section 4 to appoint a Regulator	Priority 1	The Regulator	Recruit a new Regulator	2026	Q2/2026	SOC 6. 1 SOC 6.4
33	2 nd Strategic Plan: 2027 to 2031	1. TRBR in consultation with its key stakeholders will develop and publish its 2 nd Strategic Action Plan: 2027 to 2031	Priority 1	Strategic Planning and guiding Tool	Published 2 nd Strategic Plan: 2027 - 2031	2026	Q4/2026	