



Telecommunications &
Radiocommunications
Regulator

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TRR 2014 and onwards Work Plan

**2014 and onwards
1 January 2014**

This work plan has been produced with the objective of informing all stakeholders of the key work items being undertaken by the Vanuatu Telecommunications Regulator in carrying out the duties as set out in the Telecommunications and Radiocommunications Act 2009

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1. VISION, MISSION & VALUES

The Vision, Mission and Values of the Telecommunications and Radiocommunications Regulator, are set out below and articulate the view TRR holds of the future.

VISION

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

MISSION

To develop a competition led market for the provision of innovative information and communications services, available to all, which: **encourages** sustainable, economically efficient investment; **respects** the interests of consumers; **fosters** ecologically friendly initiatives; and **supports** the social, cultural, customs and commercial welfare of Vanuatu.

To continue to build as an exemplar regulator within the region through thought leadership and to be the employer of choice by: **investing** in our people to develop a professional, passionate team; **transparency** and **fairness** in operations; and **adherence to quality assurance.**"

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 instil 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, 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.

Transparency:

Our open and inclusive approach to regulation ensures that we are held responsible and our

actions and decisions are understood.

2. OVERVIEW

- 2.1 In setting out the 2014 and onwards work plan the Telecommunications & Radiocommunications Regulator (TRR) has reviewed and considered:
- a) the progress made in the sector since the creation of the Office of the TRR in 2008;
 - b) issues which are of concern to the industry and stakeholders through a series of discussions and meetings;
 - c) the National economic and social policies and programs being pursued by the Government;
 - d) TRR's Vision, Mission and Values; and
 - e) Whether new Regulatory instruments are required and the fitness for purpose of the existing instruments.
- 2.2 The Work Plan is centered on the following key themes:
- a) Economic and social support, in particular for unserved and underserved areas;
 - b) Telecommunications sector development;
 - c) Safeguard interests of consumers;
 - d) Information and Communications Technology Services (ICT) Transition ;
 - e) Institutional strengthening.
- 2.3 The actions under ICT Transition take account of the reality that the growth in higher speed internet services will result in the convergence of services between Broadcasting and Telecommunications. In addition to voice, data and internet customers will use the internet to receive, radio and TV channels as well as downloading music and films.
- 2.4 The work plan draws on the Government's Priority Action Agenda (PAA) and its 2007 Telecommunications Policy Statement actions in ensuring ICT for all, the Government's 2013 National ICT Policy, its 2013 Universal Access Policy and its 2013 Cybersecurity Policy.
- 2.5 The following tables present the work tasks under identified themes.
- 2.6 The Work Plan presents a set of work items that will be the core of activities managed by the Regulator's Office.

3. 2014 PRIORITY PROJECTS

- 3.1 The following are the **top priority** themes for TRR for 2014:

Market & Competition

- TRR Implementation of the Government UAP & all UA and ICT initiatives including connecting schools and connecting community internet cafes
- Develop Telecommunication Market Indicators
- Establish a Market Database

Engineering

- Assessment of industry compliance with the Quality of Service (QoS) Guidelines
- Mobile signal coverage Audit
- Improve TRR's National Telecommunications GIS Database (NTGD)
- Radio Spectrum Audit & Review of Spectrum Master Plan
- New Radio Apparatus and Spectrum Fees Schedule

Internet Governance

- Establish an Internet Industry Code of Practice
- Vanuatu Child Online Protection Workshop
- .vu ccTLD Management and Administration Regulation

Consumer Affairs

- Promote Consumer Awareness through the Consumer Awareness Protection Plan (CAPP)
- Increasing Consumer Education and Awareness
- Capacity Building for Consumer Community Champions
- TRR Consumer Protection Regulation

4. TRR WORK PLAN 2014 AND ONWARDS

TRR Priority Projects							
	Project Name	Brief Description	Priority (1 highest-3 lowest)	Rationale	Year(s)	Indicative Start date	Indicative Finish date
Market & Competition							
1	TRR Implementation of the Government UAP & all UA and ICT initiatives, including connecting schools and connecting community internet cafes	To analyze, review & implement appropriate UA initiatives, with a focus on underserved or un-served areas.	1	Implementation of GOV policy	2013 - 2018	Q4/2013	Q1/2018
2	Develop Telecommunication Market Indicators	Objective is to facilitate development of the Telecommunications Sector. Gathering market statistics is an important tool for this.	1	Regulatory Tool	2013 - 2014	Q1/2013	Q4/2014
3	Establish a Market Database	To store telecommunications sector data indicators for statistical reporting and market review.	1	Regulatory Tool	2013 - 2014	Q1/2013	Q4/2014
Engineering							
4	Assessment of industry compliance with the Quality of Service (QoS) Guidelines	Conduct QoS measurements to ascertain compliance with the established QoS Guidelines; publish consumer QoS data and take action as necessary.	1	Regulatory Tool and Consumer Support	2013 - 2015	Q3/2013	Q4/2015

5	Mobile signal coverage Audit	Conduct nation-wide mobile signal coverage audit as part of TRR's reporting and for effective planning and management of spectrum in Vanuatu.	1	Regulatory Tool and Consumer Support	2013 - 2017	Q3/2013	Q4/2014 (1 st audit) Q2/2017 (2 nd audit)
6	Improve TRR's National Telecommunications GIS Database (NTGD)	Upgrade the NTGD to develop and maintain coverage maps of existing and planned telecom operator services with spatial data, demographic and economic services, overlaid for useful analysis. Will also significantly assist UAP implementation.	1	Regulatory Tool and Consumer Support	2013 - 2014	Q4/2013	Q2/2014
7	Radio Spectrum Audit & Review of Spectrum Master Plan	Conduct first major spectrum audit and review since liberalization in 2008; update the radio spectrum master plan appropriately.	1	Regulatory Tool	2013 - 2014	Q3/2013 (Plan) Q1/2014 (Audit)	Q4/2014 Q4/2015
8	New Radio Apparatus and Spectrum Fees Schedule	Review, update and implement a new Radio Apparatus Fees Schedule/regime. Consider the appropriateness of establishing a fees schedule for radio spectrum.	1	Regulatory Tool	2014-2016	Q1/2014 (Radio Fees Schedule) Q4/2014 (Spectrum Fees Schedule)	Q4/2014 Q1/2016

Internet Governance							
9	Establish an Internet Industry Code of Practice	Conduct second round of public consultation and finalize the draft Internet Industry Code of Practice.	1	Consumer Support	2012 – 2015	Q4/2012	Q1/2015
10	Vanuatu Child Online Protection	Assist implementation of the Government's Cybersecurity policy, by conducting a COP workshop to build capacity and create awareness of the need for the child online protection program for Vanuatu minors so that they can experience a safe and rich internet environment.	1	Consumer Support	2013 - 2014	Q3/2013	Q3/2014
11	.vu ccTLD Management and Administration	Consult with industry to develop and implement appropriate .vu ccTLD domain namespace Regulation.	1	Regulatory Tool and Consumer Support	2013 - 2014	Q1/2013	Q4/2014

Consumer Affairs							
12	Promote Consumer Awareness through the Consumer Awareness Protection Plan (CAPP)	To implement the CAPP to increase consumer awareness of telecom services and products leading to improvement of consumer input into telecommunications regulation and consumer to be better informed	1	Consumer Support	2014 - 2015	Q1/2014	Q4/2015
13	Increasing Consumer Education and Awareness	Building on the CAPP, and in implementing the National ICT Policy, establish TRR's Consumer Education Awareness Program	1	Consumer Support	2014 - 2015	Q1/2014	Q4/2015
14	Capacity Building for Consumer Community Champions	TRR will identify and provide basic training for rural community champions towards consumer empowerment, and awareness in rural areas.	1	Consumer Support	2014 - 2015	Q2/2014	Q4/2015
15	TRR Consumer Protection Regulation	Consumers must be informed and be protected	1	Consumer Support	2014	Q1/2014	Q4/2014
Other TRR Priority Projects							
Market & Competition							

16	Develop Retail Tariff Notification Guidelines & a Tariff Database	Provide guidance to all licensees when submitting or filling tariffs.	2	Regulatory Tool	2013 - 2014	Q4/2013	Q4/2014
17	Telecommunications License Regulation	Develop a Regulation to establish which vendors may operate under a general user license.	2	Regulatory Tool	2014 - 2104	Q1/2014	Q3/2014
IT Support							
18	Complete the upgrade of TRR's Website and, particularly, towards e-efficiency	Finalize the upgrade of TRR's website towards e-efficiency	2	Effective Communications with and for TRR	2013	Q1/2013	Q1/2014 (Launch new website) Q4/2016 (E-Business capability)
Engineering							
19	Consult with Industry and Determine how the 700 MHz LTE Spectrum Might be Proportioned	Conduct public consultation on the proportion of 700 MHz spectrum in order to determine its efficient allocation and use.	2	Regulatory Tool	2014 - 2015	Q1/2014	Q4/2014
20	Short Codes Review	Review industry's implementation of the Short Codes for Emergency Services and the On Net short codes assignment.	2	Regulatory Tool	2013 - 2014	Q1/2013	Q4/2014

21	National Numbering Plan - Numbering Working Group	Establish a Numbering Working Group (NWG) to address numbering issues and provide guidance on future National Numbering Plan review.	2	Regulatory Tool	2013 - 2014	Q2/2013	Q2/2014
22	Fixed microwave services band plan	Consult with stakeholders and develop a fixed microwave services band plan.	3	Regulatory Tool	2014	Q3/2014	Q3/2015
23	Radiation Guidelines	Consult, develop and publish a Radiation Guidelines.	3	Regulatory Tool	2014	Q2/2014	Q4/2014
24	Radiation Measurements	Conduct measurements for license compliance.	3	Regulatory Tool and Consumer Support	2014 - 2015	Q1/2015	Q3/2015
Internet Governance							
25	State of Vanuatu Internet Market and Online Environments	Acquire internet market statistics for reporting purposes and to assist policy and decision makers; to determine appropriate internet related guidelines and regulations.	2	Regulatory Tool	2013 - 2014	Q1/2014	Q4/2014
26	Promote Awareness of DNSSec (DNS Security)	Promoting and educating industry on the need to secure the DNS servers in Vanuatu and especially the ISPs and ccTLD.	3	Other	2013 - 2014	Q1/2013	Q4/2014

Consumer Affairs							
27	Continue to Support TRR's Consumer & Business Advisory Groups	Increase efforts to improve consumer/business input into telecommunications regulations, with a focus on rural areas	2	Consumer Support	2014	Q1/2014	Q4/2014
28	Establish FAQs on Regulatory issues	To educate and protect Consumers	2	Consumer Support	2014	Q1/2014	Q4/2014
LEGAL							
29	Audit the current License regime (Telecom)	Conduct and review the current License regime (Telecom), for fitness for purpose.	3	Legal Obligation	2014	Q1/2014	Q4/2014
30	Support Gov't in developing its Cybercrime Act	Provide effective support to Government/Working Group on the making of the Cybercrime Act	3	Regulatory Tool	2014	Q1/2014	Q4/2014

5. INTERNAL TRR PROJECTS

TRR also has a variety of new internal projects it is managing and/or intends to commence.