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## Order 3 of 2012

### **Authorizing Telecom Vanuatu Limited (TVL) and Digicel (Vanuatu) to divulge end user Information of persons who cause nuisance and Annoyance calls to the national Short Code Emergency Numbers to the Police**

#### **BACKGROUND**

This Order requires TVL and Digicel Vanuatu to divulge any end user Information to the Police, of persons who cause nuisance and annoyance calls to the national short code emergency numbers.

This Order is issued as a result of reports made to the Office of Telecommunications and Radiocommunications Regulator (TRR) that certain individuals persistently make calls to the free emergency lines without any reasonable excuse and cause annoyance or inconvenience to the national emergency agencies' operators.

It is an offence under section 59 of the Telecommunications Act [Cap 206] for any person who persistently makes calls without any reasonable excuse and for causing annoyance or inconvenience to any person.

#### **DEFINITIONS**

“**Act**” means the Telecommunications and Radiocommunications Regulation Act 2009

“**End User**” has the same meaning as defined in the Act.

“**Personal end-user information**” refers to any personal information of end user including but not limited to names, residential address, place of work, sex, mobile numbers, and so forth.

**Telecommunications Act [Cap 206]** refers to the consolidation Act Cap 206 and any amendment thereof.

## **ORDERS**

Pursuant to Sections 7 (2)(b) and section 40 of the Act and TRR's powers under the Licences, Digicel and TVL are hereby authorised to;

1. Provide any end-user personal information of any person to the Vanuatu Police Force (VPF) if that person persistently makes calls to the following national short code emergency numbers without any reasonable excuse and cause annoyance or inconvenience:
  - a. 111 (Police Service)
  - b. 112 (National Referral Hospital and Ambulance)
  - c. 113 (Fire Brigade Service)
  - d. 114 (Mari-time emergencies)
  - e. 115 (Pro Medical Ambulance services)
  - f. 116 (Reserved for child line); and
  - g. 11X where X may be 0, 7, 8 or 9 as yet unallocated.
  
2. Unblocking of any mobile number calling the emergencies numbers listed *a – f*, even if that person elected to block their numbers.

This Order came into force on the day it is made.

DATED this 17 day of July 2012.

  
Alan Horne

Telecommunications and Radiocommunications Regulator

