

ITU-TRAI Training Consumer Protection 21-23 March

TRR Complaint handling procedure

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The Government
of The Republic
of Vanuatu



Telecommunications &
Radiocommunications
Regulator

About Vanuatu

- Vanuatu is made up of 83 islands, 63 islands are inhabited (located in South Pacific).
- 284,195 population as of today (10 Mar, 2016).
- With total land area of 47,200 square meters.
- 75% living in Rural Areas and 25% in Urban Areas.
- Has 6 provinces and two municipal councils.
- In terms of telecommunication network it currently around 92% of the population coverage mainly on voice (mobile) and 2.5G (Edge) and GPRS.
- In terms of internet depends on the handset brand, users can access either through 2.5G network or VSATs setting.
- 3G & 3G+ are available on main areas only – two main towns and some other provincial head quarters.



Instruments & Resources in place

- Telecommunications and Radio communications Regulation Act 2009;
 - Part 8 of the Act – Customer Relations & Protection
- TRR Consumer Protection Regulation;
 - detail specific objectives that TRR sets for Service Providers as a guide to customer requirements that operators need to meet
- TRR Consumer Awareness and Protection Plan
- TRR Community Consumer Champions in each province
- TRR website www.trr.vu – Consumer Protection Menu
- Advertising Guideline
- Consumer Complaints Handling Guidelines
- TRR responsibilities:
 - TRR taking a leading role in promoting Consumer Protection & Awareness



Complaint procedure

Refer Consumer Complaints Handling Guideline on www.trr.vu

- TRR issue this Guideline in accordance to Part 8 of Telecommunication and Radio communication Regulation Act
- Consumer must first address their complaint to their Concerned service Provider within 5 working days. Service provider must take reasonable steps to solve the problem. If however problem is not solved within 5 days consumer may bring the dispute to TRR attention
- TRR will not Accept Complaint Unless consumer is not satisfied with Solution presented by service provider
- Un resolved complaint by the service provider are now considered as Dispute. TRR through the Consumer affairs officer or Team will investigate and mediate between Complainant and service provider

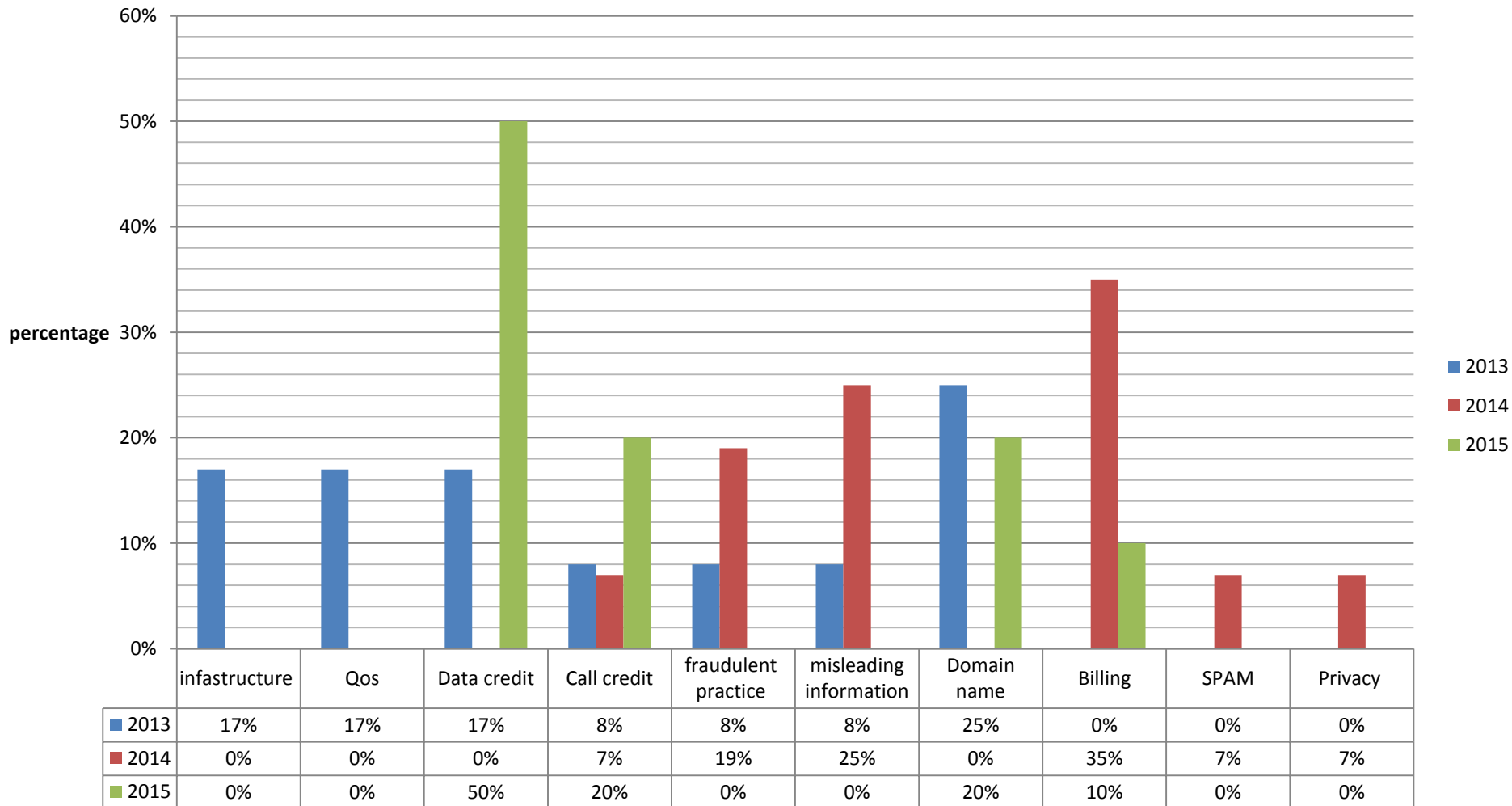


Continue Complaint procedure

- Consumer will required to fill in the complaint form attached the previous correspondence with the service provider on the complaint
- TRR will attempt to investigate and mediate and resolved the dispute between the two parties in an amicably manner. However If complaint is not resolved to the satisfaction of the complainant within 15 working days, the compliant in writing to take necessary step to addressed the issue according to its power provided under the Act
- TRR will make ruling after the mediation but if any party still aggrieved by mediation on ruling then the party may seek remedies available under the law



Common Complaints 2013-2015



Consumer Initiatives/activities to educate consumer on Complaint Procedure

Business and Consumer Advisory Groups

- Established in 2012 and meets quarterly
- Provides direct feedback to TRR, and licensees and Vanuatu Government

Community Engagement

- Initiative of TRR to create ICT awareness
- Educate user or consumer in rural and urban areas
- Gives opportunity for people lacking information can have access to ICT information
- Community Consumer Champion & Mobile Unit

Consumer Awareness Campaigns

- Tok Bak Show program – through National Radio
- Face to face awareness campaigns
- Brochures and Monthly columns
- FAQs in development
- School Debates
- Newspaper Articles
- Social Network Presence

National events

- Showcase of types of services and products – utilized world Consumer Rights Day and National ICT day in celebration of ITU's WTISD which have proven a great success.



What TRR is trying to achieve with it's Consumer Activities

- At a national level – an informed citizen of Vanuatu leading to Vanuatu's national vision **“a just healthy, educated and wealthy Ni-Vanuatu”** through positive use of ICT
- As a key element of TRR's implementation of one of the Vanuatu Government's top priorities of the National ICT policy – Building trust(mitigating risks & threats related to the ICT Development)
- Consumer awareness & protection is a key element of the ICT Policy
- Stimulation of a sustainable ICT/Telecommunications Market in Vanuatu and extension of these services in the rural areas: leading to bridging of Digital Divide
- An aware, active, and (respectfully) vocal citizen - in the Pacific way - to ensure consumer rights are recognized and protected
- TRR recognizes & must assist & will play an active role through it's education awareness campaigns; promoting Consumer empowerment, consumer safety, consumer enforcement procedures and appropriate redress
- Most importantly for youth in particular, to prevent “Consumer Digital shock” in a rapidly evolving Digital competitive market



Challenges and Concerns ahead

- UAP roll out of Voice and data (Broadband) is covering 98% of population coverage by Jan 2018
- Ways to address the below existing challenges and concerns
 - High illiteracy rate
 - Digital Illiteracy
 - Control and managing of Digital Natives (Quick and Easy Adopters)
 - Fast changing and development of technology and applications
 - Utilization of new technologies /no quick support
 - Quick access to and utilization of ICT services for easy dissemination of inform.
 - Usage of internet is centred in towns only at the moment
 - Quality of service holds back ICT use and adoption
 - Limited resource to provide technical support
 - Lack of maximization of benefit for use of ICT
 - Addictions of ICT use
 - Child Online Protection
 - Ignorance of responsibilities
 - Excitement of new products and services
 - Digital abuses
 - Social problems
 - Family issues



Any Question



- But:
- We will face and meet our consumer challenges this training will assist us as will relationships & dialogue with fellow participant
- We are keen to learn of others' experiences

