



TRBR

Telecommunications,
Radiocommunications &
Broadcasting Regulator

QUALITY REGULATORY FRAMEWORK IN VANUATU

WORKSHOP ON TELECOMMUNICATION SERVICE QUALITY AS ENABLER OF THE
DIGITAL ECONOMY

19TH – 21ST AUGUST , SINGAPORE

LEILOPO TAROSA

WWW.TRBR.VU

OUTLINE

Introduction

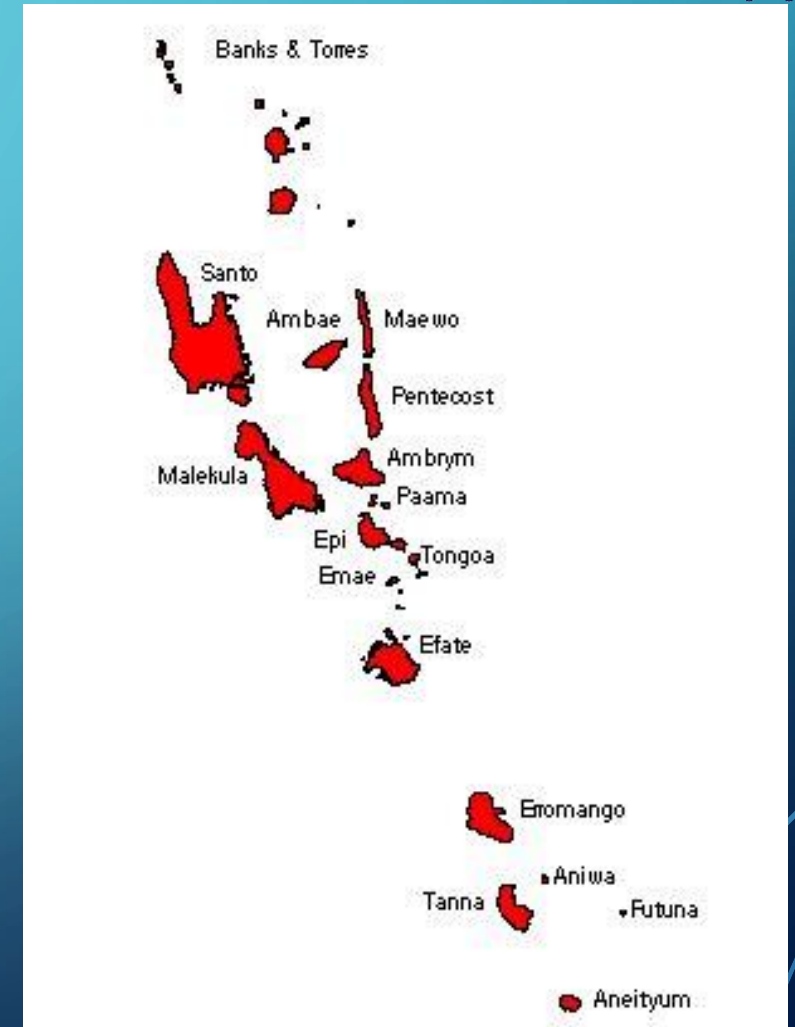
QoS Framework

Current status

Challenges

INTRODUCTION

- Vanuatu is - located in the South Pacific;
 - made up of 83 islands and
 - population of 291,922
- The office of the Telecommunications and Radiocommunications Regulator (TRR) was established in 2008 as an independent statutory body of the Government, formed under the Act of Parliament. The TRR Act was amended in 2018, to include Broadcasting – now known as The Telecommunications, Radiocommunications and Broadcasting Regulator (TRBR).
- There are 2 main mobile operators , 4 ISPs and 7 Media broadcasters



QUALITY OF SERVICE FRAMEWORK

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- First documented in 2011 as a draft regulation.
- It outlined parameters to be measured and monitored for both public fixed, public mobile and internet services.
- Service providers were required to submit quarterly reports to the Regulator no later than 30 days after the end of the reporting period.
- Coverage maps were also required on a quarterly basis as well as calculations of coverage in terms of territory and population. In the case of a wireless service, the map should indicate the signal strength in dBm at the edge of the coverage area.

Quality of Service Regulation

A CONSULTATION DOCUMENT ISSUED BY THE TELECOMMUNICATION AND
RADIOCOMMUNICATIONS REGULATOR (TRR)

25 October 2011

The e-mail address for responses to this document is to: consult@tr.vu, or post/deliver to:
Telecommunications and Radiocommunications Regulator (TRR)

P.O Box 3547

Port Vila

Vanuatu

Phone: (678) 27621 or (678) 27487

Fax: (678) 24470

consult@tr.vu

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and other related matters:

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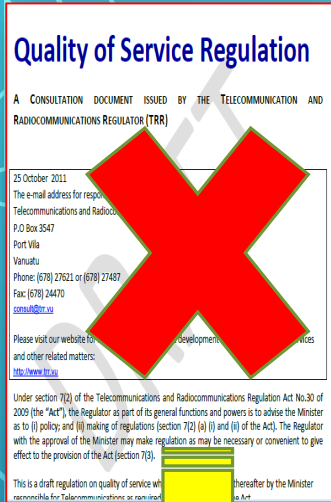
Under section 7(2) of the Telecommunications and Radiocommunications Regulation Act No.30 of 2009 (the "Act"), the Regulator as part of its general functions and powers is to advise the Minister as to (i) policy; and (ii) making of regulations (section 7(2) (a) (i) and (ii) of the Act). The Regulator with the approval of the Minister may make regulation as may be necessary or convenient to give effect to the provision of the Act (section 7(3)).

This is a draft regulation on quality of service which has to be approved thereafter by the Minister responsible for Telecommunications as required under section 7(3) of the Act

- Service providers shall also publish on their websites clear and up-to-date information on the QoS performance levels achieved and QoS levels it proposes to provide to customers in the course of 12 months.
- The regulator shall also publish on its website all of the data reported by the operators including a comparison between service providers.
- The draft regulation also catered for planned and unplanned service interruptions.
- Service providers are liable to enforcement measures outlined in the TRBR Act.

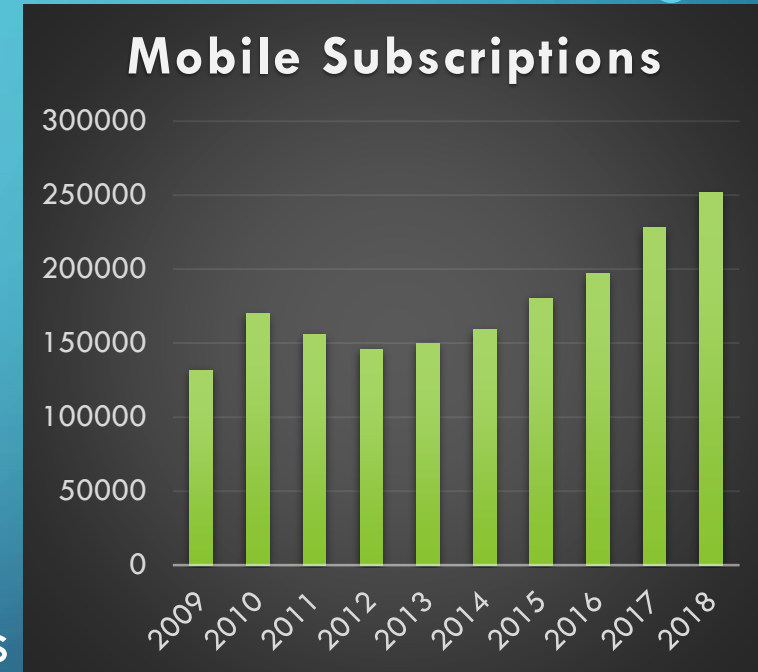
QUALITY OF SERVICE FRAMEWORK

(3/3)



Outcome

- Services providers objected to a regulation
- Market was smaller and a regulation would impose significant overheads on the service providers.
- Argued that a Service Level Agreement (SLA) was sufficient and applicable where required. This was a commercial decision between customers and operators
- Obligations imposed on Service providers are not obligations imposed to service providers in the Act
- As a result, a guideline was developed instead.



CURRENT STATUS

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- The Guideline became effective in 2012.
- No report received from service providers
- However, as part of the UAP completion in 2018 service providers were required to submit QoS reports of the newly built UAP sites.
- Last year, a consultation was done to amend the Guideline particularly the parameters and the possibility of using an external party to conduct QoS measurements.
- An order was made by the Regulator that a third party will conduct a QoS benchmarking exercise and service providers to submit quarterly reports.
- Service providers have been corporative in submitting their reports to date

CURRENT STATUS

(2/2)

- A third party will conduct measurements on 14 islands at populated areas
- A total of 13 parameters (for mobile service only) to be measured excluding bill correctness and coverage map.
- TRBR has yet to award the contract to one of the applicants but we hope to have the benchmarking done by the end of this year.



CHALLENGES

- No legal obligation for operators
- Service providers are hesitant to having a QoS regulation let alone a guideline.
- More reminders and follow-ups needed for when quarterly reporting is due
- Need to contract a third party to conduct QoS measurements for user end-to-end measurements under TRBR cost.
- Costly exercise if it has to done yearly due to the archipelago structure of the Vanuatu islands.
- Despite these challenges, we look forward to a benchmarking done this year.

Thank you



enquiries@trbr.vu



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