

19TH GLOBAL SYMPOSIUM
FOR REGULATORS

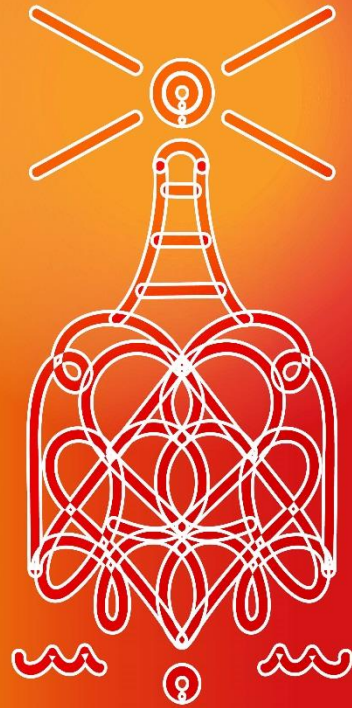
ITU GSR

PORT VILA 2019

*Inclusive connectivity:
The future of regulation*

9-12 July
Port Vila, Vanuatu

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Practical Information

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PRACTICAL INFORMATION

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Hello! Allo! Bonjour!

The government of Vanuatu is proud to host the Global Symposium for Regulators 2019 (GSR-19) in the Pacific for the first time ever. GSR has grown over the years to become a key event in the telecommunications industry. The theme of GSR-19 is “*Inclusive connectivity: The future of regulation.*”

This year’s GSR visual concept is composed of a cheerful background that goes from red to green, representing the warm colours of Vanuatu’s national flag. The graphic composition in the foreground is an illustration representing the iconic sand drawing patterns of Vanuatu, combined with a lighthouse.

Vanuatu sand drawings have been proclaimed and recognized by the United Nations Educational, Scientific and Cultural Organization (UNESCO) as one of the “Masterpieces of the Oral and Intangible Heritage of Humanity”. Using one finger (and without lifting it off the ground), the drawer traces a continuous meandering line to produce a graceful composition of geometric patterns. This graphic tradition has developed as a means of communication in much of Vanuatu. At the same time it is also representative of the emergence of new telecommunication technologies that are now an integral part of life.

The lighthouse is the symbol of the Global Symposium for Regulators. In many ways, regulators are like a lighthouse shining a path of light into a safe and prosperous harbour.

1. Welcome to Vanuatu



1.1. An overview of Vanuatu

Vanuatu, officially the Republic of Vanuatu, is an archipelago of 83 islands located in the Pacific Ocean, 540 km North-East of New Caledonia. With a total area of 12189 km², 900 km separate Hiu island in the North to Aneityum in the South. The estimated population of Vanuatu is over 284 000, according to 2018 statistics. Most of the population is rural. Port Vila is the capital and the largest city with a population of 45 000, representing 19 per cent of the country’s total population. The inhabitants of Vanuatu are known as Ni-Vanuatu. Around 98.5 per cent of the population is of Melanesian descent. The remaining 1.5 per cent of the population is a mix of Europeans, Asians and other Pacific Islanders.

1.2. Climate

Vanuatu climate is tropical. The most pleasant season is from May to October, when the weather is dry and cool with temperatures averaging 23°C and lovely sunny days. November to April is the rainy season, also known as the cyclone season, with temperatures around 30°C. The weather is hot and humid, with a fair bit of rain. The temperature of the sea varies between 22 and 28°C, so swimming is possible all year round.

1.3. Local Time

Vanuatu is at GMT +11 and there is no daylight-saving time.

1.4. Languages

There are three official languages in Vanuatu: Bislama, English and French. Bislama is a mix of English and French. There are some 113 other vernacular languages spoken throughout Vanuatu’s islands. Vanuatu has one of the highest linguistic densities in the world.

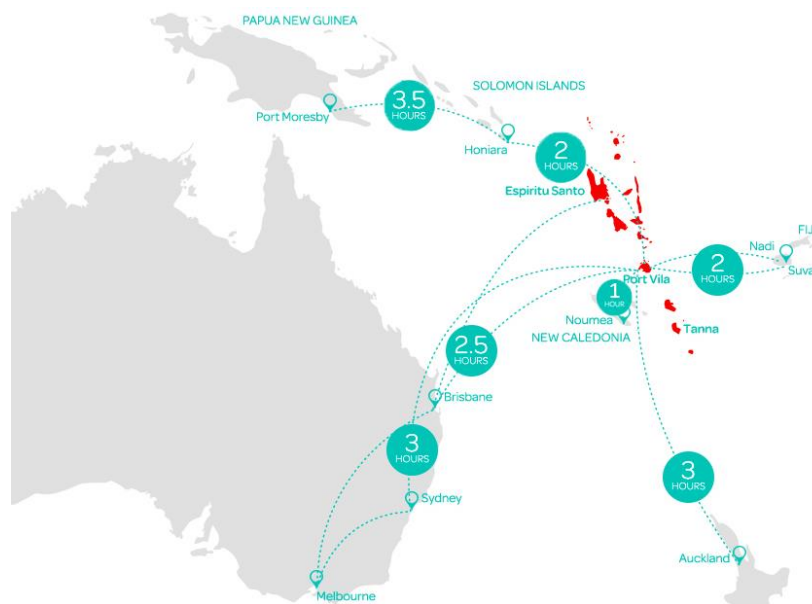
1.5. Currency

The local currency is Vatu (VUV). The approximate exchange rate to the US dollar (USD) is 114. Some local businesses in the central business district (CBD) also accept foreign currency for transactions.

2. Going to Vanuatu

2.1. Flights

Vanuatu is well-served by several international airlines including the national carrier Air Vanuatu which offers the most flights per day to and from this island nation. All domestic operations are conducted exclusively by Air Vanuatu to every island in the archipelago.



The weekly international flight summary is provided below:

- 7 flights from Sydney, Australia
- 9 flights from Brisbane, Australia
- 3 flights from Melbourne, Australia
- 6 flights from Auckland, New Zealand
- 6 flights from Noumea, New Caledonia
- 6 flights from Nadi, Fiji
- 2 flights from Suva, Fiji
- 2 flights from Honiara, Solomon Islands
- 1 flight from Port Moresby, Papua New Guinea

Port Vila is serviced regularly by Air Vanuatu but also Air Calin, Fiji Airways, Virgin Australia, Air Niugini and Solomon Airlines. Contact details are provided below:

Airline	Phone	Website
Air Vanuatu/Qantas	+678 23 878	www.airvanuatu.com
Air Calin/Air France	+678 22 739	www.aircalin.com
Fiji Airways	+678 22 836	www.fjjairways.com
Virgin Australia	+61 7 3295 2296	www.virginaustralia.com
Air Niugini	+675 327 3396	www.airniugini.com.pg
Solomon Airlines	+61 7 3860 5883	www.flysolomons.com

2.2. Visa

When travelling to Vanuatu you must have a passport that is valid for at least six months from the date of arrival and show an onward bound return ticket. Citizens of many countries do not require a visa to enter Vanuatu. However, please note that when transiting through other countries, you may need a transit visa. More information is given below:

Country

- [Australia](#)
- [Fiji](#)
- [New Caledonia](#)
- [New Zealand](#)
- [Papua New Guinea](#)
- [Solomon Islands](#)

Countries that are visa exempt are:

Andorra, Argentina, Azerbaijan, Bahrain, Bangladesh, Belarus, Brazil, Chile, China, Croatia, Cuba, Ghana, Israel, Japan, Korea (Republic of), Kuwait, Marshall Islands, Mexico, Micronesia (Federated States of), Monaco, Mozambique, Nigeria, Oman, Pakistan, Peru, Philippines, Qatar, Romania, Russian Federation, San Marino, Saudi Arabia, Serbia, Thailand, Rwanda, Sierra Leone, Sri Lanka, Turkey, Tunisia, Uganda, Ukraine, United Arab Emirates, United Kingdom, United States of America, Uruguay, Vatican.

European countries that are visa exempt and get 90-day visa are:

Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden and Switzerland.

Commonwealth countries that are visa exempt and get 30-day visa are:

Antigua and Barbuda, Australia, Bahamas, Bangladesh, Barbados, Belize, Botswana, Brunei Darussalam, Canada, Cyprus, Dominica, Fiji, Gambia, Ghana, Grenada, Guyana, India, Jamaica, Kenya, Kiribati, Lesotho, Malawi, Malaysia, Maldives, Malta, Mauritius, Namibia, Nauru, New Zealand, Nigeria, Pakistan, Papua New Guinea, Saint Kitts and Nevis, Saint Lucia, Seychelles, Sierra Leone, Singapore, Solomon Islands, Sri Lanka, Eswatini, Tanzania, Tonga, Trinidad and Tobago, Tuvalu, Uganda, United Kingdom, Vanuatu, Samoa, Zambia, Zimbabwe, Saint Vincent and the Grenadines.

GSR-19 participants **from non-exempt countries** are required to apply online for a Visitor Visa prior to entry in Vanuatu using Vanuatu Immigration Services prescribed [application form 1-0](#).

The requirements are:

- Filled-in application form 1-0, click [here](#) to access it
- A return ticket
- 2 passport size photos
- A fee of VUV 3600 (approximately USD 32)
- Copy of first page of passport

For more information, you can contact the Vanuatu Immigration Services office on +678 22 354 or visit their website [here](#).

For immediate assistance, please contact: gsr19@trbr.vu.

2.3. Customs

Upon arrival in Vanuatu, passengers are allowed the following duty-free allowances:

- 250 cigarettes or 250g of tobacco or 50 cigars.
- 2L of alcohol or 2L of wine or 9L of beer.
- 25mL of eau de toilette or 10mL of perfume.
- Maximum of VUV 50 000 (approximately USD 440) worth of new goods.

On departing Vanuatu, you may require an export permit for animal and plant products. Please contact the Biosecurity department on +678 23 519, e-mail biosecurity@vanuatu.gov.vu or visit their website [here](#) if you require fumigation or export permits.

For duty free allowances to your onward destination, please feel free to purchase any items you may require from one of Port Vila's many duty-free stores in town or at the airport.

2.4. Quarantine Information

On arrival in any country you will be given a form to fill out. This is a legal document and must be filled in correctly. A yes for "Have" and a no for "Don't Have".

These items **can be brought into Vanuatu and exported** if they are commercially packed and properly labelled: canned food, cooked fruit and vegetables, cooked products, dried products, freeze dried products, frozen fruit and vegetables, pickled fruit and vegetables, preserved fruit and vegetables and spices.

Artefacts, basket ware, cane ware, agriculture tools, camping equipment, used sport items (shoes, golf club...) must be declared and will be inspected and treated if necessary.

The following items **cannot be brought into Vanuatu and cannot be exported**: all plant seeds (i.e. cereal seed, herb and spice seed, miscellaneous seed, ornamental seed, tree and shrub seed), fruits and vegetables, live plants (i.e. cut flowers, plant cuttings, nursery stock, leaves, bud wood), animal products (i.e. butter, milk, cheese, yoghurt, salami, sausages, live animals, animal skin, feathers, honey), non-animal and plant products.

Plant or plant products, animal and animal products can only be imported into Vanuatu and exported out Vanuatu under specific requirements. A heavy penalty applies for breach of Quarantine laws.

For more information, you can contact Vanuatu quarantine office on +678 23 519 or visit their website [here](#).

3. Accommodation

Vanuatu offers a wide selection of accommodation options. From luxury adults only, resorts and private islands to warm and welcoming locally owned bungalows.

To book your room in any of the hotels listed below, please contact: gsr19@trbr.vu.

The conference will take place at:

Warwick Le Lagon ★★★★★

Elluk Road, Port Vila

Phone: +678 22 313

[Website](#)

Price for Garden View Room: 32,000VT (approx. US\$ 286)

Price for Lagoon View Room: 37,000VT (approx. US\$ 330)

Other hotels and accommodation options include:

Chantillys on the Bay ★★★★★

Kumul Highway, Port Vila

Phone: +678 27 079

Distance from the conference venue: 4.40 km.

[Website](#)

Price for Room: 15,652VT (approx. US\$ 140)

Grand Hotel & Casino ★★★★★

Kumul Highway, Port Vila

Phone: +678 28 882

Distance from the conference venue: 3.10 km.

[Website](#)

Price for Harbour View Room: 19,950VT (approx. US\$ 180)

Iririki Island Resort & Spa ★★★★★

Kumul Highway, Port Vila

Phone: +678 35 060

Distance from the conference venue: 2.90 km.

[Website](#)

Price for Room: 24,500VT (approx. US\$ 219)

Price for Resort View Room: 25,000VT (approx. US\$ 223)

Price for Lagoon View Room: 30,000VT (approx. US\$ 268)

Holiday Inn Resort Vanuatu ★★★★★

Tassiriki Park, Port Vila

Phone: +678 22 040

Distance from the conference venue: 4.80 km.

[Website](#)

Price for Garden View Room: 25,000VT (approx. US\$ 223)

The Melanesian Port Vila ★★★

Kumul Highway, Port Vila

Phone: +678 22 150

Distance from the conference venue: 2.60 km.

[Website](#)

Price for Room: 10,900VT (approx. US\$ 97)

Breakas Beach Resort ★★★★★

Pango Road, Port Vila

Distance from the conference venue: 2.50 km.

Phone: +678 23 670

[Website](#)

Cocomo Resort ★★★★★

Teouma Road, Port Vila

Phone: +678 25 505

Distance from the conference venue: 5.70 km.

[Website](#)

Coconut Palms Resort ★★★

Rue Cornwall, Port Vila

Phone: +678 23 696

Distance from the conference venue: 3.30 km.

[Website](#)

Fatumaru Lodge ★★★

Kumul Highway, Port Vila

Phone: +678 23 456

Distance from the conference venue: 5.20 km.

[Website](#)

Kaiviti Motel ★★★

Kumul Highway, Port Vila

Phone: +678 24 684

Distance from the conference venue: 2.50 km.

[Website](#)

Mangoes Resort ★★★

Rue De Wales, Port Vila

Phone: +678 24 923

Distance from the conference venue: 3.70 km.

[Website](#)

Moorings Hotel ★★

Kumul Highway, Port Vila

Phone: +678 26 800

Distance from the conference venue: 4.60 km.

[Website](#)

Nasama Resort ★★★★★

Pango Road, Port Vila

Phone: +678 28 009

Distance from the conference venue: 1.70 km.

[Website](#)

Poppys on the Lagoon ★★★

Captain Cook Avenue, Port Vila

Phone: +678 23 4254

Distance from the conference venue: 3.40 km.

[Website](#)

Ramada Resort Port Vila ★★★★★

Paray, Port Vila

Phone: +678 28 000

Distance from the conference venue: 2.30 km.

[Website](#)

Tropicana Lagoon Apartments ★★★★★

Teouma Road, Port Vila

Phone: +678 55 52224

Distance from the conference venue: 6.10 km.

[Website](#)

4. Health and Safety

4.1. Medical

Vaccinations are generally not required before travelling to Vanuatu.

Over the last several years Vanuatu has almost eradicated malaria rates on many islands thanks to various Department of Health malaria programmes. Travellers wishing to protect themselves against malaria should consult their doctor to obtain Malaria Prophylaxis before travelling.

Water from the tap is safe to drink but if you are travelling to the outer islands it is recommended that you boil the water before drinking or use water purification tablets.

Below is a list of doctors and medical service providers:

- Pro Medical (VEMSA), ambulance services – phone: 115.
- Vanuatu Private Hospital, medical centre – phone: +678 22 254 or +678 77 44 350 (emergency number).

Pharmacy/Chemist:

- D'Dock Healthwise Pharmacy – phone: +678 22 707.
- Healthcare Pharmacy – phone: +678 29 627.
- Healthwise Pharmacy – phone: +678 25 722.
- Pharmacie du Vanuatu – phone: +678 22 446.
- Tana Plaza Pharmacy – phone: +678 26 202.
- The Drug Drug Store – phone: +678 22 789.

4.2. Safety

With very little crime reported, Vanuatu is considered a safe country. However, as travelling in any foreign country, reasonable precautions should be taken.

5. Local Transportation

5.1. Participants' transportation

Transport from and to the airport in Port Vila, as well as from the hotels to the Warwick Le Lagon Resort in Port Vila and vice versa will be provided to all participants.

A GSR-19 information desk will be available at the airport to facilitate your transfer to your hotel.

For further information or assistance, please contact: gsr19@trbr.vu.

5.2. Taxi

Taxis are available everywhere in Port Vila. If you require a taxi from your hotel, contact the reception desk and they can arrange one to be available in advance. If you are around town, taxis are usually operating most times of the day and night. It is best to agree on a rate where you want to go in advance.

5.3. Public Transportation

There are many buses available in and around Port Vila. They provide a unique experience for visitors as you may have to go through several suburbs or areas to drop off fellow passengers before you reach your destination. Buses might not be the quickest way of transportation, but they are one of the cheapest forms of transport in Vanuatu. They are the preferred choice of locals as they only cost VUV 150 (approximately USD 1.50) no matter where you want to go around town. You may just meet some friendly locals along the way while you take your time to get where you are going!

5.4. Rental Car in Port Vila

If you feel like going on a driving adventure you can find various rental car companies in Port Vila. You can simply use your driving licence from your home country. Driving is on the right side of the road in Vanuatu. Contact these rental companies for all your transportation needs:

- Avis – avisvanuatu.com or phone: +678 22 497.
- Budget – rentalcarsvanuatu.com or phone: +678 23 170.
- Coral Car Rentals – phone: +678 77 43 465.
- Discount Rentals – www.discount-rentals-vanuatu.com or phone: +678 24 475.
- Europcar – www.europcar.vu or phone: +678 26 517.
- Go2Rent – go2rent.com.vu or phone: +678 22 775.
- Hertz – www.carhirevanuatu.com or phone: +678 22 468.
- World Car Rentals Vanuatu – www.vanuaturentalcars.com or phone: +678 26 515.

6. Useful Information

6.1. Banking

You will find several major banks in the CBD of Port Vila. Each bank also has a branch in Santo while National Bank of Vanuatu (NBV) has branches with limited services on most islands. You can also change money at various currency trading stores around town. The major banks currently operating in Vanuatu are:

- ANZ – www.anz.com/vanuatu
- BRED Bank – www.bred.vu
- Bank of the South Pacific (BSP) – www.bsp.com.vu
- National Bank of Vanuatu (NBV) – www.nbv.vu



6.2. Electricity

Vanuatu uses Type I power plugs and sockets mainly used in Australia and New Zealand. All power output is 240V to run appliances. Similar power plugs are also used in Fiji, Papua New Guinea, and Argentina. These plugs have an earthing pin, and two flat current-carrying pins as shown in the photo below. Plug converters can be bought in some local electrical supplies or hardware stores as well as in some general stores.

Vanuatu has a stable electricity grid operated by the French company Unelco. If you are travelling to the outer islands there is only limited electricity access. However, the islands of Santo, Tanna, Malekula have smaller grids run under various concession arrangements.

6.3. Telecommunications

Currently, there are 8 Internet service providers: [Digicel](#), GPT, [Incite](#), PGL, [SPIM](#), [Telsat](#), [TVL](#) and [Wantok](#). However, the main service providers providing mobile services are Digicel Vanuatu Limited and Telecom Vanuatu Limited. It is advisable that you liaise directly with your potential service providers to learn and know more about their roaming arrangements with respective service providers of your country.

The Telecommunications, Radiocommunications and Broadcasting Regulator's Office is also available to assist you in any queries you have regarding existing competing services should you require them. You can contact them on +678 27 621 or on visit their [website](#).

6.4. Business Hours

Most businesses operate from around 7.30 a.m. to 5 p.m. Monday to Friday. You may find some are closed over lunch time between 11.30 a.m. to 1 p.m. However, all major businesses such as banks are generally open all day. Some businesses are also open on Saturday morning. If there is a cruise ship in port, then many of the stores in the middle of town will be open even on a Sunday.

6.5. Post Office

Vanuatu Post Ltd is available if you wish to post something overseas. There is a brand-new post office located just out of the centre of town. For more information, contact +678 22 000 or visit www.vanuatupost.vu.

6.6. Diplomatic Missions

There are several diplomatic missions or consulates in Vanuatu. For a full list see below:

- Ambassade de France, Port Vila – vu.ambafrance.org or phone: +678 28 700 or +678 77 77 033.
- Australian High Commission, Port Vila – vanuatu.embassy.gov.au or phone: +678 22 777.
- Embassy of the People’s Republic of China – vu.chineseembassy.org or phone: +678 23 598.
- EU, Delegation of European Commission to Vanuatu, Port Vila – phone: +678 22 501.
- New Zealand High Commission, Port Vila – www.nzembassy.com/vanuatu or phone: +678 22 933.
- Alliance Française, Port Vila – www.alliancefr.vu/fr or phone: +678 22 947.

7. Venue

The 2019 Global Symposium for Regulators (GSR-19) will be held at the prestigious Warwick Le Lagon Resort which is a beautiful property at the entrance of Erakor Lagoon, with excellent conference facilities. It boasts several restaurants and bars along with a huge swimming pool. The well-kept tropical gardens also play host to a nine-hole golf course.

Feel free to kick back and relax in the magnificent setting after a hard day’s work or extend your stay to enjoy not only Le Lagon but many of the other resort hotels and tourist attractions that Vanuatu has to offer.

Watch GSR-19 promotional video available on the event website [here](#):

Discover more about Warwick Le Lagon Resort [here](#) or contact +678 22 313.

8. Restaurants

Lunch will be served from Tuesday 9 July 2019 until Friday 12 July 2019 at the Lagon Terrace Restaurant. Other restaurants listed below are located near *Warwick Le Lagon*:

Wild Ginger

Warwick Le Lagon
Cuisines: Japanese, Sushi, Asian
Phone: +678 22 313

Aqua

Erakor Island Resort
Cuisines: International, Local
Phone: +678 26 983
[Website](#)

Café Vila

Nasama on Pango Road
Cuisines: International, Tapas, Mexican, Gluten Free, Vegetarian
Phone: +678 77 28028
[Website](#)

Breakas Beach Restaurant

Pango Road

Cuisines: International, Italian, Local, Gluten Free, Vegetarian

Phone: +678 25 844

[Website](#)

Kanpai Bar & Sushi

Wharf road

Cuisines: Japanese, Sushi, Asian

Phone: +678 26 687

L'Houstalet Restaurant

Captain Cook Ave

Cuisines: French, Sea Food, Grills, Pizza, Gluten Free, Vegetarian

Phone: +678 22 303

Golden Port

Numbatu

Cuisines: Asian

Phone: +678 22 375

The Melanesian

Numbatu

Cuisines: International, Local, Grill, Bar

Phone: +678 22 150

[Website](#)

Ristorante Casa Mia

Numbatu

Cuisines: Italian

Phone: +678 22 150

[Website](#)

Blue Marlin Club

Numbatu

Cuisines: International Fine Dining, Tapas, Local

Phone: +678 53 06299

[Website](#)

Water Front Bar Grill

Port Vila Harbour

Cuisines: Sea Food, Grill, Bar

Phone: +678 23 490

9. Map

For more information, you can visit Vanuatu Tourism Office website [here](#) or contact +678 22 813.


Download Hotspots Vanuatu map [here](#).

Port Vila Map Listing

B-4	1	Nautilus Diving & Fishing	▪ 22398
B-2	19	Bred Bank	▪ 29111
B-2	20	The Beef House - Bar & Grill	▪ 25597
B-3	21	www.eaudeisles.com Perfume	▪ 7766297
B-2	28	Splash/Roxy/Billabong	▪ 27810
B-1	29	American Fashion	▪ 26906
A-4	37	World Car Rentals	▪ 26515
B-1	38	Europcar	▪ 26517
A-4	52	Budget Car & Truck Rental	▪ 25700
B-1	53	Tana Ciné Movies	▪ 7770444
B-3	56	Bank South Pacific - Vanuatu	▪ 22084
B-2	60	Tourism Information Centre	▪ 22515
A-5	62	Breakas Beach Resort	▪ 25844
B-1	64	Evergreen Tour Operator	▪ 23050
B-1	68	Exotic Thai Restaurant & Massage	▪ 29994
A-3	69	Quest Apartments	▪ 7723088
B-1	72	Independent Property Valuations	▪ 7764477
B-5	73	Stone Grill Restaurant & Bar	▪ 5464506
A-4	74	Coconut Palms Resort	▪ 23696
B-2	75	Vila Bottle Shop	▪ 22240
A-5	76	Café Vila (Nasama Resort)	▪ 7728028
B-1	77	Port Vila Parasailing	▪ 7773303
B-4	78	Mariner Apartments	▪ 29802
B-4	79	Reef Explorer	▪ 7773303
B-1	80	Le Lookout - cuisine française	▪ 22762
B-3	81	ANZ Bank	▪ 26355
B-1	82	Body & Soul Hair Beauty Day Spa	▪ 22740
B-1&4	83	Vanuatu Brewery Limited	▪ 22435
A-4	85	Poppys on the Lagoon Resort	▪ 23425
A-1	86	Promedical Ambulance	▪ 115
B-2	87	Nambawan.com Café & Bar	▪ 25246
A-2	90	Boulangerie - La Parisienne	▪ 22493
B-4	91	Novo Dental & Medical	▪ 26696
B-5	92	Warhorse Saloon	▪ 26670
A-5	93	Spice Restaurant	▪ 24406
A-2	94	Police Station	▪ 22222
A-4	95	Atmosphere Tours & Transfers	▪ 27870
B-5	96	The Yardam Yacht Club Bar	▪ 7749038
B-4	98	Lava Lounge Bar & Restaurant	▪ 26671
B-1	102	Shiro Sushi/Japanese Restaurant	▪ 23002
B-1	103	Adventures in Paradise	▪ 25200

See ads around the map for more details & dots

This flag shows the locations where you can purchase a Hotspots Voucher Book.



www.hotspotsvanuatu.com

Port Vila



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