Dear Pacific ICT Days 2019 Attendees,

On behalf of the Government of the Republic of Vanuatu through the Office of the Government Chief Information Officer (OCGIO) along with the Telecommunications, Radiocommunications and Broadcasting Regulator (TRBR) in collaboration with Vanuatu Internet Governance Forum (VanIGF), I am pleased to welcome all delegates from Vanuatu and around the region to the 2019 edition of Pacific ICT Days.

Once again we host this event at the Vanuatu Convention Centre in Port Vila. This year’s theme is “Bridging the standardization gap”. We look forward to seeing the many attendees with their display booths and the vibrant discussions with the informative public seminars. From ICT Days 2019 we can all learn and understand the importance of ICTs in the Pacific and the world.

On behalf of the Government and the people of the Republic of Vanuatu, I would like to extend our thank you to all our partners, our sponsors and hard-working individuals who have committed their efforts to make this year’s event possible. The Government of Vanuatu through its membership with the International Telecommunication Union (ITU) is fully committed to hosting this event now and into the future.

Thank you once again to everyone involved and enjoy the program that has been organised for 2019.

Hon. Charlot Salwai Tabimasmas,
Prime Minister and Minister responsible for ICT
This year, we are joining other members of the International Telecommunications Union (ITU) to celebrate the 50th anniversary of the World Telecommunication & Information Society Day (WTISD) with the theme “Bridging the standardization gap”.

ICT Days 2019 will provide an environment and a platform for delegates, technology providers and specialists to come together to share experiences, discuss latest technological advances, address key challenges and explore new business opportunities within the telecommunications industry.

ICT Days 2019 will be the opportunity to reinforce relationships among all players of the ICT ecosystem, including public administrations, private sector companies, entrepreneurs, non-for profits, as well as all the people living in the Pacific. Together we will build a bright digital future for all whilst enhancing collaboration and celebrating the whole ICT sector.

ICT Days 2019 panel discussions will cover topics like cyber security standards, emergency telecommunication, why standards in telecommunication are important, its benefits and how it enhances communication for businesses and individuals as well as many other interesting topics.

AN EXCITING CLUSTER FULL OF OPPORTUNITIES

- Key decision makers in many sectors for the highest-level networking
- Unique audience from public to private sectors from all around the Pacific
- Exhibition of the latest IT trends and advances within the region
- Relationship building with potential partners and investors
- Interesting panel discussions and presentations delivered by experts of the industry
- An exciting program of entertainment and an unforgettable ICT Award Ceremony
### DAY ONE – THURSDAY 16 MAY 2019

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.00 – 11.00</td>
<td><strong>Opening of the Pacific ICT Days 2019</strong>&lt;br&gt;Keynote: Honourable Charlot Salwai Tabimasmas, Prime Minister of the Republic of Vanuatu</td>
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<tr>
<td>11.00 – 11.15</td>
<td>BREAK + Opening Ceremony Photos</td>
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<tr>
<td>11.15 – 12.00</td>
<td><strong>Session 1: Leaders Roundtable: ICTs and good governance</strong>&lt;br&gt;Government leaders and industry come together to give insights into the role of ICTs for the advancement of good governance. How technology is playing its part in making government work for all people in society. Also, its role in reducing wealth inequality by linking people through good government and business practices.</td>
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<td>12.00 – 12.30</td>
<td><strong>Presentation:</strong> Open VEMIS, a decentralised data collection with centralised online platform approach in education by the Ministry of Education and Training</td>
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<tr>
<td>12.30 – 13.00</td>
<td><strong>Presentation:</strong> Delivery of Vaccines using Drone – Ministry of Health / Swoop Aero</td>
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<tr>
<td>13.00 – 14.00</td>
<td>LUNCH</td>
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<td>14.00 – 15.00</td>
<td><strong>Session 2: From the village to the boardroom: how every level of society can interact with businesses</strong>&lt;br&gt;The emergence of internet technologies in the most remote areas has led to the ability for people from all walks of life to interact with businesses. How can this be improved and what other services can businesses offer through ICTs. How can commerce and trade between companies big and small improve the lives of people and increase the viability of businesses.</td>
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<tr>
<td>15.00 – 15.30</td>
<td>BREAK</td>
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<tr>
<td>15.30 – 17.00</td>
<td><strong>Session 3: Standards in regulation to protect the most vulnerable in society.</strong>&lt;br&gt;Regulators around the world have a responsibility to protect consumers while listening to the needs of the ICT businesses they regulate. However, what can be done to improve regulations for the most vulnerable in society such as women and children. Can regulations do more in the areas of cyber security to protect the people that may have a lesser voice in society.</td>
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<tr>
<td>17.00 – 18.00</td>
<td>BREAK &amp; EXHIBITION TOUR</td>
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<td>18.00 – 22.00</td>
<td>LIVE ENTERTAINMENT</td>
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### DAY TWO – FRIDAY 17 MAY 2019

<table>
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<tr>
<th>Time</th>
<th>Session</th>
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<tr>
<td>9.00 – 10.00</td>
<td><strong>Session 4: Shaping standards in ICTs for developing countries</strong>&lt;br&gt;Developing countries have differing needs to those of the developed world for obvious reasons. Therefore, we must forge a path in ICTs standards that are suited to the market and the needs of the developing world, not just the needs of more privileged countries. How can developing countries use standards that work in western society while using their own standards in a way that helps in their development while preserving the customs and traditions of the people.</td>
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<tr>
<td>10.00 – 10.30</td>
<td><strong>BREAK</strong></td>
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<td>10.30 – 11.30</td>
<td><strong>Session 5: Blockchain, what it means for Pacific countries</strong>&lt;br&gt;Blockchain is a word many people are still unfamiliar with. This session is discussing the real meaning of blockchain and how it can be used in the Pacific region. Simply put, Blockchain is the ability to distribute information, namely financial transactions in a way that it is almost impossible to copy or hack. This has been more prevalent since the emergence of Cryptocurrencies such as “Bitcoin”.</td>
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<td>11.30 – 13.00</td>
<td><strong>Session 6: ICT Developments for disaster relief and prevention</strong>&lt;br&gt;With the ever-increasing risks associated with climate change, what can ICTs do to improve resilience to natural disasters? Also, when disasters do happen, how can ICTs provide better responses to affected communities? How are NGOs and Governments using ICTs to better mitigate the impacts of disasters due to the effects of climate change.</td>
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<tr>
<td>13.00 – 14.00</td>
<td><strong>LUNCH</strong></td>
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<tr>
<td>14.00 – 15.00</td>
<td><strong>Session 7: Reducing social problems and issues through ICTs</strong>&lt;br&gt;This session discusses issues relating to social problems and how ICTs can help. Social problems will always exist in society, but how does the ICT ecosystem help reduce the impacts at the same time how do they not become a part of the problem? We all know cybercrime is a problem which has become more prevalent in society with the explosion of ICTs over the last 20 years. How do we stop ICTs creating more social problems from our experiences with cybercriminal activity? At the same time, ICTs must have a role in helping reduce social problems.</td>
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<td>15.00 – 16.00</td>
<td><strong>Session 8: ICTs a decade from now, how they will impact the next generation</strong>&lt;br&gt;This session looks at ICTs over the next decade and how they will be evolving. What impact will this have on the future of Vanuatu as a whole?</td>
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<td>16.00 – 16.30</td>
<td><strong>CLOSING REMARKS &amp; ACKNOWLEDGEMENT</strong></td>
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<tr>
<td>16.30 – 17.00</td>
<td><strong>BREAK &amp; EXHIBITION CLOSING</strong></td>
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<tr>
<td>17.00 – 19.00</td>
<td><strong>PACIFIC ICT AWARD CEREMONY</strong></td>
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<tr>
<td>19.00 – 23.00</td>
<td><strong>ICT GALA DINNER</strong></td>
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ITU is the United Nations specialized agency for information and communication technologies - ITCs. We allocate global radio spectrum and satellite orbits, develop the technical standards that ensure networks and technologies seamlessly interconnect and strive to improve access to ICTs to underserved communities worldwide. ITU is committed to connecting all the world’s people wherever they live and whatever their means. Through our work, we protect and support everyone’s fundamental right to communicate.

TRBR was established under Telecommunications and Radiocommunications Regulation Act No. 30 of 2009 amended by Amendment No. 22 of 2018 with the overall responsibility to facilitate the development of the telecommunications, radiocommunications and Broadcasting sector, and manage radio frequency spectrum in order to promote national social and economic development acting independently and impartially in performing the responsibilities, functions and powers set out in the amended TRBR Act and other laws. TRBR’s other functions includes management of telephone numbers, management and administration of dot VU (.vu) country code top level domain name, promote internet Governance in Vanuatu, ensuring service and products advertisements are genuine and not misleading, promote quality of services offered in the market, promote consumer complaint handling processes, consumer awareness and educational programs on technology evolution and its impact, promote universal services including roll out of Telecommunications, Radiocommunications and Broadcasting services across Vanuatu.

The Governance For Growth (GFG) Program is a joint Australia-Vanuatu program of assistance, established in 2007 as an adviser, facilitator and broker of regulatory reform and improved public expenditure management, for the purposes of improving economic growth and delivery of government services. Currently in its third implementation phase, it is a platform for policy dialogue between Australia and Vanuatu, supporting the analytical and consultative processes that inform policy formulation, as well as providing resources for policy implementation. The phase 3 program is guided by two core objectives - Government, acting with the private sector, concives and implements change in policy and practice that encourages inclusive economic growth; and public expenditure delivers services that are more effective. The GFG Program supported the establishment of the Office of the Chief Information Officer (in 2010), and establishment of the telecommunication regulator (2009) and continues support policy development and implementation in the ICT sector today. GFG is also currently supporting policies aimed at enabling e-commerce, such as the Electronic Single Window Project (to make trading easier) and the Interoperability project (to make banking services more convenient).

Interchange is a Vanuatu-based consortium committed to a better future for Melanesia by providing nation building telecommunications technologies and infrastructure to communities throughout the region.

On 15 January 2014, Interchange completed ‘ICN1’ – a US$32 million project involving French telecommunications corporation Alcatel-Lucent to deploy Vanuatu’s first international submarine cable system linking Port Vila (Vanuatu) to Suva (Fiji). This milestone cable project links Vanuatu directly into the high capacity southern cross cable between Sydney and USA.

The United Nations Development Programme (UNDP) is the United Nations’ global development network present in 170 countries.

UNDP advocates for change and connects countries to knowledge, experience and resources to help people build a better life for themselves and achieve the eradication of poverty, and the reduction of inequalities and exclusion. It provides expert advice, training and grants support to developing countries, with increasing emphasis on assistance to the least developed countries. It promotes technical and investment cooperation among nations.

UNDP is working across countries in the Asia-Pacific region and globally to invest and empower young people or youths to accelerate the implementation of SDGs through leadership, social innovation and entrepreneurship. It seeks to both support and harness the ability of young people to be the change agents of their societies by taking a leading role on the avenue of social innovation and entrepreneurship. And by strengthening the social entrepreneurship ecosystem, UNDP’s programme support will invest in and create a sustainable and innovative platform for budding youth-led social enterprises to generate sustainable impact in their communities.
Digicel is a total communications and entertainment provider with operations in 31 markets throughout the Caribbean, Central America and Asia Pacific. Digicel is the leading telecommunications provider in Vanuatu helping both business and the community stay connected all around Vanuatu and with the rest of the world. As the leader in telecommunications, we care about our customer’s needs and offer them the latest telecommunications innovations with solutions designed for their specific needs including Managed Telephony Services, managed Network Services, Disaster Recovery and Planning as well as our value for money internet services, smartphones, tablets and a wide range of great value offers for calling, texting or surfing the internet. Visit www.digicelgroup.com for more information.

At Telecom Vanuatu Ltd we believe that connecting people is essential for the development of Vanuatu. Our Vision is to Create a World Class Connected Future for the People and the Businesses in Vanuatu. TVL will continue to invest and deploy broadband connectivity across all the islands. In addition, TVL investment will not be limited to technology. To achieve customer excellence at all levels, we are committed to invest in our Employee development. Finally, Telecom Vanuatu Ltd will strengthen its engagement towards the communities through various community development programs. TVL will not only connect people with technology but also through sports, music, health awareness programs that will build stronger and healthier communities.

APNIC (Asia Pacific Network Information Centre) is an open, membership-based, not-for-profit organization providing Internet addressing services to the Asia Pacific. As the Regional Internet Registry for the Asia Pacific region, our primary role is to provide Internet number resources (IPv4, IPv6 and ASNs) to our Members in the Asia Pacific region.

Huawei is a leading global provider of information and communications technology (ICT) infrastructure and smart devices. With integrated solutions across four key domains – telecom networks, IT, smart devices, and cloud services, it is committed to bringing digital technological solutions to every person, home and organization for a fully connected, intelligent world.

Pacific Private Bank is a full-service bank successfully operating in Vanuatu since 1997. We accommodate to the individual objectives of every customer by providing personalized private banking services. Our strength lies in experience and know-how of the geographical, economical and legal environments on a local as well as international levels.

Titan FX is a regulated securities dealer based in Port Vila, Vanuatu, offering forex and CFD brokerage to traders globally. Titan FX differentiates itself from other brokers by investing in product development and outstanding customer service rather than sales and advertising.

CNS, your complete IT solution, IT sales, services, computer training and software development.

Computer World is the biggest computer retail store in Vanuatu, with the largest range of products at the lowest prices.

Kacific is a next-generation satellite operator committed to providing universal, high-speed, high-quality broadband access at an affordable cost using robust technologies and an agile business model.

The company’s first Ka-band high throughput satellite, Kacific1, will launch in 2019 to stream high-speed broadband to rural and suburban areas of the Pacific and South East Asia. Kacific partners with local telecommunications operators, internet service providers and governments to distribute its range of satellite-based services for economic and social development. Founded in 2013 by a team of senior satellite professionals, Kacific is backed by a group of investors with experience in global telecommunications and infrastructure. For more details, visit www.kacific.com.

With over 25 years of experience, NetCraft is the acknowledged leader in specialised IT solutions across the Pacific Islands. With deep expertise in telecommunications engineering, advanced security and high availability networking, NetCraft have delivered advanced solutions to governments, corporates, businesses, universities and other clients with specific needs. Our enviable reputation is built on providing localised solutions which are simple, elegant, highly scalable and fit for purpose, whilst our highly skilled and experienced team of engineers and developers are backed by some of the biggest names in IT, including Cisco, IBM, Microsoft and Red Hat. We operate under one simple maxim “Driving human progress via digital connection”, it’s what we do best and what can do for you.

With the market’s only non-geostationary satellite broadband constellation (O3b), the largest fleet of geostationary satellites and extensive ground infrastructure, SES Networks delivers reliable, high-performance communications solutions to the world’s hardest-to-reach places. We provide managed data services to telcos and ISPs, mobile network operators, cloud solution providers, in-flight connectivity providers and maritime fleets, energy companies, and government agencies. Our end-to-end managed solutions allow organisations to rapidly deploy and scale networks and services for the cloud-scale era. Discover more: www.ses.com/networks
Ahitec Services are a Ni Vanuatu owned and operated company established on the 28th February 2008. We specialise in providing a wide range of Information and Telecommunication (ICT) services and products. Based in Port Vila, Efate AHITEC is taking its services to another level by integrating the best and standardized solutions that will assist you as a customer to make the right budgetary decisions. Our wide range of efficient technical services include: server systems, networks, repairs and maintenance. Our team of experienced technicians will troubleshoot and fix any of your ICT issues. AHITEC emphasize that if the customers are happy then we are happy.

AJC is an advisory and accounting firm established in Vanuatu since 2003. AJC offers a diverse range of services, including Audit and Accounting, incorporation of local and offshore companies, corporate secretariat and support to investors.

BRED Bank Vanuatu is part of the second largest banking group in France, ”BPCE”, with outlets in Vanuatu, Fiji, Solomon Islands, New Caledonia and Tahiti. We offer a full range of personal and business banking services to suit all your needs.

Through its extensive portfolio of reliable, scalable and secure business Wi-Fi, fixed wireless broadband point-to-point (PTP) and point-to-multipoint (PMP) platforms; managed by cloud-based software, Cambium Networks makes it possible for service providers; enterprises; governmental and military agencies; oil, gas and utility companies; Internet service providers; and public safety networks to build powerful communications networks, reach users from 200 kilometres across mountain tops down to the last meter to their devices, and intelligently manage their business Wi-Fi infrastructure through end-to-end network visibility and actionable analytics. Headquartered in Rolling Meadows, IL, outside Chicago, and with R&D centres in the U.S.; Ashburton, England.; and Bangalore, India; Cambium Networks sells through a range of trusted global distributors.

As a key player in telecom network roll out, Camusat has the framework and dynamic approach necessary to tackle today’s technological environment. Established since the 1940s, Camusat employees today over 2,900 employees in more than 35 countries and excels in 5 business lines in the telecommunications field. With expert teams spread around the world, Camusat can design, build, power and manage telecom infrastructures anywhere in the world. Committed to protect the environment through CSR approach, Camusat has developed simple, smarter and more suitable power solutions for better efficiency, which is why in 2016: 12,342 tons of CO2 has been avoided thanks to their installed power solutions. Camusat values Innovation, Diversity, Reactivity and Customer satisfaction hence our mission is to help our customers to get the most from their networks, anywhere in the world.

Engineering Business Services is a Vanuatu based company providing high-end consulting, managed services and cloud-based services hosted in Vanuatu. Our commitment is to bring tomorrow’s ICT solutions to Vanuatu to help local companies with their daily needs.

How should you take advantage of the digital opportunities, to better serve consumers or citizens?
We lead digital transformations. The objective is to make sure your organization is client centric, using all relevant channels. We define strategy, select appropriate tools, and ensure a proper change management (technology, processes). Our services include for instance Web presence, Marketing analysis, Omnichannel Marketing, Training. Our clients are multinationals, SMEs, Institutions, in South America and Oceania. Office in Vanuatu was opened in 2018.

Kava-world.com is a great example of disruptive solutions that boost an entire industry, as this social network provides new functionalities to thousands of people.

Pacific Group is an experienced provider of professional consulting services in enterprise information communications technology and telecommunications.

Pacific Group’s ICT & telecommunication consulting and professional services can add value to your business by providing strategy, architecture, implementation and integration services to help plan, build, improve and innovate your ICT, telecoms and business solutions. We provide these services across a range of technologies and delivery models including mobility, cloud, IT outsourcing, network, communications, data centre, end-user computing, security, and sustainability. Email: info@pacificgroup.vu

SkyEye Pacific is a Pacific based Information Technology Company registered in Samoa, Solomon Islands, Vanuatu, and Tonga. It focuses on providing services that harness technology and customise for user friendly Geo-Spatial Technologies solutions to Pacific Island Countries. Established in December 2013, SkyEye Pacific is owned and operated entirely by Pacific Islanders.

Simple, Reliable and Affordable
1. Digicel Vanuatu Limited
2. Telecom Vanuatu Limited
3. Telecommunications, Radiocommunications and Broadcasting Regulator
4. Office of the Government Chief Information Officer
5. Pacific Private Bank
6. Titan Fx
7. The Governance for Growth
8. AJC
9. Bred Bank
10. Cambium
11. Camusat
12. EBS
13. Pacific Digital Transformation
14. SkyEye
15. Wantok
The Pacific ICT Awards aim at recognising and promoting outstanding ICT solutions and applications to encourage innovation and excellence among Pacific’s ICT talents and organizations. Pacific ICT Awards’ purpose is to inspire individuals and organizations in constantly searching for creative and better solutions to meet business and social needs.

Steered and organized by the Office of the Government Chief Information Officer (OGCIO) of the Government of the Republic of Vanuatu, the ICT Awards aim at building a regionally supported and internationally acclaimed brand of ICT awards.

For the Pacific ICT Awards 2019 edition, there are 2 categories:

### ICT SOLUTION AWARDS

<table>
<thead>
<tr>
<th>ICT Solution Awards</th>
<th>Objectives</th>
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<tbody>
<tr>
<td>Best Innovation Award</td>
<td>To recognise the most innovative and quality ICT researches and invention that have helped raise awareness of the importance of ICT Innovation.</td>
</tr>
<tr>
<td>Best Digital Inclusion Award</td>
<td>To recognise innovative development of ICT products / solutions or ICT-enabled services that promote and encourage the rights of the disadvantaged groups to adopt ICT as well as participate and contribute to the development of information society.</td>
</tr>
<tr>
<td>Best Business Solution Award</td>
<td>To recognise improved creativity in the exploitation of technology in the local or regional ICT industry, in particular for greater use of ICT in the community by helping to create a culture of ICT usage in business as well as in daily life.</td>
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### ICT SPECIAL AWARDS

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<thead>
<tr>
<th>ICT Special Awards</th>
<th>Objectives</th>
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<tbody>
<tr>
<td>Best ICT Entrepreneurship Award</td>
<td>To recognise the most innovative ICT-based small and medium sized enterprise (SME) with high-growth potential, working to provide real social impact and meet the sustainable goals.</td>
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<tr>
<td>Best Digital Leader Award</td>
<td>To recognise either a leader or an organisation who demonstrate a pioneering and sustainable approach to digital transformation within the private or public sector.</td>
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<tr>
<td>Best Customer Service Award</td>
<td>To recognise outstanding contributions to customer services and excellence in IT service management.</td>
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### TIMETABLE

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<thead>
<tr>
<th>Event</th>
<th>Date</th>
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<tbody>
<tr>
<td>Official call for entries</td>
<td>05/04/2019</td>
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<tr>
<td>Closing date for entries</td>
<td>19/04/2019</td>
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<tr>
<td>ICT Award Ceremony</td>
<td>26/05/2019</td>
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A Gala Dinner will follow the ICT Awards Ceremony

Friday 17 May 2019
From 7pm to 11pm - Banquet Room
National Convention Centre
Port Vila, Vanuatu

Tickets
7,500VT P.P or 55,000VT per Table
3-Course Meal with Entertainment
Champagne on Arrival
White/Red Wine on Table
Email: info@ictdays.gov.vu to get your ticket

Menu

Entree
Green pawpaw salad, nim jam, nangae, crumbed salt and pepper chicken
Polenta fries, grilled baby squid, garlic and tomato oil

Main
Braised beef cheek/brisket with potato puree, rosemary, red wine
Kumala gnocchi, K2 pesto, nangae nut, burnt parmesan, baked fresh fish, wilted greens

Dessert
Dark Vanuatu chocolate mousse with chocolate sand, vanilla cream
Mixed berries mess, cream, marshmallow, K2 cookies
USEFUL INFO FOR OVERSEAS DELEGATES

CLIMATE Vanuatu’s climate is tropical all year round, with two distinct seasons - the cooler/drier season running from May to October and the wetter/hotter season from November to April. Average daily temperature is 29 degrees Celsius. Light weight clothing plus a sweater is usually sufficient, year round.

ELECTRICITY Electricity is 230 volts AC 50 Megahertz with 3-flat pins plug (like the ones we find in Australia and New Zealand). You are advised to take along your universal adaptor if you are from any other country with dissimilar plug and voltages.

CURRENCY Vatu (VT) is the local currency. Exchange rates vary around USD 1.00 = VUV 113.6. Check Online Currency Converter on www.xe.com. Banks established in Vanuatu include: ANZ, Westpac, National Bank, Pacific Bank. Foreign cash, traveller’s cheques and credit cards are widely accepted in Port Vila.

TIME Local time in Vanuatu is GMT/UTC +11. There is no daylight saving in summer.

TELECOMMUNICATION SERVICES Communication services in Vanuatu include fixed line telephony, internet, and GSM mobile phone & data services.

- Telecom Vanuatu Ltd (TVL) is the sole service provider for fixed line telephony.
- GSM Mobile services are provided by Telecom Vanuatu Ltd and Digicel Vanuatu Ltd.
- Internet Services providers include Telecom Vanuatu Ltd, Digicel Vanuatu Ltd, Wantok Vanuatu Ltd, Global Pacific Telecom (GPT) and Telsat Broadband.

Internet: Internet Access will be provided on the Conference site.

Vanuatu IDD Country Code: +678

DRESS CODE FOR CONFERENCE Island smart casual / Business smart casual. Recommend no suits and ties.

ABOUT VANUATU Vanuatu is known for its natural beauty and rich culture. For more information about our beautiful destination, visit the Vanuatu Tourism Office website: www.vanuatu.travel
FOR MORE INFO

Visit our website: ictdays.gov.vu
Contact us: info@ictdays.gov.vu

Steered and organized by the Office of the Government Chief Information Officer and the Telecommunications, Radiocommunications & Broadcasting Regulator in collaboration with Vanuatu Internet Governance Forum (VanIGF).