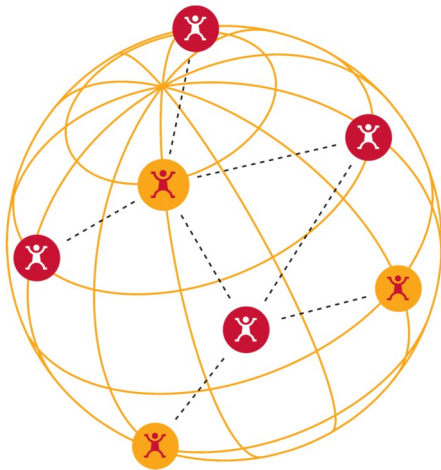


TRAINING PROGRAM OUTLINE



MKG-107E INTERNATIONAL SETTLEMENTS & TRAFFIC MANAGEMENT

DESCRIPTION

A 5-day Training Program covering the key elements of the international telecommunications business and providing participants with the knowledge necessary to negotiate and manage international interconnection agreements.

OBJECTIVES

- Provide a good understanding of the global and competitive telecommunications environment and its impacts on the business of operators
- Present the various commercial arrangements and concepts for the exchange of international traffic
- Present the fundamentals and basic concepts of international settlements
- Equip participants with appropriate guidelines, business case approach, tools and techniques to improve international interconnection agreement negotiations
- Develop international traffic analysis skills by presenting its fundamentals, basic concepts, tools and techniques



- Give a practical understanding of the key potential international relations strategies and tactics to be used on a short- and long-term basis

TOPICS

- Global and competitive telecommunications environment
 - Deregulation and competition
 - Globalization
 - New telecom players
 - New technologies and services
 - Global trends, impacts and challenges
- International commercial arrangements and concepts
 - Basic concepts
 - Accounting rates
 - Direct interconnection costs
 - Direct interconnection prices
 - Transit
 - Hubbing/refile
 - Sender Keeps All (SKA)
 - Return traffic
 - Complex deals
- Traditional ITU and other settlement methods
 - Interconnection agreement
 - Accounting rate agreement
 - Establishment of accounts
 - Dispute mechanism
 - Settlement of accounts
 - Payment of balances
 - Full invoicing
- Alternative routings for international traffic
 - Least Cost Routing (LCR)
 - Hubbing/refile

- Voice over IP (VoIP)
- Next Generation Networks (NGN)

- International traffic analysis
 - Statistics and process
 - Recovery rates

- Internal management of interconnection agreements
 - Project evaluation
 - Project analysis (“business case”)
 - Development of proposal or counter-proposal
 - Negotiations
 - Signing of agreement
 - Implementation

- Preparation of business case
 - Revenue and cost objectives
 - Analysis of current situation
 - Analysis of various scenarios
 - Development of best strategy

- Basic concepts of winning negotiations
 - Winning negotiations
 - Winning strategies
 - Winning tactics

- Practical guide for negotiating international interconnection agreements
 - Current situation analysis
 - Development of scenarios
 - Development of proposal and best strategy
 - Negotiations
 - Agreement
 - Implementation and follow-up

TARGET AUDIENCE

- Telecommunications managers and personnel responsible for international traffic, commercial arrangements and settlements
- Managers looking to complement their skill-set by gaining a good understanding of the fundamental and basic concepts of the international telecommunications business

METHODOLOGY

Our Training Programs combine expert presentations, workshops, case studies and discussions on real-life situations faced by participants. Complete training material is provided to all participants for future reference and follow-up action plans.

LOCATION

Our Training Programs are held at regular intervals in selected cities around the world. Upon request, our expert trainers can lead Training Programs at the location of your choice. If interested, please contact us at training@neotelis.com.

EXPERTISE

Neotelis provides consulting and training services to telecommunications organizations worldwide. Its team of experts has trained thousands of executives and managers working for operators, regulators, policy-makers and governments in over 100 countries around the world.

