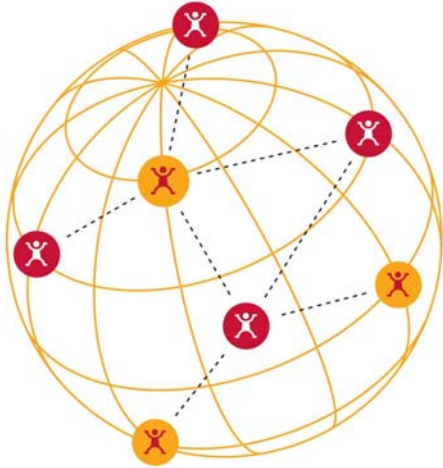


## TRAINING COURSE OUTLINE



### vMKG-104E **MANAGING THE BUSINESS OF INTERCONNECTION: ISSUES & OPPORTUNITIES**

#### DESCRIPTION

This Virtual Classroom Training will provide participants with the skills to manage interconnection as a business. The course will examine how to increase revenues and manage costs associated with interconnection and will also discuss how interconnection can be managed to stimulate growth in the overall telecommunications sector. The training course covers the financial, administrative, operational, technical and legal/regulatory aspects of interconnection.

Neotelis' Virtual Classroom Training offers live, real-time training sessions led by an expert trainer on a web-based videoconferencing platform. The course offers the benefits of Neotelis' Face-to-Face Training at a distance and without the need to travel to a training location.

The number of participants to a Virtual Classroom Training is limited to allow for maximum interaction with the trainer and between participants during the live sessions.

The Virtual Classroom Training '*Managing the Business of Interconnection: Issues & Opportunities*' runs for 9 weeks and consists of two live virtual classroom sessions per week of 1-3 hours each. Off-line activities are also included in the training course between the live sessions to increase participant learning and retention.

At the end of the training course, participants will have acquired the skills to:

- **Manage interconnection as a business unit, considering both revenue stimulation and cost management**



- **Identify needs and manage resources from different functional areas in relation to interconnection**

## OBJECTIVES

- Equip participants with vocabulary, concepts and trends to understand, plan and manage interconnections as a business unit
- Provide a practical understanding of the key components of interconnection: costing, billing, testing, unbundling, etc.
- Provide the knowledge to develop a Reference Interconnection Offer and interconnection agreements
- Analyse the different issues and challenges operators and service providers face with fixed line, mobile and IP interconnection

## TOPICS

\*Note: the course structure may be subject to change as trainings are updated on a regular basis.

- **Interconnection and competition**
  - Deregulation
  - Interconnection
  - Roles and responsibilities
  - Managing interconnection
  - Interconnection vs. wholesale services
- **Reference Interconnection Offer (RIO)**
  - Document structure
  - Content and services offered
- **Interconnection agreement**
  - Purpose
  - Content
  - Dispute resolution



- Billing processes and procedures
  - Information measured and exchanged
  - Establishment of accounts
  - Settlement of accounts
  - Payment of balances
  - Full invoicing
  - Data reconciliation
- Cost modeling
  - Cost modeling – Wholesale services
  - Long Run Incremental Costing (LRIC)
  - Cost modeling in mobile networks
- Mobile and IP interconnection
  - Mobile interconnection
  - IP concepts and terminology
  - The Internet
  - NGN concepts
  - Definition and importance of IP interconnection
  - IP interconnection models

## TARGET AUDIENCE

- Telecommunications managers and personnel responsible for national and/or international interconnections and carrier relations
- Billing, finance, marketing, engineering, operations and other personnel involved in interconnection-related activities
- Managers looking to complement their skill-set by gaining a good understanding of carrier relations and of interconnection as a business
- Lawyers, consultants, and other professionals interested in furthering their knowledge of interconnection so as to better use this knowledge for their business and the business of their clients



## METHODOLOGY & TECHNICAL REQUIREMENTS

Neotelis Virtual Classroom Trainings combine real-time (live) sessions led by an expert trainer on a web-based videoconferencing platform with off-line activities in-between live sessions. Presentations, workshops, case studies, and discussions on real-life situations faced by participants, as well as videos, whiteboards, quizzes and questionnaires are all used to engage participants and enhance their learning experience.

The training material is designed to provide practical tools which can be immediately applied in a work environment, and the complete material is provided to all participants for future reference and follow-up action plans.

Access to Neotelis Virtual Classroom Trainings requires a computer, a webcam, a headset and microphone and a stable internet connection.

## NEOTELIS EXPERTISE

Since 1997, Neotelis has assisted telecommunications organizations in more 100 countries. We provide key and relevant information to the industry in the form of training, consulting, publications and Forums such as conferences, webinars and social media.

In addition to Virtual Classroom Training, Neotelis offers:

- Face-to-Face Training: an annual public calendar of training courses as well as client-specific private courses
- E-Learning Training: self-paced training via the Neotelis Learning Management System — when you want, where you want
- Hybrid Training: training courses incorporating Face-to-Face, Virtual Classroom, and e-Learning Training techniques

Neotelis offers over 125 training courses in the key areas of the telecommunications sector and can also develop or customize private training courses to fit specific client requirements.

For more information on our training services, please contact us at [training@neotelis.com](mailto:training@neotelis.com) or visit our website at [www.neotelis.com](http://www.neotelis.com).

