

goulet telecom

ConneXion

July 2005 – No.2



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From the General Manager

The Goulet Telecom International team is pleased to issue the second edition of its newsletter, **ConneXion**. We thank those readers that provided congratulations and feedback in response to the first edition. We invite all our readers to write with questions and comments about **ConneXion** and the activities and services of Goulet Telecom International. Please let us know how we can continue to improve the newsletter: topics to be covered in future editions, information to be provided, likes and dislikes, etc. We look forward to hearing from you, and better yet to meeting you in person at an upcoming Goulet Telecom International event.

Michel Bruyère
General Manager
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Goulet Telecom and Kennedy Communications Launch a Communications and Public Relations Training Program

Telecom industry communications/PR specialists continuously seek to better manage the medium and message associated with new mobile services, VoIP, IP, broadband, deregulation and industry-wide consolidation. Goulet Telecom International has teamed up with Kennedy Communications to launch a Communications and Public Relations Training Program targeting just that.

Telecom industry communications and PR specialists have a challenging task. Not only are companies marketing new telecom services, but the very

technologies now for sale offer new means of communicating with stakeholders. "Given the enormous change in the telecom industry over the last five years, traditional telcos and new operators need to think hard about their positioning and key messages to stakeholders," said Michel Bruyère, General Manager of Goulet Telecom International.

"It's the right program for any telecom company or mobile operator recognizing the importance of building good relationships with key stakeholders. Goulet Telecom International and Kennedy Communi-

cations both know that it is critical to send the right messages for new technology markets, and using the right technologies", said Joanne Kennedy, President of Kennedy Communications.

Goulet Telecom International's "Corporate Communications & Public Relations" Training Program will be held in Montreal from 19 to 30 September 2005.

For more information on this new Training Program, please contact us at training@goulet-telecom.com.

What Clients Say

"The Training Program was very good. I learned a lot during this week", said a participant from The Bahamas Telecommunications Company about our "VoIP: Planning, Design & Deployment" Training Program, Montreal, 30 May – 4 June 2005.

"I particularly appreciated having colleagues from different department involved in the interconnection process, the exchange of real-life cases and the sharing of relevant informations. I also appreciated the review of all the aspects of interconnection in an efficient way without focusing too much on the details" said a participant from Orascom Telecom Tunisie (Tunisia) about our "Interconnection Fundamental Principles" Training Program, Tunis, Tunisia, 23-27 May 2005.



Goulet Telecom at GTM 2005 Training Program

Goulet Telecom International attended for the fifth consecutive time the Global Telecommunications Meeting in Washington, DC from 23 to 27 May 2005 (GTM 2005). The

Global Telecommunications Meeting is an annual event attended by many telecom operators and other telecommunications stakeholders from all over the world. Goulet

Telecom International took this opportunity to meet with clients from Africa, the Americas and the Caribbean, Asia, Europe, the Middle East and

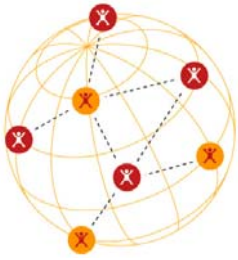
Oceania to discuss future collaborations.

For more information on Goulet Telecom International's participation at international events, please contact us at info@goulet-telecom.com.



Upcoming Training Programs

- **GSM Network Technology, Montreal, 15-26 August 2005**
- **Business Migration to IP Networks, Montreal, 29 August – 2 September 2005**
- **Human Resources Management in Telecommunications, Montreal, 5-16 September 2005**
- **Interconnection Agreements Negotiation & Management, Paris, 12-23 September 2005**
- **Corporate Communications & Public Relations, 19-30 September 2005**
- **Financial Management in Telecommunications, London, 14-25 November 2005**
- **Accords d'interconnexion – négociation & gestion, Paris, 21 novembre – 2 décembre 2005**



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Goulet Telecom Training Programs on Interconnection

In March 2005, Goulet Telecom International held in Montreal a session of its "Interconnection Agreements Negotiation & Management" Training Program, specifically designed to provide participants with appropriate guidelines, business case approach and techniques to improve interconnection negotiation, implementation and management results. Thirteen countries were represented: Aruba, The Bahamas, Bar-

bados, Croatia, Dominican Republic, Fiji, Jordan, Malawi, Romania, Saudi Arabia, Senegal, Slovenia and Zambia.

Later in May, Goulet Telecom International delivered a session of its new "Interconnection Fundamental Principles" Training Program in Tunis, Tunisia. This Training Program provides an in-depth review of the interconnection fundamentals: reference offer, agreement,



forecasting, costing, billing, physical and technical aspects, quality of service, etc.

These complementary Training Programs covers all the key commercial, ma-

agement and regulatory aspects of interconnection.

For more information on our training services, please contact us at training@goulet-telecom.com.

VoIP Regulatory Challenges for Telephone Operators

There are a number of regulatory challenges concerning VoIP. How the regulation of such services should be effected has not been concluded in most areas of the world. In some more liberal countries, VoIP is being considered as an unregulated 'information service'.

Even in such countries, there are real concerns that implied deregulation will cause significant reduction of local telecom tax revenues, and adversely affect funding for universal access in rural areas. As well, there is relevant concern for provision of social services (emergency num-

bers, features for disabled people, etc.), which unencumbered VoIP service providers may not wish to offer. Other regulatory regimes are considering regulating incumbent operators but not VoIP newcomers, clearly causing an un-level playing field for all VoIP operators.

Goulet Telecom International is keeping abreast of VoIP regulation developments and assists operators and regulators worldwide in dealing with this important and complex issue.

For more information, please contact Wayne Hart at whart@goulet-telecom.com.

Technical Training Programs in Montreal

Goulet Telecom International held its first technical Training Program in Montreal in May 2005. The "VoIP: Planning, Design & Deployment" Trai-

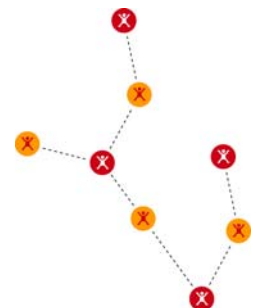
ning Program took place from 30 May to 4 June 2005 with participants from Africa, the Caribbean and South America. This Training Program was followed

by another technical Training Program: "Telecommunications Traffic Engineering", attended by traffic engineers from Belize, The Bahamas, Gambia,

Oman and United Arab Emirates. Goulet Telecom International will regularly run sessions of its technical Training Programs at its Montreal Training Center and other selected

cities around the world.

For more information on our technical training services, please contact us at training@goulet-telecom.com.



What Clients Say

"By his openness, talent and professionalism, the trainer managed to sustain the attention of everybody in the program which covers all aspects of human resources management" said a participant from Ikatel Mali about our "Human Resources Management in Telecommunications" Training Program, London, 11-22 April 2005

"This Training Program has an excellent theoretical content, with the particularity of being adapted to the specificity of the telecommunications industry", said a participant about our "Sales & Marketing Management in Telecommunications" Training Program, Paris, 13-24 June 2005.

