

ConneXion

July 2006 – No.6

goulet telecom



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From the CEO

Dear readers of ConneXion, Goulet Telecom International is progressively establishing itself as a global reference for training in telecommunications. In our 10 years of existence, we have developed more than 50 different Training Programs, covering most of the topics relevant to telecom organizations worldwide. And we have provided training services to more than 70 countries around the world. We are constantly looking for fresh ideas about new topics/areas of interest and new training requirements to add to our curriculum. So please call or write if you would like to discuss with us a need for a new Training Program. Telecom training is our specialty.

Michel Bruyère
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The Challenges of Project Management in Telecommunications

Project management consists of defining and achieving goals while properly allocating and managing resources: time, money, people, equipments, energy, space, etc. Good project management skills are essential to successfully provide customers with any telecommunications service. During the early stages of planning a new project, a project manager is assigned to lead the project team. This individual rarely participates directly in the activities that produce the end result, but rather strives to maintain the progress and productive mutual interaction of various parties in order to ensure the overall success of the project.

Project management is composed of several different types of activities such as planning and organizing work, assessing risk, budgeting costs and controlling spending, estimating and acquiring resources, assigning tasks, directing project activities, reporting progress, and analyzing results. The amount of time required to complete the project is estimated by the project manager and project team. Overall time is typically broken

down into components of time required to complete sets of tasks which lead to the end result. The cost of the project is then determined based on the equipment and time required to complete the project. The expected quality and the scope of the project are defined by the customer and worked into the time and cost analysis by the project manager with final values being agreed upon through negotiation. Potential risks are assessed and mitigated throughout the duration of the project. With proper planning and vigilant project management, any telecommunications service can be successfully implemented in a timely manner.

Goulet Telecom International's 'Project Management in Telecommunications' Training Program will take place in Montreal from 16 to 20 October 2006. Its objective is to provide participants with the knowledge, skills, tools and techniques for the effective management of projects in telecommunications.

For further information on our Training Programs, please contact us at training@goulet-telecom.com.

What Clients Say

'I enjoyed everything. The instructor took his time to give live or understandable examples that we could relate to at our different operations and responsibilities' said a participant about our 'Revenue Assurance & Fraud Management' Training Program, 2-9 June 2006, Montreal, Canada.

'Our teacher was very good and very experienced. The course is very important to the public relations personnel. It is a very good course' said a participant about our 'Corporate Communications & Public Relations' Training Program, 24 April - 5 May 2006, Paris, France.

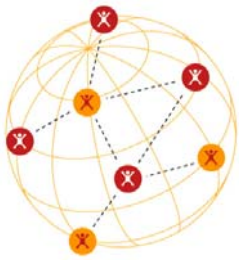
'Good mix of theory and practical material with real world examples. Good to have focused on specific products' said a participant about our 'Product Development & Management' Training Program, 2-6 May 2006, Bridgetown, Barbados.



Upcoming Training Programs

- Corporate Planning in Telecommunications, 14-18 August 2006, Montreal, Canada
- Interconnection Agreements Negotiation & Management, 21 August - 1 September 2006, Cape Town, South Africa
- Corporate Culture Change Management, 28 August - 8 September 2006, Montreal, Canada
- Principes fondamentaux de l'interconnexion, 11-15 September 2006, Paris, France
- Telecom Traffic Engineering, 11-15 September 2006, Montreal, Canada
- Gestion des ressources humaines en télécommunications, 18-29 September 2006, Paris, France
- Telecommunications Management Fundamentals, 18 September - 13 October 2006, Montreal, Canada
- Réseaux VoIP, 25-29 September 2006, Dakar, Senegal
- Customer Service & Call Centers, 25 September - 6 October 2006 - Montreal, Canada
- IP & Mobile Data Service Billing, 2-6 October 2006 - Montreal, Canada
- Project Management in Telecommunications, 16-20 October 2006 - Montreal, Canada





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Goulet Telecom Speaks at CANTO Annual Conference

The Caribbean Association of National Telecommunication Organisations (CANTO) held its 22nd Annual Conference and Trade Exhibition on 18–22 June 2006 at the Barcelo Bavaro Convention Centre in Punta Cana, Dominican Republic. Goulet Telecom International's CEO, Michel Bruyère, was invited to submit a paper and give a presentation to delegates on the topic of 'Interconnection Issues Related to New Generation Networks'. The paper and

presentation reviewed the need for regulation of interconnection, the factors leading to the emergence and dominance of data and the arrival of Next Generation Networks (NGNs). It explored new interconnection issues related to NGNs in terms of billing, settlements and systems. The paper finally presented a view of the future in an interconnected IP network world.

For further information, please contact Michel Bruyère at mbruyere@goulet-telecom.com.

'International Settlements & Traffic Management' Training Program

Goulet Telecom International held the first session of our 'International Settlements & Traffic Management' Training Program in Montreal, Canada from 19 to 23 June 2006. The program was attended by participants from Aruba, The Bahamas, Egypt, the Philippines and Trinidad & Tobago.

'All in the course was fantastic. The camaraderie experienced with other participants also proved beneficial. The facilitator was exceptional' indicated a participant.

The objective of this Training Program is to present the key elements of the international

What Clients Say

'I particularly enjoyed the experience of the instructor which he used to make the course more relevant and interesting' said a participant about our 'Financial Management in Telecommunications' Training Program, 13–24 May 2006, Dubai, United Arab Emirates.



telecommunications business and providing participants with the knowledge necessary to negotiate and manage international interconnection agreements.

For further information on our Training Programs, please contact us at training@goulet-telecom.com.

Goulet Telecom Attends GTM 2006

Goulet Telecom International attended for the sixth consecutive year the Global Telecommunications Meeting 2006 (GTM) that took place in Washington, DC from 8 to 11 May 2006. 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 our participation at international events, please contact us at info@goulet-telecom.com.



From left to right:

Hélène Duran, Michel Bruyère & Ekaterina Cheina at GTM 2006

'Telecom Essentials for Regulatory Authorities' Training Program

The inaugural 'Telecom Essentials for Regulatory Authorities' Training Program that took place in Montreal from 22 May to 2 June 2006 was a big success. The program was attended by 14 participants from Barbados, Cambodia, Netherlands Antilles, Nigeria, Romania, Saudi Arabia and Trinidad & Tobago. The overall participants' satisfaction rate was 4.8 out of 5.

'The materials are well researched and the presentation was fantastic. The two resource persons' experiences are of immense

value' said one participant. 'The content of the material was very rich and effectively presented. The level of information is also very good' added another participant.

The objective of the 'Telecom Essentials for Regulatory Authorities' Training Program is to provide participants with the basic concepts, methodologies and tools to gain an all-around understanding of telecom regulations, to perform regulatory activities and tasks and to ensure a fair, equitable telecom environment.

This Training Program, renamed 'Telecom Regulation Essentials' to reflect its target audience of both regulators and operators, will be held again in Montreal from 23 October to 3 November 2006.

For further information on our Training Programs, please contact us at training@goulet-telecom.com.