



## REG-100 - Telecom Regulation for Today's World

### Description

A 10-day training course which will provide participants with an all-around understanding of telecom regulation as it applies in today's world. The course includes discussion and analysis of the key issues and tools available to ensure a fair and equitable telecom environment.

### Objectives

- Obtain a sound understanding of the global telecommunications environment and its impact on the activities of a regulator
- Understand the key principles of regulation including competition policy and licensing and the role and responsibilities of the regulator in these areas
- Understand the role and responsibilities of the regulator with respect to interconnection and tariffs
- Analyze the regulatory issues represented by scarce resources including numbering and spectrum management
- Assess the regulatory approaches to areas such as VoIP and other OTT services, Local Loop Unbundling, Next Generation Networks, mobile money, net neutrality, roaming and SPAM
- Gain an understanding of the tools available to deal with the regulatory challenges of today's world

### Topics

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

#### The global telecommunications environment

- Evolution of telecom industry structure
- Global telecom trends
- WTO regulatory standards
- Implications for regulators

#### Regulation

- The need to regulate
- Key principles for effective regulation

## The regulator

- Role & responsibilities
- Organization
- Best practices

## Competition policy and safeguards

- General principles of competition policy
- Telecommunications legislation
- Significant Market Power (SMP)
- Dealing with operators with SMP
- Protecting competition

## Licenses

- Types of licensing regimes
- Licensing objectives
- Content

## Interconnection

- Definition and importance of interconnection
- Role and responsibilities of the regulator in interconnection
- Types of interconnection
- Interconnection agreement
- Interconnection pricing
- Reference Interconnection Offer (RIO)
- Interconnection Quality of Service (QoS)
- Interconnection best practices
- Sources of conflict in interconnection

## Dispute resolution

- Role of the regulator
- Dispute resolution mechanisms

## Cost and cost modelling

- Why is costing important
- Is costing complicated
- Cost causation
- Cost categories
- What information is needed
- Practical implementation of LRIC

## Price regulation

- Why regulate pricing
- Rate of Return regulation
- Price cap regulation
- Rate rebalancing
- International price comparisons
- International long distance prices

## Roaming

- Defining the problem – why regulate roaming?
- Regulatory approaches to roaming
- Price caps to address roaming
- Substitutes for roaming
- Structural changes addressing roaming
- Future developments

## Managing scarce resources

- Spectrum management
- Number planning
- Right of way

## Local Loop Unbundling (LLU)

- Implementation of LLU
- Challenges & issues

## Foreign ownership

## NGN policy and regulation

- Overview
- Change drivers and convergence
- NGN regulation
- Universal service impacts
- NGN pricing and access

## Net neutrality

- Definitions
- Regulatory approaches
- Comparing the European and US approaches
- Commercial issues
- Net neutrality and the developing world

## Protecting consumers

- Quality of service regulation

- Consumer protection regulation
- SPAM
- Universal Service/Access (USO/A)
- Industry data collection and publication

#### Mobile money

- Key factors in regulation of mobile money
- Key challenges in regulating mobile money
- Regulatory approaches

#### VoIP and other OTT services

- What is VoIP?
- Regulatory challenges of VoIP services
- Regulatory approaches to VoIP
- Other OTT services

#### Trends in regulatory reform and deregulation

#### Target Audience

- Telecommunications managers and personnel involved in telecom regulation and policy-making
- Managers looking to complement their skill-set by gaining a good understanding of telecommunications regulation

## Methodology

Our training courses 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 public training courses are held at regular intervals in selected cities around the world. Upon request, our expert trainers can lead private training courses at the location of your choice or using a virtual classroom (distance training using a web-conferencing platform). For more information, or if interested in a private session, please contact us at [training@neotelis.com](mailto:training@neotelis.com).

## About Neotelis

Neotelis provides training, consulting, conferences and publications to the telecommunications industry 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.

4802 de Verdun St, Office #1, Montreal, QC, H4G 1N1 Canada  
Tel: +1 514 281 1211 Fax: +1 514 281 2005  
[info@neotelis.com](mailto:info@neotelis.com)