



## REG-107 - Strategic Regulatory Affairs & Compliance in Telecom



Next session: 8 - 12 May 2017, London



### Description

Regulations are a fact of life in telecommunications, impacting every aspect of a telecom operation in both the short and long-term. Regulatory Affairs staff needs to be in touch with the pragmatic day-to-day issues of an operator to ensure compliance with regulator's rules.

This 5-day training course provides participants with the knowledge, tools and techniques to successfully manage the regulatory affairs and compliance function so as to have a positive, strategic impact on company success.

### Learning Outcomes

At the end of the course, participants will be able to:

- Describe the dynamics of telecom regulation and the impacts of the industry change on regulators and operators
- Explain what constitutes effective regulation and a 'best practices' regulator in an ICT-driven world
- Formulate effective regulatory compliance programs and describe how to transform compliance into a competitive advantage
- Use the knowledge, tools and techniques necessary to build an effective relationship between an operator, a regulator and consumers
- Discuss current key issues in 4th generation regulation and regulatory approaches for dealing with those issues

## **Topics**

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

The training course covers the following topics:

### **Day 1**

#### **Dynamics of regulation**

- Impacts for operators and regulators

*Workshop #1 - Current realities of regulation*

#### **Regulation and the regulator**

- The need to regulate
- Principles of effective regulation
- Roles and responsibilities of the regulator

*Workshop #2 - Mobile service market in Nigeria – isn't it ironic?*

#### **The 'Best Practices' regulator**

- Best practices traits
- Regulatory authority checklist
- Organization of the regulator

*Workshop #3 - Transparency will aid industry*

### **Day 2**

#### **Regulation and the operator**

- Roles and responsibilities
- Organization of the regulatory affairs function

#### *Workshop #4 - Regulatory strategy*

### **Regulatory compliance**

- Context
- Becoming a high-performing compliance organization
  - Role of compliance
  - Policies programs and priorities
  - Cross-functional operating model
  - Key stakeholders; people, processes, systems
- Major areas of regulatory compliance
- Compliance process
- Regulatory compliance program
  - Designing regulatory compliance programs
  - Ensuring compliance program effectiveness

### **Day 3**

### **Regulatory compliance (continued)**

- How to comply
- Consequences of non-compliance
- The shift from burden to advantage
- Communications and training
- How to move beyond compliance

#### *Workshop #5 - MTN Nigeria fined for 5.1M unregistered SIM cards*

### **Improving the regulatory function**

- Bridging the internal gap
- Bridging the external gap
- Bridging the consumer gap

#### *Workshop #6 - ICASA, operators under pressure*

### **Day 4**

### **Regulation and spectrum policy**

- Technical background
- Regulatory approaches
- Spectrum for mobile broadband

- Awards (beauty contests)
- Auctions
- Shift in spectrum allocation policy and its impacts
- IoT

*Workshop #7 - Unexpected outcomes*

### **Mobile money**

- Key considerations in mobile money regulation
- Key regulatory challenges
- Regulatory approaches

### **Day 5**

### **NGN and Convergence**

- Policy issues
- Access & Pricing

*Workshop #8 - Mobile TV: Content versus carriage*

### **Consumer protection**

- Why regulate consumer protection?
- Consumer protection in a digital age

### **Universal access**

- Government targets and policies
- Obligations: How much broadband is essential?
- Financing universal access

### **Net neutrality**

- Definitions
- Regulatory approaches
- Comparing the debate in the USA and Europe
- Commercial issues
- Net neutrality in the developing world

*Workshop #9 - Good or greed?*

### **OTT services**

- Emergence of OTT services

- Impacts of OTT on operators
- Regulating disruption

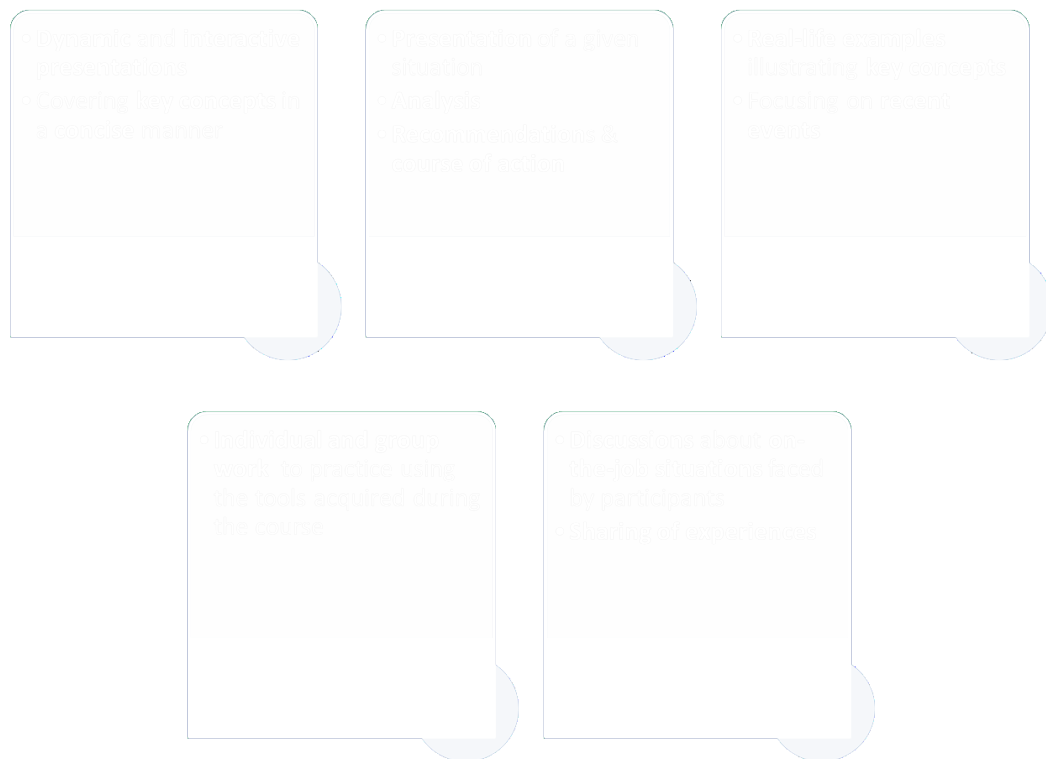
*Workshop #10 - New players – old rules?*

## Target Audience

- Telecommunications managers and personnel who are involved with regulatory issues and have interaction with regulatory and policy-making agencies
- Managers looking to complement their skill-set by gaining a good understanding of regulatory affairs in telecommunications

## Methodology

A combination of engaging activities and dynamic presentations to stimulate and maximize participants' learning.



## Location

A selection of Neotelis' training courses is held in various cities around the world. Please contact us at [training@neotelis.com](mailto:training@neotelis.com) for the complete Yearly Training Calendar.



Neotelis can also deliver in-house sessions of this course specifically for your organization. Please contact us at [training@neotelis.com](mailto:training@neotelis.com) for more information and a Proposal.

**About Neotelis**

Neotelis provides training, consulting, conferences and publications to the telecommunications industry worldwide. Its team of senior experts has trained thousands of executives and managers working for operators, regulators, policy-makers and governments in over 120 countries around the world.

... Telecom Leaders Use Neotelis. Don't Get Left Behind! ...



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)