



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



### Description

***\*This course is also available as a live distance learning course\****

Regulations are a fact of life in telecommunications, and regulations have a big impact on the telecom industry and organizations operating within the industry. For an efficiently functioning telecom sector, it is essential to have a positive and effective relationship between a regulator, the country's operators and the consumers in a country.

This 5-day training course provides participants with the knowledge, tools, and techniques to successfully manage the relationship between a regulator, the country's operators and consumers to have a positive, strategic impact on their organization's 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 changes on regulators, operators and consumers
- Explain what constitutes effective regulation and a 'best practices' regulator in an ICT-driven world
- Formulate effective regulatory compliance programs and describe how compliance can be a competitive advantage
- Apply 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

The training course covers the following topics:**DAY 1**

- Evolution of regulation
  - Regulation today versus yesterday
- *Case study: IPTV & video streaming - Acquiring content through vertical convergence*
- *Workshop: Trends and impacts*
- Reasons for regulation
  - Economic theory of competition
  - Market power
  - Evolution of regulation

### **DAY 2**

- Convergence, disruption and the shift to NGNs
  - Age of disruption
  - Digital transformation
  - Network evolution to NGNs
  - Opportunities for operators
  - NGN and convergence
  - Open internet/Net neutrality
  - Zero-rating
- *Workshop: Zero rating – Good or bad for consumers?*
- The “Best practices” regulator
- *Workshop: Prioritizing best practices*

- Identifying areas of potential regulatory intervention
  - Risks of regulatory intervention
  - Intervention to protect consumers
  - Intervention to promote competition
- *Workshop: Creating an inventory*

### **DAY 3**

- Building an effective regulatory affairs team
  - Organization of the regulatory affairs and compliance function
  - Compliance process
  - Improving relationships
- Enforcement of compliance – impacts on operators
- *Workshop: Fines for compliance failures – how much is too much?*
- *Workshop: Bridging the gaps*
- Broadband, wireless and spectrum policy
  - Importance of spectrum for mobile broadband
  - The path to 5G
  - Need for more spectrum
  - IoT
  - Shift in spectrum allocation policy
  - Impacts of regulatory intervention
- *Workshop: Regulatory risks around spectrum licensing*

### **DAY 4**

- What cannot be left solely to market
  - Significant market power
  - Universal access obligations
  - Dispute resolution
  - Consumer protection
  - Privacy
- *Workshop: Dispute resolution*

### **DAY 5**

- Disruption and regulatory reform
  - Emerging regulatory challenges
  - One model for ex-post “functional” regulation
- *Workshop: Rethinking regulation in a digital world*

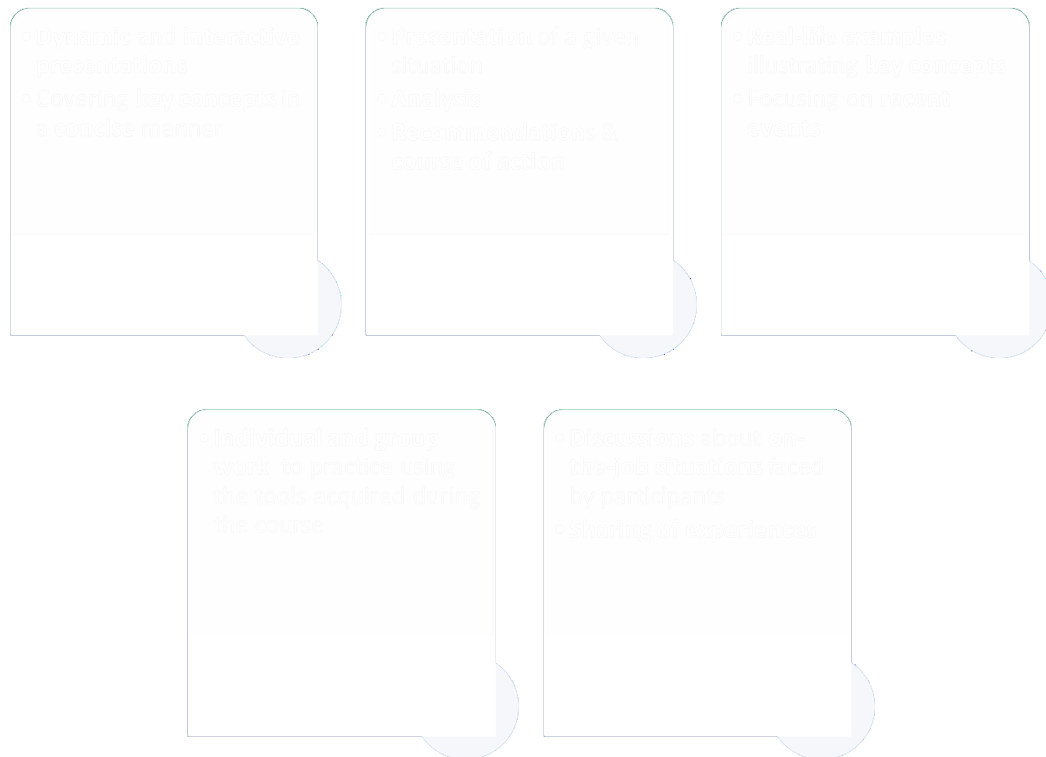
### **Target Audience**

- 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

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.

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