

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



Next session: 9 - 13 July 2018, Amsterdam



### 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 of a telecommunications operator 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

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

- Setting the stage: Global telecom trends and impacts
  - Market evolution & trends
  - New & evolving players
  - Key services
  - Challenges & opportunities for service providers and regulators
- *Workshop: Identifying regulatory priorities*
- Reasons for regulation
  - Economic theory of competition
  - Market power
  - Evolution of regulation
  - Roles and responsibilities of the regulator
  - Price regulation
  - Licensing

### **DAY 2**

- The 'Best Practices' regulator
  - Best practice traits
  - Regulatory authority checklist
  - Organization of the regulator
- *Workshop: Prioritizing best practices*
- Identifying areas of potential regulatory intervention
  - Risk of regulatory intervention
  - Intervention to protect consumers
  - Intervention to promote competition

- *Workshop: Case study – South Africa Spectrum Auction*
- Effective regulatory strategy for operators
- *Workshop: Helping to solve the Regulator's dilemma*
- *Workshop: Case Study – Netflix vs the CRTC*
- Effective regulatory compliance
  - Context
  - An effective compliance program
  - Compliance process
  - Communications and training
  - The shift from burden to advantage

### **DAY 3**

- *Workshop: Case Study - AT&T Fined \$25M for Non-Compliance*
- Building an effective regulatory affairs team
  - Roles and responsibilities of Regulatory Affairs
  - Organization of the Regulatory Affairs and Compliance function
  - Improving relationships
    - Bridging the internal gap
    - Bridging the external gap
    - Bridging the customer gap
- *Workshop: Bridging the gaps*
- Broadband, wireless and spectrum policy
  - Different regulatory models for mobile
  - Barriers to entry
  - Increased regulatory intervention
  - Importance of mobile broadband
  - Shift in spectrum allocation policy and its impacts
  - Infrastructure sharing
- *Workshop: Spectrum strategies to move to faster broadband*
- *Reading: Navigating the 5G Hype*

### **DAY 4**

- *Reading: Navigating the 5G Hype*
- Convergence, NGNs and disruption

- NGN and convergence
- Age of disruption
- Emergence of OTT
- Impacts of OTT on operators
- Regulating an open Internet (Net Neutrality)
- Regulatory developments – operators
- *Workshop: Zero-rating – Good or bad for consumers?*
- Mobile money
- Internet of Things
- IPTV
- *Reading: Regulating IoT*

## DAY 5

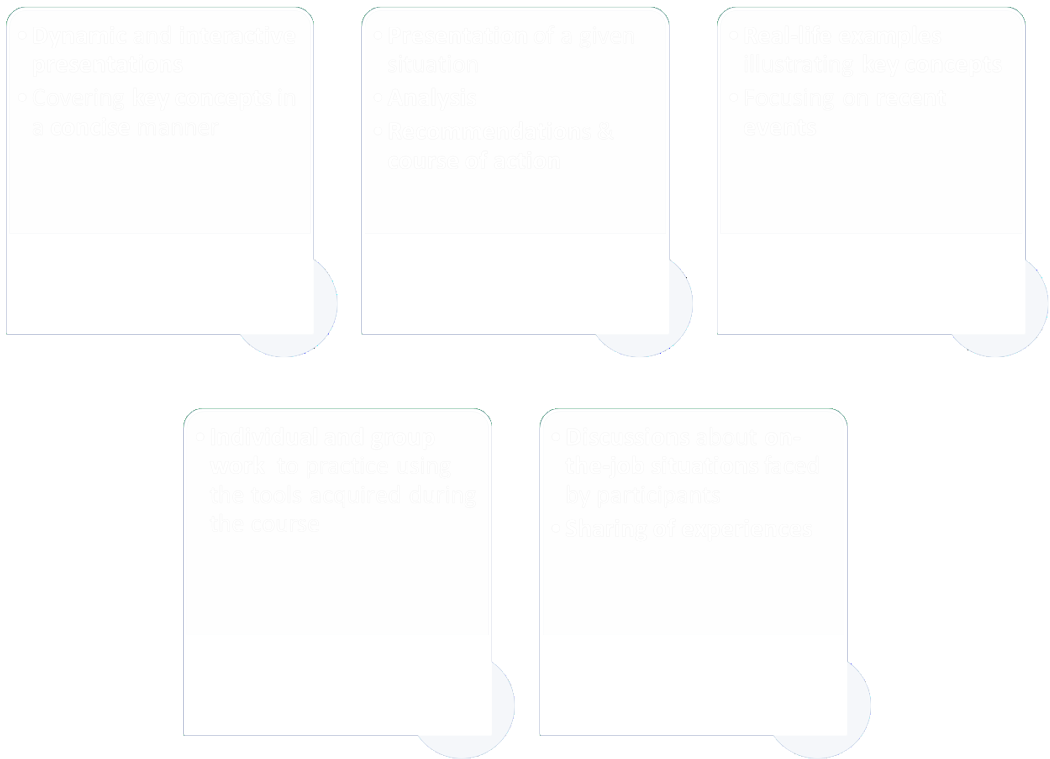
- *Reading: Regulating IoT*
- Disruption and regulatory reform
- *Workshop: Rethinking regulation in a digital world*
- What cannot be left to competition and market forces
  - Consumer protection
  - Privacy
  - Competitor dispute resolution
  - Universal access obligations
- Questions & answers
- Evaluations
- Wrap-up

## 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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