

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

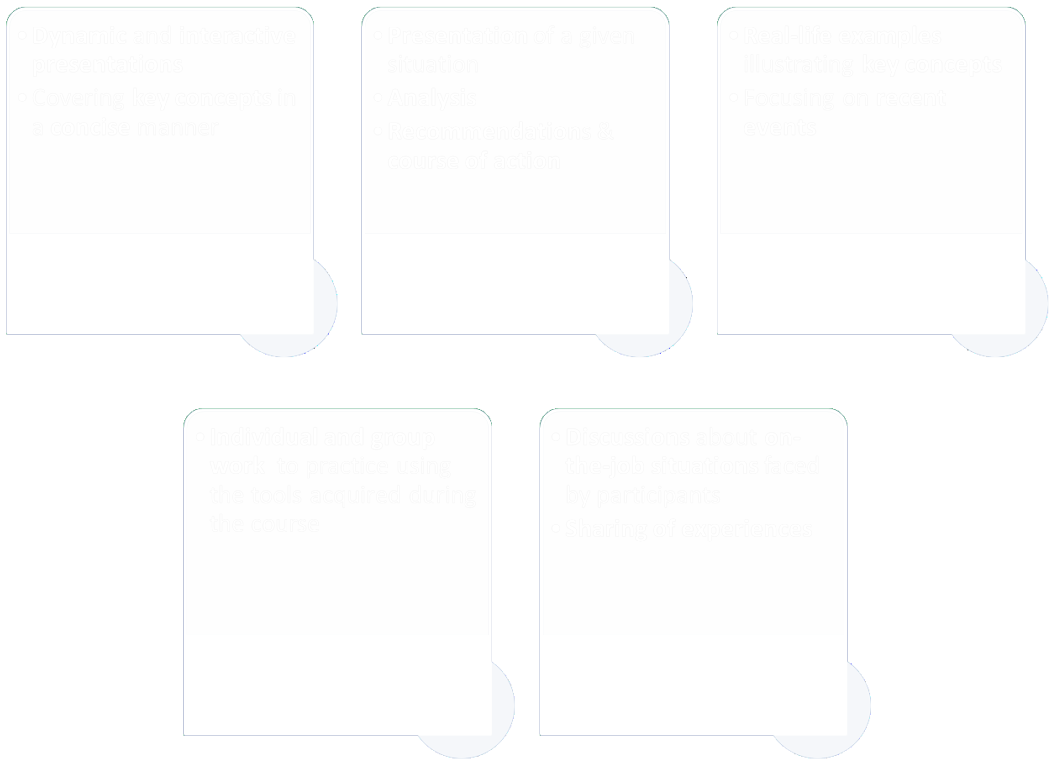
- *Reading: Regulating IoT*
- Disruption and regulatory reform
- *Workshop: Rethinking regulation in a digital world*
- What cannot be left to competition and market forces
 - Consumer protection
 - Privacy
 - Competitor dispute resolution
 - Universal access obligations
- Questions & answers
- Evaluations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