



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



### Description

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**

Neotelis e-Learning training courses are taken entirely online via Neotelis' Learning Management System **K="en-us">Neledge** and are composed of different training modules using various learning tools such as:



Access to Neotelis e-Learning training courses requires a computer, a headset (or speakers) and a stable Internet connection.

## Location

Neotelis e-Learning training courses are accessible on our Learning Management System **KNeledge** anywhere at anytime.

## 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! ...



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