



AFRICAN ADVANCED LEVEL TELECOMMUNICATIONS INSTITUTE (AFRALTI)

TRAINING WORKSHOP OUTLINE

Title:	Regulatory Enforcement and Compliance in ICT
Duration:	10 Days
Date:	18th February to 1st March 2019
Venue:	Astorian Grand Hotel, Naivasha, Kenya
Tuition Fees:	USD1,800 AFRALTI Member States; USD2,160 Non-AFRALTI Member States

COURSE OVERVIEW

The course is designed to covers the fundamentals and principals of Regulatory Enforcement, Consumer Protection and Quality of Service Management, the Spectrum Utilization and Harmonization, the telecommunications market structure and competition in various segments, the interconnection regulation and dispute resolutions and interconnection price determination. In addition, the course will cover the broadcasting services, type approval, numbering resources, and postal and courier services with respect to regulatory enforcement and compliance.

Target Audience

ICT Regulatory Authorities

Pre-requisite/s

- Basic knowledge of in telecommunications engineering, operations and regulations; and
- Basic knowledge in economic, finance and laws.

Pain Points

The rapid change and reform of ICT sector requires clear understanding of the technical, commercial and regulatory aspects that can affect the delivery of the services, and how the deviation from the acceptable standard and regulations can be measured and monitored for the purposes of enforcement to meet the required standards.

Value Proposition

At the end of the course, participants will have deep understanding of the concept enforcement and compliance in ICT sector.

Workshop Objectives

- Understand the Role of the Regulator in protection of the customer interest
- Understand well concept of Regulatory Enforcement and Compliance;
- Understand establishment of Tools for Measurement and Monitoring Compliance;
- Understand the Roles of Competition and Regulations;

Workshop methodology

The workshop includes presentations by the facilitator, country presentations and interactive sessions.

Workshop Contents

- 1 Overview of the Oversight Function of the Regulator
- 2 Justification of Regulatory Enforcement and Compliance
- 3 Effective Enforcement Strategy
- 4 Consumer Protection Regulations
 - 5.1 Consumer Protection Fundamentals
 - 5.2 Consumer Protection Framework
 - 5.3 Network Security Specific Measures
- 5 Quality of Service Monitoring and Compliance
 - 5.1 Quality of Service Fundamentals
 - 5.2 Quality of Service Measurement and Monitoring
 - 5.3 Network and Service Management
 - 5.4 Customer Relation Management
- 6 Spectrum Management and Regulations
 - 6.1 Spectrum Management Fundamentals
 - 6.2 Spectrum Utilization and Harmonization
 - 6.3 Spectrum Monitoring and Coordination
 - 6.4 Spectrum Regulations
 - 6.5 IMT Spectrum Planning: 2G, 3G, 4G/LTE; and LPWA and evolution to 5G
 - 6.6 New Networks and Services Rollout Status (LPWA and Evolution to 5G)

- 7 Competition and Price Regulations
 - 7.1 ICT Market Structure and licensing Framework
 - 7.2 License Conditions and Compliance;
 - 7.3 Regulating Retail Prices;
- 8 Interconnection Regulations
 - 8.1 Interconnection Regulatory Framework;
 - 8.2 Interconnection Agreement Structure;
 - 8.3 Interconnection Dispute Resolution;
 - 8.4 Interconnection cost analysis and Modelling;
 - 8.5 Interconnection Pricing.
- 9 Numbering Resource Regulations
 - 9.1 Numbering Resource Management
 - 9.2 Numbering Structure
 - 9.3 Number Portability
- 10 Broadcasting Services Regulations
 - 10.1 Regulatory Framework and Licensing Procedures
 - 10.2 Broadcasting Plans and Market Structure
 - 10.3 Broadcasting Regulatory Compliance Tools
 - 10.4 Programming Codes and Complaint Handling Procedures
 - 10.5 Analogue to Digital TV Switch Over Implementation
- 11 Type Approval and Type Acceptance Regulations
 - 11.1 Type Approval/Acceptance Standards
 - 11.2 Type Approval/Acceptance Procedures
- 12 Postal and Courier Services Regulations
 - 12.1 Regulatory Framework and Licensing Procedures
 - 12.2 Market Structure and Licensing Framework
 - 12.3 Regulatory Compliance Tools
- 13 OTT Services Regulations
 - 13.1 OTT Services Fundamentals
 - 13.2 OTT Regulatory Challenges
- 14 Case Studies

For more information, please contact us on
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