Learning Objectives
Through successful completion of this course, participants will be able to:
• List the key “next generation” elements to effectively regulate and license competition in the telecommunications sector
• Investigate the impact of mobile wireless, broadband, and 5G on current regulations
• Describe how to create universal access plans and funding mechanisms
• Identify the elements of tariff management and setting
• Explore special topics, including convergence and dispute resolution mechanisms

Become a Certified Regulation and Utility Specialist
IP3’s Regulation and Utility Management Specialist Certification programs provide core bodies of knowledge in regulation and utility management, creating a world-class standard in regulation and utility management.

Certification requirements include 24 CEUs and successful completion of a Specialist exam.

Who Will Benefit
• Commissioners, directors, and key staff of regulatory authorities
• Communications ministry officials
• Telecommunications economists, financial analysts, accountants, managers, and lawyers
• Bilateral and multilateral international organizations

Course Description
The global telecommunications industry is characterized by constant change. Public and private telecommunications enterprises must meet ever-demanding needs and technological advances while providing service at a reasonable cost.

In this course, participants learn the key elements necessary to promote sound competition in the telecommunications sector; review the key determinants for effective network interconnectivity, licenses, universal access, and spectrum management; develop planning tools for enforcing regulation and consumer protections; and examine the latest case studies in dispute resolution.

Through presentations by expert instructors, site visits, and simulation exercises, participants are better prepared to plan and execute strategies to negotiate and regulate telecommunications and information technology transactions in their own countries. This course is designed to assist policy makers, regulators, and practitioners in effectively regulating and licensing competition in the telecommunications sector.

Contact Training@IP3.org to learn more about IP3’s personalized in-country training

The Institute for Public-Private Partnerships
1320 North Courthouse Road, Suite 600
Arlington, VA 22201 USA
Course Contents

Top Issues Facing the Telecom Sector
- Convergence
- Regulatory frameworks
- Interconnection (pricing and costing)
- Licensing & spectrum issues
- Open & universal access
- Data management, privacy and trust
- Cybercrime/cyber security
- Internet of things
- Encryption
- Platform liability
- Internet shutdown

Privacy Issues
- What do we talk about when we talk about privacy?
- Overview of privacy and data protection laws
- US privacy laws
- GDPR
- Privacy on the internet
- Applying multi-stakeholder principles to privacy law development
- Privacy issues in the telecom sector

Cyber Crime and Cyber Security
- Definitions of cybercrime and cyber security
- Examples of cybercrimes
- Cybercrime laws
- Domestic and international agencies responsible for cybercrime and cyber security
- Best practices
- Tools available to prevent cybercrime

Platforms and Freedom of Speech Regulation

The Impact of Convergence on the Regulatory Framework
- Convergence
- Regulatory framework checklist
- Institutional design
- Broadcasting and other media
- Competition authorities
- Postal, transport and finance
- Next generation networks
- Public policy issues and implications

Delivery of E-Government Services
- E-government definitions & history
- Mission, goals and objectives
- E-government challenges, benefits & strategies
- ICT drivers
- Digital dividends

Consumer Protection Issues (TCPA) and How to Regulate Consumer Protection
- Sector specific consumer protection v. general consumer protection
- Design elements of consumer protection regime
- Making your consumer protection process consumer-friendly
- Consumer protection outside the agency

Data Management and Ethical Use of Data
- The rise of digital data
- Challenges in the new data space
- Economic and social data
- Legal context
- Ethics and responsible data approach
- Key definitions
- Emerging issues and future considerations

Internet Governance
- Definition & history of internet governance
- Internet governance today
- IGF: Intercessional activities, best practice forums, and dynamic coalitions
- Various organizations