

TELECOM DISPUTE MANAGEMENT TRAINING COURSE

DETAILED COURSE OUTLINE



- **Understanding of Dispute Resolution Techniques**
- **Learn about Disputes Types and Resolution Approaches**
- **Key Considerations in Dispute Management**
- **Understand Roles in Dispute Resolution**
- **Consider Revenue Assurance and Dispute Management**
- **Master the Dispute Management Process**
- **Learn about Settlement and Reconciliation Disputes**
- **Implement Dispute Management Tools**

Course Overview

This course is a mix of theoretical and practical learning with focus on dispute management in the telecommunications sector covering current resolution methods and future directions.

The course also covers disputes between service providers, regulatory disputes, customer disputes as well as best practices and approaches.

Modules Breakdown (Example 2 Day Course)

Module	Short Description
Day 1	
Introduction to Dispute Resolution	Dispute Management and Resolution Definition Approach to Dispute Management and Resolution
Overview of Dispute Resolution Techniques	Regulatory Adjudication Negotiation Mediation and Conciliation Arbitration Dispute Resolution Bodies Other Methods of Dispute Resolution
Current Disputes and Resolution Approaches	Investment Disputes Interconnection Disputes Other Disputes between Service Providers Disputes between Regulators and Service Providers Consumer Disputes Radio Frequency Disputes
Others Considerations in Dispute Management	Telecom Market and Service Evolution Independent Cost Models as an Effective Mediation Tool Market Power Asymmetries
Key Perspectives on Dispute Resolution	Changing Patterns and Assumptions The Economics of Dispute Resolution Efficient Allocation of Direct Costs Uncovering Hidden Costs Market Power Asymmetries
Roles in Dispute Resolution	Official versus Non-Official Roles Adjudicated and Negotiated Proceedings Review of Adjudications Procedural Oversight of Negotiated Dispute Resolution Mechanisms Timelines and Procedures
Practical Session	Practical session involving examples of real dispute cases and dispute management approaches. Team bases activities.

Day 2	
Revenue Assurance and Dispute Management	Significance of Revenue Assurance in Dispute Management Concepts, Application and Best Practices Detection, Correction, Prevention
Dispute Management Process	Dispute Start Understand the Business Understand the Counterpart Find the Facts Data Collection Analysis Solution Strategy Negotiation
Settlement and Reconciliation Disputes	Introduction to Volume Commitments Key Reconciliation and Settlements Concepts Netting
Data Integrity	Advanced Data Verification Methodologies Testing, Correction, Prevention Best practices in Data Integrity
Dispute Management Tools	Analytical Tools and Software Dispute Logbook & Dashboards
Improving Telecommunications Dispute Resolution	Improving Existing Dispute Resolution Mechanisms Technological Solutions for a Technological Industry From 'Dispute Resolution' to 'Problem Solving'
Future Directions	Increasing Complexity and Rapid Change from New Technologies. Improvements Under Way and Available Resources Consensus-Building Measures
Practical Session	Practical session involving examples of real dispute examples and dispute management approaches. Team bases activities.