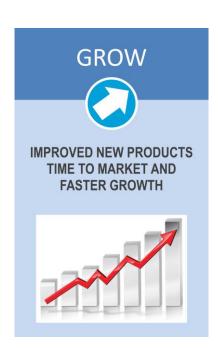
# Parcus Group

# 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.	