

Training workshop for the calculation of costs, tariffs and interconnection rates for telephone services with the use of the ITU model COSITU, for French-speaking Arab countries

Tunis, Tunisia
20-23 September 2004

Market, Economics and Finance Unit

FINAL REPORT

1. PURPOSE OF THE WORKSHOP

This training workshop was organized in coordination with the Arab Regional Office in Cairo and the Instance Nationale des Télécommunications of Tunisia, that kindly provided all the necessary logistics. It was directed at regulators and operators from French-speaking Arab countries. The objective was to give these countries the opportunity to learn how to use the ITU model for the calculation of costs, tariffs and rates for telephone services COSITU. The workshop was conducted by Mr Pape Touré, Chief, Policies, Strategies and Financing Department, with the participation of two of the French-speaking African COSITU experts. The experts had the opportunity to teach and to put into practice the knowledge gained at the training the trainers process.

2. PARTICIPATION

Thirty four participants attended the workshop from five countries. There was a mix of regulators and operators from both fixed-line and mobile companies. As a policy for this type of event, no fellowships were granted to participants, so that only people motivated by an interest in working in the resolution of tariff issues and interconnection rate negotiation between operators and regulators would participate. Participants demonstrated a high level of competence.

3. MAIN ACTIVITIES

The workshop was divided into two parts: one and a half days was devoted to the theoretical part, where participants were taken through the theoretical aspects of COSITU, i.e. the relevant data to be collected for the effective use of the software, the definition of the different services for which COSITU calculates costs, the stages of cost-oriented and cost-based tariffs and interconnection rates. During the second two and a half days, participants had the opportunity for hands-on exercises on how to apply COSITU, by using a practical case study based on a mobile network GSM company.

Group work was done trying to integrate regulators and operators in order to have a good exchange of experiences.

At the end of the workshop, the development and analysis of results that can be produced for various uses and purposes was explained and discussed. Regulators expressed the importance of the application of this type of tool that can help to avoid disputes and can resolve them when they occur. Participants voiced their agreement and their satisfaction at the results from the application of the model, and hope to purchase and implement it in their respective companies. Some countries expressed their wish to have this event repeated in their own country.

4. FOLLOW-UP ACTIONS

In order to develop a regional team of experts for the French-speaking Arab countries, two potential experts were identified, one from Tunis Telecom and one from Morocco. They and their respective companies will be contacted in order to follow up the training the trainer process. In coordination with the Centre of Excellence in the region and the Arab Regional Office, a workshop and direct assistance to specific countries will be organized in 2005.

Annex 1



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Evaluation report

The purpose of this evaluation is to provide the instructors and organizers with feedback regarding the effectiveness of this workshop so that they can make appropriate improvements in their future work.

Number of participants: **39**

Number of evaluation sheets returned: **26**

	%	100	80	60	40	20	0	
The workshop was very interesting	96	11	14		1			The workshop was not at all interesting
I expect to be able to apply everything I have learned in my work	85	2	11	9	2	1	1	I do not expect to be able to apply anything I have learned in my work
<i>Everything was clear</i>	88	6	11	6	2		1	<i>Nothing was clear</i>
The documents provided were very useful	92	10	8	6	2			The documents provided were not useful
The manual provided was sufficiently informative	88	7	13	3	3			The manual provided was not informative
The practical part was adequate and relevant	92	5	9	10	2			The practical part was inadequate and irrelevant
The time available allowed for proper training in the use of the software	81	5	9	7	4	1		The time available did not allow for proper training in the use of the software
The content of the activity corresponded to the stated objectives	100	10	11	5				The content of the activity did not correspond to the stated objectives
The software focuses on exactly what I needed to learn	92	6	9	9	1		1	The software has little to do with what I needed to learn
The workshop was organized successfully	100	16	7	3				The workshop was not organized successfully

Total = 91%

What element(s) considered by you to be important for the application of this system did you find to be lacking from the workshop?

Owing to insufficient time, a number of important components of the program were not properly studied; for example, rebalancing and the evaluation of USO.

The theoretical component did not adequately support the practical component.

Concentration diminished by too many hours of study each day.

Comparison of results obtained using the COSITU model with those obtained using other calculation models such as CMILT.

Too many definitions, sometimes differing from those used in our sphere.

The time was inadequate. The practical case study alone calls for the four days of the workshop. The time constraint meant that a number of elements were not assimilated.

Costs of services other than voice, e.g. Internet, SMS and other value-added services.

Do you have any suggestions for improving forthcoming workshops?

More practical cases.

Increase the duration of the workshop to allow for adequate attention to all components and in order to avoid rushing through certain delicate components such as rebalancing.

Send the documents to participants ahead of the workshop and embark immediately on the practical part.

This workshop should be scheduled over at least ten days to enable the participants to gain a good understanding of COSITU.

For the purposes of the case study, it would be more appropriate to work with data corresponding to the participants' specific situation. Data pertaining to Nigeria differ considerably from those pertaining to the Arab countries.
