



ITU Caribbean - NUMBER PORTABILITY Workshop
28-30th April, 2015
Paramaribo, Suriname
Draft Programme

Day 1, Tuesday 28th April 2015

Facilitator: Mr. James Wild, Laurasia Associates Ltd

08:00-8:30

Registration

08:30-09:00

Opening Session

- Welcome remarks: TBD
- Opening remarks from ITU: (ITU Barbados Office)
- Remarks from primary partner: TAS

09:00-09:30

Feature Keynote Presentation – Minister

09:30-10:45

SESSION 1: Number Portability Overview

- Understand current status of NP in the Caribbean Region
- Caribbean markets overview & NP requirements
- NP in the Caribbean – success factors?
- Different NP approaches – Regional vs National NP
- Key elements of NP
- Key considerations around NP
- Pre-requisites for NP

10:45-11:00

Coffee Break

11:00-13:00

SESSION 1: Number Portability Overview (Con't)

- Impact of NP on Caribbean markets, consumers & stakeholders

	<ul style="list-style-type: none"> • Best NP Practices – customer experience • Cost of NP • NP Journey • Regulatory Considerations/ Framework • Role of the Regulator • Starting the NP journey – establishing an effective implementation framework • Future Proofing NP
12:00-13:30	Lunch
13:30-15:00	<p>Session 2: Regulatory Detailed:</p> <ul style="list-style-type: none"> • NP Regulatory Challenges & Issues? • Regulatory Framework for NP • Developing Effective Supporting & Punitive Frameworks & Approaches • Regulatory Enablers for NP • NP Charging/ Cost Recovery Models – tailoring for different market types • Central Clearing House Vendor Selection Process • Business Rules Development • Consumer & Inter-operator Codes & Contracts
15:00-15:15	Coffee Break
15:15-16:00	<p>SESSION 2: Regulatory Detailed Workshop (Con't)</p> <ul style="list-style-type: none"> • Porting & Transit Charging Approaches • Data Protection & Law Enforcement Authority considerations • Cross-stakeholder implementation management – creating collaborative environments • Encouraging or enforcing stakeholder engagement? • Post launch regulatory considerations • Ensuring appropriate NP behaviours and performance
16:00-17:00	Q&A & Discussion

Day 2, Wednesday 29 April 2015
Facilitator: Mr. James Wild, Laurasia associates Ltd

09:00-09:15	Opening remarks for the Day - TBD
09:15-10:15	<p>SESSION 3: Regional Experiences in Establishing NP:</p> <ol style="list-style-type: none"> 1. Bahamas 2. Trinidad and Tobago <p>Question and answers</p>
10:15 – 11:00	<p>Session 4: Technical/ Operations Detailed</p> <ul style="list-style-type: none"> • Differences between Fixed & Mobile NP • Caribbean NP delivery landscape • NP in ETSI & ANSI markets • Routing options • Routing specification & implementation of changes
11:00-11:15	Coffee Break
11:15-13:00	<p>Session 4: Technical/ Operations Detailed (Con't)</p> <ul style="list-style-type: none"> • Routing testing • Porting process & interworking with central clearinghouse • Porting system requirements • Central clearing house functional & operational requirements • Stakeholder interworking with the central clearinghouse • Implementation of porting systems into Operator business systems/ processes • End-2-End testing & launch readiness preparations • Implications of NGN, MVNO, Mobile Payments, SIM registration & 4G on NP • Equivalence of service delivery across operators – review of service delivery mechanisms, ie LLU, fibre to home, Wholesale Line Rental, wireless services etc • NP Future - Non Telecoms service porting and switching requirements
13:00-14:00	Lunch
14:00-15:00	<p>SESSION 5: Commercial/ Process Detailed:</p> <ul style="list-style-type: none"> • Think Caribbean Customer • Impact of NP process on customer experience • Balancing security against efficiency • Driving demand for porting

	<ul style="list-style-type: none"> NP demand across the Caribbean- key national/ regional factors NP cost modelling – consumer & inter-stakeholder
15:00-15:15	Coffee Break
15:15-16:45	<p>SESSION 5: Commercial/ Process Detailed (Con't) :</p> <ul style="list-style-type: none"> Optimising ancillary NP functions Establishing effective consumer awareness and education around NP Success NP – impact on public credibility of regulators Realising NP market opportunities Avoiding NP market pitfalls Addressing Key Hygiene Factors Know Your Customer – in-depth understanding is key Building an effective NP Go To Market strategy Different NP Marketing Approaches Post launch operational considerations Future evolution of NP services and functions including data portability
16:45-17:00	(Q & A Roundup)
<p>Day 3, Thursday 30th April 2015 Facilitator: Mr. James Wild, Laurasia associates Ltd</p>	
08:30:-08:45	Opening remarks for the Day
08:45 – 10:30	<p><u>Session 6: Implementation Detailed</u></p> <ul style="list-style-type: none"> Simple Central Programme Structures Effective Programme Governance Frameworks Understanding Team Dynamics & Building a Collaborative Programme Environment Identifying & Addressing NP Issues Early Assessing Stakeholder Readiness Driving the NP Implementation Journey
10:30-11:00	Coffee Break
11:00-13:30	<ul style="list-style-type: none"> Session 7 : Regional Case Studies :

	<ul style="list-style-type: none">• Cayman Islands vs the Bahamas• Panama vs Dominican Republic• Work in Progress• Trinidad & Tobago• Jamaica• Haiti
13:30-14:30	Lunch
14:30-16:00	Session 8: Remarks and closing Ceremony <ul style="list-style-type: none">• Closing Comments by TAS:• Closing Comments ITU:• Vote-of-Thanks - Hosting Administration: