



CTSA Special Meeting on Mitigating Fraud Risk and Bilateral Termination Rates (Wholesale and Retail) for the SADC Roam Like at Home

Landmark Hotel, Mbezi, Dar es Salaam, Tanzania, 21 – 23 August 2019

DRAFT AGENDA

(Meeting dress code: Smart Casual and strictly no suites or ties – it is about operations)

DAY ONE: Wednesday 21 August 2019	
08:00 – 09:00	Delegates Registration
09:00 – 10:00	<p>Opening Ceremony</p> <p>Welcome Remarks</p> <ul style="list-style-type: none"> • TTCL • CTSA Facilitator – SATA Programme Manager • CTSA Working Group Chairman • SATA Executive Secretary <p>Official Opening by</p> <ul style="list-style-type: none"> • Industry Guest Speaker to deliver Key Note Address and open CTSA Meeting (Group Photo with the Guest of Honour)
10:00 – 10:30	Networking Coffee /Tea Break
10:30 – 12:30	<p>Chairman: CTSA Rapporteur: CTSA Facilitator</p> <ol style="list-style-type: none"> 1. Adoption of the draft agenda 2. Where we are coming from: Gaborone Report and Action Plan 2019 3. Who moved my cheese? – Telecom Industry Trends 4. Self-introductions – All delegates 5. “What keeps CTSA People awake at night” – delegates experiences 6. What’s working and not – delegates experiences
12:30 – 14:00	Networking Lunch
14:00 – 15:00	<p>Chairman: CTSA Rapporteur: CTSA Facilitator</p> <p style="text-align: center;">Masterclass on Fraud Solutions</p> <p> Fully Managed Fraud Solutions and Operators Case Studies, David Pollak & Miha Logar</p>
15:00 – 15:30	Networking Coffee /Tea Break
15:30 – 17:00	<p>Chairman: CTSA Rapporteur: CTSA Facilitator</p> <p style="text-align: center;">Masterclass on Fraud Solutions</p> <p> Fully Managed Fraud Solutions and Operators Case Studies, David Pollak & Miha Logar</p>
18:30+	CTSA Delegates Get Together For Networking Drinks

DAY TWO: Thursday 22 August 2019	
09:00 – 10:00	<p>Chairman: CTSA Rapporteur: CTSA Facilitator</p> <p>Guide and Papers on Telecom Fraud <i>Moodle Powered Open Learning Virtual Campus</i></p>
10:00 – 10:30	Networking Coffee /Tea Break
10:30 – 12:30	<p>Chairman: CTSA Rapporteur: CTSA Facilitator</p> <p>Bilateral Termination Rates (Wholesale and Retail) for SADC Roaming</p> <ol style="list-style-type: none"> 1. Background of the SADC Roam Like at Home by Mauritius Telecom 2. Results of the SADC Roaming Cost Model by Mauritius Telecom 3. MoU commitment on implementation by the bilateral parties (operators) by Mauritius Telecom 4. Status and Bilateral Negotiations by all operators
13:00 – 14:00	Networking Lunch
14:00 – 15:00	<p>Chairman: CTSA Rapporteur: CTSA Facilitator</p> <p>Bilateral Termination Rates (Wholesale and Retail) for SADC Roaming</p> <p>Status and Bilateral Negotiations by all operators</p>
15:00 – 15:30	Networking Coffee /Tea Break
15:30 – 17:00	<p>Chairman: CTSA Rapporteur: CTSA Facilitator</p> <p>Bilateral Termination Rates (Wholesale and Retail) for SADC Roaming</p> <p>Status and Bilateral Negotiations by all operators</p>

DAY THREE: Friday 23 September 2019	
09:00 – 10:00	<p>Chairman: CTSA Rapporteur: CTSA Facilitator</p> <p>Bilateral Termination Rates (Wholesale and Retail) for SADC Roaming</p> <p>Status and Bilateral Negotiations by all operators</p>
10:00 – 10:30	Networking Coffee /Tea Break
10:30 – 12:30	<p>Chairman: CTSA Rapporteur: CTSA Facilitator</p> <p>Closing Ceremony</p> <ol style="list-style-type: none"> 1. Dar es Salaam Report and Action Plan 2019 by SATA Programme Manager 2. Closing Remarks by CTSA Working Group Chairman 3. Update from Malawi Telecommunications Limited as the host of CTSA 2020 4. Goodbye and Safe Journeys by TTCL
12:30 – 14:00	Final Networking Lunch