Telecommunications Regulatory and Compliance Management Training Course



21 - 25 Dec 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #TEL6867_147867

Course Introduction / Overview:

The global telecommunications landscape is in a constant state of evolution, driven by technological innovation, market liberalization, and shifting consumer demands. Navigating this complex environment requires a deep and current understanding of regulatory affairs and compliance management. This intensive training course is designed to provide a comprehensive A to Z guide on the principles, practices, and strategic challenges of telecommunications regulation. As discussed by prominent academic Eli M. Noam in works like "Media Ownership and Concentration in America," the structure of regulation directly impacts market dynamics and innovation. This program, offered by BIG BEN Training Center, delves into the core components of telecom policy, from spectrum management and licensing to interconnection and consumer protection. Participants will explore both established frameworks and the regulatory challenges posed by emerging technologies like 5G, IoT, and AI. The curriculum is built to transform theoretical knowledge into practical, actionable skills, ensuring that professionals can effectively manage compliance, mitigate risks, and contribute to their organization's strategic objectives in this highly regulated and competitive sector.

Target Audience / This training course is suitable for:

- Regulatory Affairs Managers and Specialists.
- Compliance Officers and Managers.
- Legal Counsel and In-house Lawyers in the telecom sector.
- Government Officials and Regulators.
- Public Policy and Government Relations Professionals.
- Telecommunications Engineers and Technical Managers.
- Strategy and Business Development Executives.
- Project Managers involved in network deployment.
- Finance and Economic Analysts in the telecom industry.

Target Sectors and Industries:

- Telecommunications Service Providers (Mobile, Fixed-line, and Internet).
- Satellite and Broadcast Operators.
- Technology and Network Equipment Manufacturing Companies.
- Governmental Regulatory Authorities and Ministries of Communication.
- Infrastructure and Tower Companies.
- Consulting Firms specializing in Technology, Media, and Telecom (TMT).
- Large Corporations with significant telecommunications dependencies.
- Investment Banks and Financial Institutions focused on the TMT sector.

Target Organizations Departments:

- Legal and Regulatory Affairs Department.
- Compliance and Risk Management Department.
- Government and Public Affairs Department.
- Strategy and Corporate Development Department.
- Network Operations and Engineering Department.
- Finance and Economic Planning Department.
- Product Development and Marketing Department.
- Internal Audit Department.

Course Offerings:

By the end of this course, the participants will have able to:

- Analyze the fundamental principles of telecommunications regulation and policy.
- Navigate the complexities of licensing and spectrum allocation processes.
- Develop effective compliance programs to meet regulatory requirements.
- Understand the economic principles behind interconnection and tariff regulation.
- Assess the regulatory impact of emerging technologies like 5G and IoT.
- Manage regulatory risks and implement mitigation strategies.
- Interpret and apply international telecommunications laws and treaties.
- Engage effectively with regulatory bodies and government agencies.
- Formulate strategic responses to changes in the regulatory landscape.
- Advise senior management on compliance and regulatory policy matters.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, interactive, and highly practical, moving beyond traditional lecture-based formats. This course utilizes a blended learning approach that combines expert-led presentations with dynamic, hands-on activities. A cornerstone of the program is the extensive use of real-world case studies, allowing participants to analyze actual regulatory challenges, landmark legal decisions, and compliance failures from various international markets. Collaborative group workshops and team-based problem-solving exercises will encourage participants to apply theoretical concepts to practical scenarios, such as drafting a compliance checklist or simulating a response to a regulatory inquiry. Interactive sessions, Q&A panels, and peer-to-peer discussions foster a rich learning environment where diverse experiences and perspectives are shared. Continuous feedback from the instructor ensures that participants can benchmark their understanding and refine their skills throughout the five-day program. This participant-centered approach guarantees that attendees leave with not just knowledge, but with the confidence and competence to apply it directly in their professional roles.

Course Agenda (Course Units):

Unit One Foundations of Telecommunications Regulation

- Introduction to the telecommunications ecosystem.
- The history and evolution of telecom policy and regulation.
- Key principles of economic and social regulation.
- The role and structure of national regulatory authorities (NRAs).
- Introduction to the International Telecommunication Union (ITU) and its functions.
- Understanding the distinction between regulation and policy.
- Analyzing different models of regulatory governance.

Unit Two Core Regulatory Frameworks and Licensing

- The legal basis for telecommunications regulation.
- Types of licenses and authorizations (individual, class, general).
- Processes for license application, renewal, and modification.
- Spectrum management fundamentals and allocation methods.
- The principles and practice of spectrum auctions.
- Numbering resource management and allocation.
- Standards and equipment type approval procedures.

Unit Three Economic Regulation and Competition Policy

- Principles of interconnection and access regulation.
- Cost models and methodologies for setting interconnection rates.
- Tariff regulation and price control mechanisms.
- Promoting effective competition and preventing anti-competitive practices.
- Defining relevant markets and assessing significant market power (SMP).
- Infrastructure sharing policies and regulations.
- Understanding the Universal Service Obligation (USO).

Unit Four Consumer Protection and Quality of Service

- Regulatory frameworks for consumer rights and protection.
- Managing billing disputes and customer complaints procedures.
- Quality of Service (QoS) and Quality of Experience (QoE) standards.
- Data privacy, data protection, and GDPR implications for telcos.
- Net neutrality principles and regulatory approaches.
- Cybersecurity regulations and incident reporting obligations.
- Regulations concerning marketing and advertising practices.

Unit Five Emerging Technologies and Strategic Compliance

- Regulatory challenges of 5G, IoT, and AI.
- Cross-border data flows and international regulatory cooperation.
- Developing and implementing an effective compliance management system (CMS).
- Conducting regulatory risk assessments and mitigation planning.
- Best practices for engaging with regulators and stakeholders.
- The future of telecommunications regulation and policy trends.
- Final project. developing a strategic response to a mock regulatory change.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

As emerging technologies like AI and quantum computing reshape telecommunications, how should regulatory bodies balance be fostering innovation with protecting consumer interests and national security?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by moving beyond a purely historical or legalistic review of telecommunications rules. Its primary focus is on providing a forward-looking, strategic perspective essential for today's rapidly changing digital ecosystem. While other programs may focus on the regulations of a single country, this training course adopts a comparative, international approach, analyzing case studies and regulatory models from North America, Europe, and Asia to provide a truly global viewpoint. A key differentiator is the deep dive into the regulatory implications of emerging technologies. Participants will not only learn about 5G and IoT but will actively debate and strategize on the future regulatory frameworks needed for AI, blockchain, and satellite constellations. The methodology emphasizes practical application through simulations, such as negotiating an interconnection agreement or developing a risk mitigation plan for a new technology launch. This ensures that learning is not just academic but is directly transferable to the participant's professional responsibilities. The curriculum is designed to build strategic advisors, not just compliance administrators, equipping them with the foresight to anticipate regulatory trends and shape their organization's response.