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|  | ASIA-PACIFIC TELECOMMUNITY |  | | |  |
| **SATRC Workshop on Policy, Regulation and Services** | | |  | |
| 21 – 23 December 2015, Pokhara, Nepal | |  |  | |

**Tentative agenda of the workshop**

1. **Opening**
2. **Presentation of the SATRC Action Plan Phase V**
3. **Objectives of the workshop and presentation of about the activities of SATRC Working Group on Policy, Regulation and Services**
4. **Presentations and discussions on issues related to Policy, Regulation and Services** 
   1. Measures to protect the interests of consumers of telecom services
      1. Status of measures of consumer protection in SATRC countries on the areas of complaint redresal, quality of services, billing accuracy, unsolicited commercial communications and mobile number portability
      2. Issues and concerns raised by the consumers
      3. Initiative and achievement by the operators to address the consumer interest
      4. International best practices
   2. Policy, regulatory and technical aspect of OTT services in SATRC countries
      1. OTT concerns and challenges
      2. Policy issues associated with OTT services
      3. Challenge for the operators and how the operator can change or adopt to a different business model to deal with OTTs
      4. Recommended policy for OTTs

* 1. Emerging licensing framework including exit and relicensing policy
     1. Key aspects of emerging licensing frameworks
     2. Relicensing, renewal/extension of license and exit policies
     3. Coexistence of licenses and issues concerning the practical implementation
  2. International connectivity for the provision of providing broadband services
     1. Current situation in relation to the cost of providing broadband services in SATRC countries
     2. Regional initiatives with possible alternatives for lowering cost for the international connectivity
     3. A way forward for future

1. **Closing**