

RESOLUTION R5-2019

Addressing industry challenges and harnessing new opportunities through industry gatherings (meeting of the minds), studies, research and development

CMW 2019/2020

The following are the CMWs for the period 2019/2020 going to be hosted by the members. A no objection to hosting as per the hosting roster guidelines was circulated and there were no objections received.

CMW	Dates	Venue	Host
<p>39th Annual Conference</p> <p>Purpose</p> <ul style="list-style-type: none"> • Consider and approve the audit report 2018/2019, the work programme and budget for the year 2019/2020 <p>Expected Outcome(s)</p> <ul style="list-style-type: none"> • RESOLUTIONS comprising the work programme for the new year 2019/2020 guided by the Strategic Plan 2022 	24 - 26 April 2019	Mauritius	Mauritius Telecom
<p>CTSA Special Meeting on Termination Rates and Roam Like at Home Implementation combined with CRASA CRTT Meeting and SADC Roaming Forum 2019</p> <p>The objectives of the SADC Roaming Forum 2019 are to:</p> <ol style="list-style-type: none"> a. recap and refresh the comprehensive overview of the SADC Roaming project framework and concept for the benefit of new industry minds and the region to remain focused; b. validate the results of the populated roaming cost model; c. discuss the challenges and opportunities that were met during the populating of the model; and d. build regional capacity (skills and knowledge) for SADC National Regulatory Authorities (NRAs) and operators providing mobile services (MNOs) to use the cost model. <p>Expected Outcome(s)</p> <ol style="list-style-type: none"> a. Validated results of the populated roaming cost model. b. Agreement on the effective regional date of the use of the Cost Model. c. Policy decision to be communicated to the Ministers. 	17 - 20 June 2019	Lakes Hotel, Benoni, Johannesburg, South Africa	DTPS

<p>IPFSA development of proposals on Industry Policy and Regulations</p> <p>Purpose</p> <ul style="list-style-type: none"> Brainstorm on the regional industry performance with regards to prevailing policy and regulatory rules , estimating the figures Identify untapped opportunities estimating the numbers Identify new policy and regulatory directions and proposals for the digital market to unleash the opportunities in this fourth industrial revolution (4IR) and supporting United Nations global goals (Sustainable Development Goals - 17 SDGs) <p>Expected Outcome(s)</p> <ul style="list-style-type: none"> Report and Regional Action Plan 2019 to lobby for new policy direction and regulatory proposals to support business in the digital market and 4IR 	<p>by 30 September 2019</p>	<p>Online Collaboration</p>	<p>Online Collaboration</p>
<p>Service and Network Operations (SNOSA)</p> <p>Purpose</p> <ul style="list-style-type: none"> Review the implementation of Midrand Action Plan 2018 Address industry challenges affecting service and network operations Share information, expertise, latest thinking having a direct impact on changing or implementing new recommendations that apply to network and service management. Focus the discussions on <ul style="list-style-type: none"> network management service management and new and hot topic Stimulate and initiate recommendation work within ITU-T Q5/2 which allows for the identification and capture of recommendations that are considered vital for network and service management within the carrier and service provider industry. <p>Expected Outcome(s)</p> <ul style="list-style-type: none"> Windhoek Report and Action Plan 2019 	<p>24 - 26 July 2019</p>	<p>Windhoek, Namibia</p>	<p>Telecom Namibia</p>
<p>CTSA Special Meeting on Revenue Assurance and Fraud Mitigation</p> <p>Purpose</p> <ul style="list-style-type: none"> Review the implementation of the fraud and revenue assurance recommendations in the Gaborone Action 2019 Share knowledge and latest industry experiences on 	<p>14 - 16 August 2019</p>	<p>Dar es-Salaam , Tanzania</p>	<p>TTCL</p>

<p>mitigating fraud</p> <ul style="list-style-type: none"> • Development local policies and guidelines on managing fraud <p>Expected Outcome(s)</p> <ul style="list-style-type: none"> • Dar Es-Salaam Report and Action Plan 2019 			
<p>Board Meetings (1 - Physical-Botswana and the rest online)</p> <p>Purpose</p> <ul style="list-style-type: none"> • First meeting of the board to decide on its meetings • Review the RESOLUTIONS and work by the committees and working groups • Review the status of membership dues and cash flow <p>Expected Outcome(s)</p> <ul style="list-style-type: none"> • Report and guidance on the implementation of the RESOLUTIONS 	<p>28 - 29 August 2019</p>	<p>Gaborone, Botswana</p>	<p>BoFiNet</p>
<p>CoESA Conference on ICTs for Sustainable Development (ISD)</p> <p>Purpose</p> <ul style="list-style-type: none"> • Showcase good practices and share experiences on research findings and studies. • Provide capacity building, training and skills development • Foster partnership with other industry stakeholders <p>Expected Outcome(s)</p> <ul style="list-style-type: none"> • Maun Report and Action Plan on implementing ICTs for sustainable development as a business. 	<p>25 - 27 September 2019</p>	<p>Maun, Botswana</p>	<p>BoFiNet</p>
<p>SNOSA Conference on Customer Services</p> <p>In this era of rapid automation and technological advances it can be easy to lose track of what customer service really means. Brands need to ensure that they are customer-centric, always putting their needs first and delivering a level of care that is personal and helpful regardless of scale.</p> <p>Purpose</p> <ul style="list-style-type: none"> • Showcase good practices and share experiences on research findings and studies. • Provide capacity building, training and skills development • Foster partnership with other industry stakeholders <p>Expected Outcome(s)</p> <ul style="list-style-type: none"> • Harare Report and Action Plan 2019 	<p>9 - 10 October 2019</p>	<p>Harare, Zimbabwe</p>	<p>TelOne</p>
<p>ICT Industry Partnership Forum for Southern Africa (IPFSA)</p> <p>Purpose</p> <ul style="list-style-type: none"> • sharing knowledge, experiences and latest thinking and showcasing best practices on <ul style="list-style-type: none"> ▪ industry developments ▪ implementation of sustainable ICTs for supporting the achievement of the global goals (17 SDGs) 	<p>12 -14 November 2019</p>	<p>Cape Town, South Africa</p>	<p>Telkom</p>

<ul style="list-style-type: none"> ▪ broadband ▪ new technologies & roadmaps ▪ standardization ▪ policy and regulations ▪ addressing empowerment issues (women & youth) using ICT ▪ innovation ▪ technology and service evolution ▪ fourth industrial revolution (4IR) and ▪ the future of the industry <ul style="list-style-type: none"> • fostering collaboration and partnerships for broadband rollout <p>Expected Outcome(s)</p> <ul style="list-style-type: none"> • Cape Town Report and Action Plan 2019 			
<p>Capacity and Traffic Southern Africa (CTSA 2019), 26 - 28 February 2020, Lilongwe, Malawi</p> <p>Purpose</p> <ul style="list-style-type: none"> • Review the implementation of Gaborone Action Plan 2019 • Share practical solutions to continuously improve carrier's billing, settlements and related business processes • Foster inter-carrier business relationship • Explore solutions to business demands and enable carriers to gain first hand insights on market movements and upcoming trends. • Help carriers simplify and improve business processes; enhance bilateral relations; normalize industry benchmarks; and standardize business practices through the establishment of policies and guidelines. <p>Expected Outcome(s)</p> <ul style="list-style-type: none"> • Lilongwe Report and Action Plan 2020 	<p>26 - 28 February 2020</p>	<p>Lilongwe, Malawi</p>	<p>MTL</p>
<p>40th Annual Conference, 22 - 24 April 2020, Tanzania</p> <p>Purpose</p> <ul style="list-style-type: none"> • Consider and approve the audit report 2018/2019, the work programme and budget for the year 2019/2020 <p>Expected Outcome(s)</p> <ul style="list-style-type: none"> • RESOLUTIONS comprising the work programme for the new year 2019/2020 guided by the Strategic Plan 2022 	<p>22 - 24 April 2020</p>	<p>Dar es-Salaam, Tanzania</p>	<p>TTCL</p>



Southern Africa Telecommunications Association