

# Welcome to Athens

## Agenda Summary

- Day 1 Tuesday 12 May – PUBLIC FORUM – All delegates welcome
- Day 1 Tuesday 12 May – GSC Carrier Members CLOSED MEETING - (5.15pm to 6pm)
- Day 1E Tuesday 12 May – WELCOME DINNER sponsored by GSC Group - All delegates welcome
- Day 2 Wednesday 13 May - PUBLIC FORUM - All delegates welcome
- Day 3 Thursday 14 May – PUBLIC FORUM - All delegates welcome
- Day 3E Thursday 14 May – GROUP DINNER sponsored by OTEGLOBE - All delegates welcome
- Day 4 Friday 15 May – Free time for Delegates

## GSC Membership



# 34<sup>th</sup> GSC Forum - Day 1

ALL CARRIERS WELCOME

Tuesday, 12 May 2020

## AGENDA

**8:45 AM** Welcome & Introduction

Ms. Lyn Du  
GSC Chairperson

**9:10 AM** Host Company Introduction

Mr. George Kiapokas  
CFO, OTEGLOBE

**9:40 AM** Round table introduction

All Delegates

**10:00 AM** Telco Industry Update - The Future of Wholesale

- > Latest trends & predictions in global wholesale Telecoms
- > Transformational changes in the wholesale environment
- > Innovative ways to revive and stabilize voice revenues
- > Analytics and machine learnings in wholesale
- > RCS Monetization
- > A2P Messaging

Ms. Isabelle Paradis  
President & CEO  
Hot Telecom

### 11:00 AM Coffee Break

**11:30 AM** Artificial Intelligence Solutions & Blockchain

- > Effective implementation of AI solutions and successful RPAs
- > AI practical solutions for the wholesale carrier industry
- > Benefits that AI and blockchain can bring to wholesale carrier

SUBEX

**12:00 PM** Workshop: Bill to Cash

- > Establish key components of a good bill to cash system (i.e. bill, invoice validation, dispute resolutions etc).
- > Review the Draft Requirements document.
- > Conduct a Q&A sessions where the carriers/vendors can clarify details within the document and explore any variations between each carrier's need

Mr. Paul Fedarb  
Senior Manager, Global  
Wholesale Voice Billing  
BT

### 1:00 PM Standing Up Lunch / Bilateral Meetings

**2:15 PM** Fraud Management: Current Trends and Challenges

Mr. Etienne Bauche  
VP Customer Services & Sales  
Operations  
Orange International Carriers

**2:55 PM** Anti-Chain Fraud – How to Fight Fraud with Blockchain

Mr. Eran Haggiag  
Co-Founder & Executive  
Chairman  
Clear Blockchain Technologies

### 3:25 PM Coffee Break

**3:45 PM** Fraud Workshop: Where Are We Now?

- > The GLF Fraud Report 2019
- > The GLF Code of Conduct
- > Deviations and obstruction
- > The way forward: techniques, systems, initiatives, strategy to expand collaboration to address fraud

Facilitated by  
Mr. Simon Dodsworth  
GSC Executive Council

**4.30PM-  
5.30PM** BILATERAL MEETINGS

### GSC CARRIER MEMBERS' CLOSED MEETING FROM 5.15PM to 6:00PM

**5:30 PM** GSC Financial Outlook

- > 2019 Financial Report
- > 2020 Financial Forecast

Ms. Melanie Manuel  
GSC Executive Council

**5:45 PM** GSC Update

- > Progress on Action Points (website, workstream, marketing etc)
- > Agree on approach to promote best practise guideline documents
- > Members to list top 5 priorities to be addressed within the GSC Group Members

Ms. Lyn Du  
GSC Chairperson

**6:15 PM** Meeting Adjourned

**7:15 PM** WELCOME DINNER SPONSORED BY GSC GROUP

# 34<sup>th</sup> GSC Forum - Day 2

ALL CARRIERS WELCOME

Wednesday, 13 May 2020

## AGENDA

- 9:00 AM Unblock The Chain - Game Changer for Billing & Settlement** Ms. Debdatta Mallick  
AVP, Business Control  
PCCW Global
- 9:40 AM Status of RCS / MaaP** GSMA
- 10:40 AM Coffee Break**
- 11:10 AM Digitization of Deal Management - Beyond AI and Robotics** Mr. Finn Kornbo  
Product Director  
CSG  
> Why effective deal management is a game changer  
> Moving beyond voice – creation of new innovative offerings  
> Automation and real use case experiences
- 11:40 AM A Number Implementation Experience** Orange International Carriers
- 12:20 PM Conference Lunch / Vendor Demos on Bill to Cash**
- 2:00 PM Automation Initiatives** Ms. Charlotte Aveback  
Head of Carrier Resolutions &  
Netting  
Telia Carrier  
> Which tasks benefit the most from automation?  
> Tasks that cannot be automated for financial or legal reasons  
> The human factor: critical competence for controls/negotiations/commercial decisions
- 2:40 PM VNPT's Business Improvement Initiatives** VNPT International  
\* Commercial and Sales operation  
\* Fraud & Settlement function
- 3:20 PM Data as the new oil, how to manage considering data privacy restrictions** Ms. Melanie Manuel  
VP, Int'l Business Service Op  
Mgt, PLDT
- 4:00 PM Coffee Break**
- 4:20 PM Review and Update the GSC Published Papers:** All Delegates  
> Fraud Mitigation Guideline  
> Dispute Process Standardisation Guideline  
> OBR Template Standard  
> Credit Management  
> Complex Agreement  
> Dispute Management  
> DSO Management  
> Net Settlement
- 5PM-6.30PM BILATERAL MEETINGS**
- 6:30PM Meeting Adjourned**

# 34<sup>th</sup> GSC Forum - Day 3

ALL CARRIERS WELCOME

Thursday, 14 May 2020

## AGENDA

9:00 AM **Dispute Management, Billing Controls & Revenue Assurance** Ms. Viki Koutsothodorou  
Credit Control & Settlements  
Manager,  
OTEGLOBE

9:40 AM **Dispute Management & Collections** TATA Communications

10:20 AM **Automation - the Unused Potential & Basis of Blockchain** Axino Solutions

### 10:50 AM *Coffee Break*

11:20 AM **Cloud Communication: Number Business** Mr. Olivier Van de Weghe  
Cloud Communication  
Product Manager, BICS

12:00 PM **Trading Evolution: A Case Study** Telia Carrier & LINXA  
> Goals  
> Implementation  
> Benefits and enhancements  
> Ways of working  
> Outcome

### 12:40 PM *Conference Lunch / Vendor Demos on Bill to Cash*

2:00 PM **Workshop: Carrier KPIs - what does good look like?** Facilitated by  
Mr. Simon Dodsworth  
GSC Executive Council  
*Carrier delegates will receive a questionnaire in advance of the meeting.*  
> Survey results of Carriers sharing their expectations on being paid on time,  
time taken to send invoices, average time taken to allocate cash etc  
> Broad range of measurable activities  
> Presentation of the findings  
> Reflections

2:40 PM **Workshop: MNP and Impact on Settlements** Facilitated by Ms. Melanie Manuel  
GSC Executive Council  
> What is MNP?  
> What are its objectives?  
> What is the impact on retail customers  
> What is the impact on carrier settlements?  
a. How does MNP affect settlement rates?  
b. Do we consider domestic regulations in setting int'l settlement rates?  
> MNP Implementation experiences / successes or failures

### 3:20 PM *Coffee Break*

3:40 PM **Carrier Panel Discussion** Carrier Representatives

- > Share own experience on blockchain technology and the scale of development in their own company and for which products/services
- > Share key learnings, success stories, and implementation challenges on their business automation and transformation journey
- > Biggest pain points in own company's operation
- > Where do you see the wholesale market 5 years from now?

4:20 PM **Action Plans** GSC Executive Council  
> Delegates Feedback  
> Next Meeting Dates & Location  
> Topics / Workstreams for next GSC Forum

4:40PM-  
6.30PM **BILATERAL MEETINGS**

6:30 PM **Meeting Close**

7:00 PM **GROUP DINNER SPONSORED BY OTEGLOBE**



Note: All delegates will receive electronic copy of ALL Public Forum Presentations