

A unique three-course programme for telecoms professionals in the Pacific region

Introduction to Human Resource Management, 24 - 25 June 2013, Suva, Fiji

Overview	Target Audience	Registration
<ul style="list-style-type: none"> • Business communications • Leadership • Stress management • Conflict management • Ethics • Image building • Teamwork • Succession planning • Performance appraisal and feedback management. 	<ul style="list-style-type: none"> • Industry HR executives and managers; • Team leaders within the telecom sector. 	<ul style="list-style-type: none"> • CTO Members: £299 • Others: £399

Introduction to Marketing and CRM, 26 - 28 June 2013, Suva, Fiji

Overview	Target Audience	Registration
<ul style="list-style-type: none"> • Business intelligence • Effective decision-making • Strategic marketing • Understanding customer behaviours and needs • Customer relations management • Case studies and group discussions 	<ul style="list-style-type: none"> • Industry marketing & sales executives and managers. 	<ul style="list-style-type: none"> • CTO Members: £349 • Others: £449

Introduction to Next Generation Networks, 1—2 July 2013, Suva, Fiji

Overview	Target Audience	Registration
<ul style="list-style-type: none"> • NGN switching & routing • NGN principles • NGN architecture • FTTH • GEAPON • GPON 	<ul style="list-style-type: none"> • Fixed network engineers and network managers. 	<ul style="list-style-type: none"> • CTO Members: £299 • Others: £399

Our Faculty

Virender Arya

A citizen of India, Mr Arya has for numerous telecoms organisations in a broad range of areas in telecommunications, from outside plant design and setup, local area networks, and fiber optic communications, to project management, marketing, and security in wireless data or mobile networks. In recent years, he has delivered various training programmes in countries such as Sri Lanka, Kyrgyzstan, Malawi, Ghana, Ethiopia, and Zimbabwe. Mr Arya is a Fellow of IETE, a Fellow of the Institution of Engineers of India, and a Member of India's NGN Forum.

Satya Gupta

Mr Gupta brings with him a decades-long experience in technical, regulatory and economic aspects of voice and data networks and services, including VoIP, Internet services, IPv6, broadband, e-Governance, QoS and NGN. He was a member of task forces in India broadband programmes, and led various experts groups in Asia and the Pacific in the fields of VoIP, Internet telephony, and domain names. He is currently working with BT Global Services as chief regulatory advisor, as well as director government affairs for India and SAARC.

To register for any of the above courses, please fill in the registration form provided overleaf. Places limited. 10% discounts on bookings of two or more delegates.

For more information, please contact us at programmes@cto.int or call +44 20 8600 3806.

Registration form

Please fill in this application form and fax it back to +44 20 8600 3819 or return it to the CTO at the e-mail address below. Please use CAPITAL LETTERS.

Personal details

Mr/Mrs/Ms/Other First name Last name

Job title

Organisation

Address

City Postcode Country

Tel Mobile Fax

Email

Authorising line manager's name

Authorising line manager's email

Payment options

1) Select your Course and the Applicable Registration Rate (see overleaf for registration rates)

	CTO member rate	Others
Human Resource Management, 24 - 25 June 2013	<input type="checkbox"/> £299	<input type="checkbox"/> £349
Marketing and CRM, 26 - 28 June 2013	<input type="checkbox"/> £349	<input type="checkbox"/> £449
Next Generation Networks, 1 - 2 July 2013	<input type="checkbox"/> £299	<input type="checkbox"/> £349

2) Payment mode (choose one option only)

Invoice
Invoice me at the above address (Discounts do not apply, payment must be received by us prior to event).

Cheque
Cheque enclosed, payable to "CTO HQ"

Bank transfer
Make payments to: Coutts & Co.
440 Strand, London, WC2R 0QS, UK
A/C Name: CTO; A/C Number 083675071
Bank Sort Code :18-00-02
SWIFT Code: COUT GB22
IBAN Reference: GB72COUT18000208367507

Credit Card: Visa / Mastercard (delete as appropriate)

Card holder's name

Card holder's billing address (if different from above)

Card number

Valid from / / Expiry date / / 3 digit security code on back of card

Signature

Date Name Signature

Additional information

To help us improve our services to you and your organisation, please tell us more about yourself and your organisation.

Your role in the organisation

<input type="checkbox"/> Strategic / executive	<input type="checkbox"/> Business development	<input type="checkbox"/> Marketing and sales
<input type="checkbox"/> Planning	<input type="checkbox"/> Corporate affairs	<input type="checkbox"/> Public relations and corporate communications
<input type="checkbox"/> Control	<input type="checkbox"/> Customer service and care	<input type="checkbox"/> Regulatory and legal affairs
<input type="checkbox"/> Operational	<input type="checkbox"/> Engineering and technical management	<input type="checkbox"/> Telecoms network management
	<input type="checkbox"/> Financial, purchasing & investor relations	<input type="checkbox"/> Human resources
	<input type="checkbox"/> IT / IP management	<input type="checkbox"/> Other




Your organisation type

<input type="checkbox"/> Government	<input type="checkbox"/> Fixed network / services	<input type="checkbox"/> Broadcasting
<input type="checkbox"/> Regulator	<input type="checkbox"/> Mobile / wireless network / services	<input type="checkbox"/> Value-added services
<input type="checkbox"/> Operator	<input type="checkbox"/> Satellite network / services	<input type="checkbox"/> Support
<input type="checkbox"/> Manufacturer	<input type="checkbox"/> Internet	<input type="checkbox"/> Other services
<input type="checkbox"/> Other		

REGISTRATION DEADLINE

Prior to course start.

3 SIMPLE WAYS TO REGISTER

-  Fill in and fax this form back to +44 20 8600 3819
-  Call the programme team at +44 20 8600 3800
-  E-mail the programme team at programmes@cto.int, quoting the course title.

NEED HELP?

Call us now on +44 20 8600 3800 or e-mail the programme team at programmes@cto.int

Summary Terms and Conditions

The CTO will endeavour, as can be reasonably expected, to ensure that the course is delivered to meet delegates' expectations. Registration is subject to availability and payment received by the deadline where specified for each course. Dates may be subject to changes. Travel, accommodation, daily transportation to venue, subsistence and other costs are the sole responsibility of the delegate and are not included in the above fees. Applicants are responsible for their visa arrangements and other formalities wherever required. Course bookings may be cancelled at the discretion of the CTO or its partners. Applicants paying by bank transfer are responsible for bank charges and any other such costs and should ensure the exact amount in GBP Sterling is credited in the CTO bank account. Applicants requiring additional information prior to their booking should ensure they provide sufficient time before the booking deadline. Cancellation rules apply, as summarised below. For a full version of our Ethical Framework or our Terms and Conditions, please visit our website at www.cto.int.

Cancellations / Refunds

For delegate cancellations/withdrawals, the following refund rules apply:

- 31 days or more prior to event: the full amount less a handling charge of 10% or a minimum of £55, whichever applies
- 30 days or less prior to event: no refund

For CTO cancellations/withdrawals, delegates are entitled to a 100% refund within 60 days of the withdrawal/cancellation. Refunds will be made by bank transfer only.

Data Protection / Privacy

The CTO does not sell, rent or lease its customer information to third parties. We may, from time to time, contact you on behalf of a third party/partner about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information (email, name, address, telephone number) is not transferred to the third party/partner. In addition, we may share your information with trusted partners to help us perform statistical analyses, send you by e-mail or postal mail, provide customer support, or arrange for deliveries or other such services. All such third parties are prohibited from using your personal information except to provide these services to the CTO and they are required to maintain the confidentiality of your information. For more information about our privacy policy, visit our website at

www.cto.int