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|   | **TELEFONICA BUSINESS SOLUTIONS** is pleased to invite you to the annual meeting of the International Inbound Services Forum (IISF) to be held from the 17th to the 19th October 2016 in Madrid, Spain.**THE FORUM** With the aim of promoting and aiding the development of International Inbound Services like International Freephone Service, International Shared-Cost Service, International Premium Rate Service and Home Country Direct Service (as defined by the ITU-T), IISF was formed in 2002. Since then it has been committed to expand the market and use of these services.More information about the work of the forum, including the charter, is available on the [website](http://www.iis-forum.com/)**.**Few ATTENDEES of previous yearParties attending the forum and active in the iis-forum community over the last years include**.**

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Description: http://www.intercomms.net/issue-15/images/articles/voxbone/voxbone-logo.gifand many more. **THE AGENDA**The agenda will feature presentations from the various task forces established at last year's forum, reporting on their work during the year, plus several workshops. The major topics will be:* **Carrier presentations**Every participating carrier has the opportunity to present the set of international inbound services his company offers currently and what they plan to offer in the future**.**
* **Access issues**An update on improving access and handling surcharges on calls to international inbound services. One special task is the development of a roaming cost for Freephone calls**.**
* **The Future of International Inbound Services**Discuss with other product managers or responsible persons of international inbound services about future trends.
* **Marketing**Discussion on topics of common interest related to marketing of international inbound services.
* **Process improvement**Reports and workshops on recent work covering a web-based SOF proposal, improvements to the provisioning and fault processes and the use of application letters regarding international inbound services.
* **Number portability** Number portability is critical for customers. This task force was created to better understand each carrier’s position on number portability. During the forum they will present their findings.
* **Website/Fact Book**Learn about the advantages of the website and factbook regarding international inbound services.
* **Open forum**Including deciding on Task Forces for next year, Steering Committee elections plus an opportunity to raise any other topic of interest.
* **One-on-one time**Take the opportunity for arranging bilateral meetings with other carriers.

**MEETING SCHEDULE**

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| **Sunday, 16 October** |  |
| 18:00 – 19:30 | Steering Committee Meeting  |
| **Monday, 17 October** |  |
| 09:00 – 10:00 | Registration and Coffee |
| 10:00 – 11:15 | Forum Welcome and Introductions |
| 11:15 – 12:30 | Forum Session |
| 12:30 – 14:00 | Lunch |
| 14:00 – 15:30 | Task force report process improvement |
| 15:30 – 16:00 | Break |
| 16:00 – 16:45 | Forum Session |
| 16:45 – 17:30 | One-on-one time |
| **Tuesday, 18 October** |  |
| 09:00 – 10:30 | Task force report website/factbook |
| 10:30 – 11:00 | Break |
| 11:00 – 12:30 | Carrier presentations |
| 12:30 – 13:00 | One-on-one-time |
| 13:00 - 14:30 | Lunch |
| 15:00 – 19:00 | City Tour |
| 19:00 – 23:00 | Social event & Forum Dinner |
| **Wednesday, 19 October** |  |
| 09:00 – 10:30 | Task force reports |
| 10:30 – 11:00 | Break |
| 11:00 - 12:30 | Forum sessions |
| 12:30 – 13:30 | Lunch |
| 13:30- 15:00 | Open Forum & Steering Committee Elections |
| 15:00 – 15:30 | Break |
| 15:30– 17:00 | One-one-one time & New Steering Committee meeting |

**VENUE & ACCOMODATION**MELIA GALGOS HOTEL<http://www.melia.com/en/hotels/spain/madrid/melia-galgos/index.htm>Calle de Claudio Coello 139, 28006 Madrid, Spain**FORUM FEE**The forum fee is Eu. 510 per delegate. This fee will include: Sunday SC Meeting Room; Forum Meeting Room and all the needed equipment for three days, six breaks, three lunches, one dinner.Please confirm your participation sending the Form to Mrs. Bárbara Olivar (eventostelefonica@viajeseci.es).**PARTICIPATION FORM**All participants are kindly requested to return the attached Registration Form by 29th August 2016. Please send the completed registration form to: Mrs Barbara Olivar, eventostelefonica@viajeseci.es.**Transportation**Taxi service is available 24 hours a day from Barajas International Airport. If you prefer to make a previous reservation, please find information at Form.**Electrical Appliance**The electricity supply in Madrid is 220v, plug type class A,B y C**Currency - Exchange – Credit Card**The official currency in Spain is the Euro.Foreign currencies can be exchanged at all banks, as well as at Currency Exchange at the hotel.All major credit cards such as VISA, MasterCard, are accepted in hotel, retail outlets and restaurants.**Visa Requirements**Please check visa information for your travel with your travel agency. If you require Telefonica to issue you an invitation letter for your visa application or getting travel permission from your respective organization, please email the following vital information to Mrs. Bárbara Olivar (eventostelefonica@viajeseci.es). * Full Name ( as on passport)
* Passport No.
* Date of Issue
* Date of Expiry
* Place of Issue
* Date of Birth
* Nationality
* Job Title
* Company Name
* Company Address
* Company Telephone & Fax No
* Address ( as on passport)

**Climate**October is autumn in Madrid with temperatures from 8 to 19 degrees.**Agency Contact** Mrs. Bárbara Olivar: eventostelefonica@viajeseci.es. |   |
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