



International Inbound Services Forum

Enabling value added services in the Global Telecom Market

OTEGLOBE is pleased to invite you to the annual meeting of the International Inbound Services Forum (IISF) to be held from the 07th to the 09th October 2019 in Athens, Greece.

THE FORUM

The international service number business has grown up during the last 30 years. The successful story can be continued with intensive cooperation of all involved partners only. So we founded the International Inbound Services Forum for coordinating the relevant carriers all over the world in the year 2002. Every carrier who is involved in this business is invited to join the Forum and to work for solutions to improve the International Inbound Services like International Freephone Service, International Shared-Cost Service, International Premium Rate Service and Home Country Direct Service. The Forum's members have 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.
www.iis-forum.com

For coordinating the business as good as possible we work continuously with conference calls during the year with members covering the whole world, once a year we have a personal meeting in one of the participating countries, in 2019 this is Greece.

Countries and parties attending the forum and active in the IIS-Forum community over the last years:

Argentina (TIWS)	India (Airtel, Tatacommunications)	Thailand (CAT Telecom)
Austria (A1, atms, wysiwyn)	Israel (Bezeq International, Cellcom)	The Netherlands (KPN, iBasis)
Belgium (BICS, Voxbone)	New Zealand (TNZI)	Turkey (Turktelekom)
Brazil (Telefonica)	Norway (Telenor)	UAE (Etisalat)
Czech Republic (CETIN)	Philippines (PLDT)	United Kindom (BT, DTAG, Vodafone)
China (China Telecom, China Unicom, M800)	Romania (Telekom Romania)	United States (AT&T, BT, Sprint, iBasis)
Croatia (Hrvatski Telekom)	Russia (Rostelecom)	Uruguay (TIWS)
France (Orange)	Slovenia (Telekom Slovenija)	Vietnam (VNPT)
Germany (Deutsche Telekom)	Spain (Telefonica)	Canada (Tata Communications)
Greece (OTEGLOBE)	Switzerland (Swisscom)	Colombia (Telefonica)

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 gets 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.
- **Content / Awareness**
Discussion on topics of common interest related to marketing of international inbound services. Increasing awareness of the forum to the new and existing carriers who provide the services.
- **DID**
Based on the market evaluation where customers and users are looking for cheaper alternatives to replace ITF services. An increasing number of service providers offer Geo / National inbound DID services on a global scale. The DID Task force will focus on this new type of business and specific challenges on both regulatory angle as well as the business model itself.
- **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.
- **Fraud issues**
The experience of the last years has shown a potential of fraudulent usage of the services, we discuss how to avoid negative influence to the current business.
- **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.

You are kindly invited to join our meeting in Athens for supporting our community to increase the business of International Inbound Services further on.

MEETING SCHEDULE*

Sunday, 06 October	
19:00 – 20:00	Steering committee meeting (for SC members only)
Monday, 07 October	
09:00 – 10:00	Registration and Coffee
10:00 – 11:15	Forum Welcome and Introductions
11:15 – 12:30	Carrier presentations
12:30 – 14:00	Lunch
14:00 – 15:30	Task force report Process improvement, Discussion factbook content
15:30 – 16:00	Break
16:00 – 16:45	Carrier presentations
16:45 – 17:30	One-on-one time
Tuesday, 08 October	
09:00 – 10:30	Task force report website/factbook, Carrier presentations
10:30 – 11:00	Break
11:00 – 12:00	Task force fraud issues
12:00 – 13:00	One-on-one-time
13:00 - 14:00	Lunch
14:00 – 14:15	Group Photo
14:30 – 23:00	City Tour, Social event & Forum Dinner
Wednesday, 09 October	
09:00 – 10:30	Task force DID, Carrier presentations
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

*Agenda is bound to change, latest updated version will be circulated closer to the date of the event

We have blocked a number of rooms in our meeting hotel in Athens, this is the Royal Olympic Hotel. You will find all relevant details regarding the event, the location and the conference fee in the attached document “General information IIS-Forum”.

PARTICIPATION FORM

If you like to participate at the meeting please use the attached “Participation Form IIS-Forum” for providing us all necessary information. You are kindly requested to return the attached Registration Form not later than July 1st 2019.

Please send the completed registration form to: IISFMeeting@oteglobe.gr

We are looking forward to see you on our next meeting in Athens.