



Telecom Revenue Assurance and Fraud Management Training: Leakage, SIM Box and IRSF

18 – 22 January 2027

Dubai - Five-star CBD venue



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Introduction:

Telecom revenue assurance and fraud management training covering leakage, SIM box and IRSF is a 5-day course for operator assurance, fraud, billing and audit staff that ends with a Revenue Assurance Control Matrix and Fraud Response Plan. Operators lose income when usage records drop between network and bill, interconnect charges go unreconciled and bypass schemes run unchecked for days. Nominees already reconcile usage, review bills or triage fraud alerts and work through case studies built on xDR, billing and settlement data. CoreConcept Training Center delivers this telecom revenue assurance course.

Course Objectives:

- Map revenue leakage points across network, mediation, rating, billing, collections and interconnect and set a leakage baseline for the operator
- Design a revenue assurance control framework with preventive and detective controls, named owners and a maturity target
- Perform switch-to-bill, subscriber inventory, prepaid balance, interconnect and roaming reconciliations and explain each gap found
- Recognise subscription, SIM box bypass, IRSF, wangiri and internal fraud patterns in activation and usage data
- Tune fraud management rules and thresholds, triage alerts and run a fraud case from first alert to closure
- Build a Revenue Assurance Control Matrix and Fraud Response Plan with KPIs for a case operator

Target Audience:

- Revenue assurance analysts responsible for usage reconciliation and leakage reporting
 - Fraud management staff who monitor alerts, tune detection rules and investigate cases
 - Billing and mediation operations staff accountable for record completeness and bill accuracy
 - Interconnect, roaming and wholesale settlement staff who verify partner invoices and settlement files
 - Finance and internal audit staff who review revenue controls and recovered amounts at operators
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Course Outline:

Day 1: Revenue Leakage Landscape and Assurance Baseline

- Revenue Assurance Definition Applied to Operator Profit and Cash
- Revenue Leakage Map Across Network, Mediation, Rating and Billing
- Collections and Interconnect Leakage Points Across Order-to-Cash
- Prepaid and Postpaid Leakage Patterns Compared Using Case Records
- Revenue Assurance Maturity Self-Assessment and Leakage Baseline Worksheet

Day 2: Revenue Assurance Control Framework and Usage Data Architecture

- Revenue Assurance Control Framework With Preventive and Detective Controls
- CDR and xDR Record Structure From Switch to Mediation
- Mediation Filtering, Duplicate Checks and Rejected Record Handling
- Rating Engine Reference Data and Product Catalogue Configuration Checks
- Control Ownership RACI and Revenue Assurance Operating Model Design

Day 3: Usage Reconciliation, Interconnect and Roaming Assurance

- Switch-to-Bill Reconciliation of Record Counts and Usage Volumes
- Network Provisioning Versus Billing Subscriber Inventory Reconciliation
- Prepaid Balance, Recharge and Voucher Reconciliation Against Ledger
- Interconnect Invoice Verification Against Own Traffic Records
- Roaming TAP File Validation and Partner Settlement Checks

Day 4: Telecom Fraud Schemes, Detection Rules and Investigation

- Subscription and Identity Fraud Indicators at Customer Activation
- SIM Box Bypass Detection With SIM and IMEI Pattern Monitoring
- IRSF and Wangiri Patterns Across Premium and International Ranges
- Fraud Management System Rules, Thresholds and Alert Triage
- Internal Fraud Controls and Fraud Case Investigation Workflow

Day 5: Case Study: Revenue Assurance Control Matrix and Fraud Response Plan

- Case Operator Data Review of Leakage Findings and Fraud Alerts
 - Revenue Assurance and Fraud KPI Scorecard With Recovery Tracking
 - Leakage Quantification and Recovery Business Case for Management
 - Fraud Response Playbook for a Live Bypass Incident
 - Revenue Assurance Control Matrix and Fraud Response Plan Completion
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Skills You Will Gain:

- Revenue Leakage Mapping
- Usage Record Reconciliation
- Interconnect Invoice Verification
- Roaming Settlement Validation
- Fraud Rule Tuning
- Bypass Fraud Detection
- Fraud Case Investigation
- Revenue Assurance Reporting

Why Attend This Course:

- Deliver a Revenue Assurance Control Matrix and Fraud Response Plan to the head of revenue assurance and the finance director for approval
- Decide which reconciliations, controls and fraud rules to run daily, weekly or monthly according to leakage value and exposure
- Avoid weeks of undetected bypass traffic, unbilled usage and overpaid interconnect invoices by acting on reconciliation and alert data
- Share reconciliation templates, fraud rule sets and the KPI scorecard with billing, network and wholesale colleagues

Conclusion:

Back at work, the participant gives the head of revenue assurance and the finance director a Revenue Assurance Control Matrix and Fraud Response Plan that lists each leakage point with its control, owner, frequency and fraud response steps. Management uses it to approve control coverage, fraud rule changes and recovery targets, while billing, interconnect and fraud teams track its KPI scorecard each month. After the first billing cycle under the new matrix, the unit should review unreconciled volumes, false positive alert rates and recovered value against the plan.

Frequently Asked Questions FAQ:

What should participants know before the telecom revenue assurance and fraud management course?

Participants should already work with usage records, bills, settlement files or fraud alerts at an operator and be comfortable with spreadsheets. Bringing a recent reconciliation report or alert summary helps them apply the case work to their own network.

How does telecom revenue assurance and fraud management differ from a general fraud risk management course?

It works on operator data: usage records, mediation, rating, interconnect and roaming settlement, and telecom schemes such as SIM box bypass and IRSF. General fraud risk courses cover corporate fraud frameworks and procurement or payroll schemes across all sectors.

Why is SIM box fraud a priority in telecom revenue assurance and fraud management?

SIM box bypass routes international calls through VoIP gateways and terminates them as local traffic, so the operator loses the international termination charge. Detecting it early through SIM and device pattern monitoring limits lost interconnect revenue and network congestion.

What do participants take back from the telecom revenue assurance and fraud management course?

Participants take back a Revenue Assurance Control Matrix and Fraud Response Plan, a leakage baseline worksheet, reconciliation templates for usage, interconnect and roaming, a fraud rule and alert triage set and a KPI scorecard they can adapt to their operator.
