

# ConneXion

May 2006 – No.5

goulet telecom



CONTACT US

## From the CEO

Dear readers of ConneXion,

Since our company's foundation in 1997, we have developed specialist expertise in providing coaching, on-the-job training and formal training for individuals and organizations in the telecommunications sector. We have delivered customized Training Programs on-site to clients all over the globe, programs developed to match their exact requirements.

Our clients recognize the value employee training and I encourage you to discover it as well.

Michel Bruyère  
Chief Executive Officer  
[mbruyere@goulet-telecom.com](mailto:mbruyere@goulet-telecom.com)

## An Insight on Telecom Fraud

Telecommunications is an attractive target for fraudsters. In terms of volume, fraud is now measured in the billions of dollars worldwide. Service providers are being hit with over 85% of fraudulent requests for service. Recently, highly sophisticated schemes have been employed by organized crime groups using hackers and self-learning. The Communications Fraud Control Association conducted a survey in 2005 and determined that \$35-\$40 billion in annual losses are due to telecom fraud worldwide. In Africa alone, carriers write off \$700 millions a year to fraud. That is expected to increase now that more than 30 million Africans have access to cell phones, giving criminals a huge wireless market to infiltrate.

While many large operators have developed sturdy Fraud Management Systems (FMS) to combat fraud, others have not. The Forum for International Irregular Network Access (FIINA) concluded that only about 10% of operators worldwide have set in place sensible and effective fraud strategies. Globally,

telecommunication fraud is a bigger business than international drug trafficking. Fraud is the single biggest cause of revenue loss for operators, costing them between 3% and 5% of their annual revenue. Subscription fraud (40.8%), roaming fraud (16.3%), internal fraud (8.2%) and pre-paid fraud (9.5%) are the most important schemes in terms of number of incidences. Internal fraud (40.3%), roaming fraud (11.4%), pre-paid fraud (10.8%), subscription fraud (11.6%) and premium fraud (13.1%) are the most important in terms of value of losses.

Goulet Telecom International's 'Revenue Assurance & Fraud Management' Training Program provides participants with the process and methodologies to assure revenue and maximize profits and with the tools and techniques to control and manage fraud in telecommunications. Next session of the program will take place in Montreal, Canada from 5 to 9 June 2006.

For further information on our Training Programs, please contact us at [training@goulet-telecom.com](mailto:training@goulet-telecom.com).

## What Clients Say

"This is one training program that I consider very direct to happenings and issues that affects the telecom industry" said one participant about our 'Telecom Billing Mediation' Training Program, 13-17 March 2006, Montreal, Canada

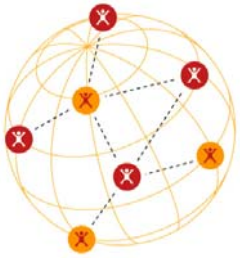
"There was lots of ideas sharing and interaction. The discussions opened a lot of debate and it benefited us. This will be easily applied to our market" said one participant about our 'Interconnection Fundamental Principles' Training Program, 3-7 April 2006, London, UK

"Very informative, very well structured presentation that was custom tailored for an audience with both technical and non-technical backgrounds" said one participant about our 'VoIP & Fraud Management' Training Program, 6-10 February 2006, Curacao and St. Maarten, Netherlands Antilles



## Upcoming Training Programs

- VoIP Networks, 15-19 May 2006 – Montreal, Canada
- Financial Management in Telecommunications, 15-26 May 2006 – Dubai, United Arab Emirates
- Telecom Essentials for Regulatory Authorities, 22 May – 2 June 2006 – Montreal, Canada
- GSM Network Technology, 29 May – 9 June 2006 – Montreal, Canada
- Revenue Assurance & Fraud Management, 5-9 June 2006 – Montreal, Canada
- Interconnection Agreements Negotiation & Management, 5-16 June 2006 – Singapore, Singapore
- International Settlements & Traffic Management, 19-23 June 2006 – Montreal, Canada
- Telecom Billing Fundamentals, 26-30 June 2006 – Montreal, Canada
- Product Development & Management, 3-7 July – Montreal, Canada
- Gestion des ressources humaines en télécommunications, 3-14 July 2006 – Paris, France
- Essentials for Mobile Operators, 3-14 July 2006 – Montreal, Canada
- Marketing Research & Forecasting, 17-28 July 2006 – Montreal, Canada
- Ingénierie du trafic télécom, 24-28 July 2006 – Dakar, Senegal



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## Training Programs in the Caribbean

Since the beginning of the year, Goulet Telecom International has led four different Training Programs in the Caribbean.

In January 2006, a session of our 'VoIP: Planning, Design & Deployment' Training Program was organized in Aruba for the national regulator. This session took place from 16 to 20 January 2006.

Two sessions of our 'VoIP & Fraud Management' Training Program were held in Curacao on 6 and 7 February 2006 and in St. Maarten on 9 and 10 February 2006. These sessions were attended by more than 70

professionals working for telecom operators, regulators, banks, consulting firms and equipment manufacturers of the region.

Finally, a session of our 'Interconnection Agreements Negotiation & Management' Training Program was organized in Nassau, The Bahamas from 6 to 17 April 2006 and was attended by participants from The Bahamas, Bermuda, Cabo Verde, Jamaica and Qatar. The program was a success with a 4.7 (out of 5) rating of participant satisfaction.

For further information on our Training Programs, please contact us at [training@goulet-telecom.com](mailto:training@goulet-telecom.com).

## Interconnection Issues Related to New Generation Networks

The interconnection of networks is a necessary and mandatory requirement in a liberalized telecommunications environment. Its regulation aims to create a leveled playing field for network operators to compete. Within a regulatory framework, telecommunication operators agree on technical, commercial and financial terms and conditions to link their networks. The negotiation of such terms and conditions, captured in an interconnection agreement, already a complex task with high stakes, is now rendered even more difficult with the

current migration from circuit-switched networks to Internet Protocol (IP)-based networks.

Several major issues stem from this migration and convergence to IP networks, including the interconnection between legacy circuit-switched networks and new IP packet switching networks, additional levels of interconnection required between the basic backbone IP packet network and many more new competitive players, the increasing regulatory liberalization for interconnection and the push to open

## 'Customer Service & Call Centers' Training Program in Montreal

Goulet Telecom International held the inaugural session of our 'Customer Service & Call Centers' Training Program in Montreal, Canada from 27 March to 7 April 2006. The program was attended by participants from The Bahamas, the Democratic Republic of

Congo, Namibia, South Africa and Swaziland. "I have thoroughly enjoyed and benefited from the Training Program and the knowledge shared by others" said one participant. The objective of this new Training Program is to provide participants with the funda-

## Goulet Telecom Attended GSC Group Meeting in Brussels

Goulet Telecom International participated as a speaker at the most recent Global Settlement Carrier (GSC) Group Meeting that took place in Brussels from 25 to 28 April 2006. Mr. Michel Bruyère, Chief Executive Officer of Goulet Telecom International made a

presentation on the impact of Mobile Data on the Inter-Carrier Business to an audience of 60 managers from 35 countries.

The Global Settlements Carrier (GSC) Group is a non-profit association of telecommunications carriers from around the world to

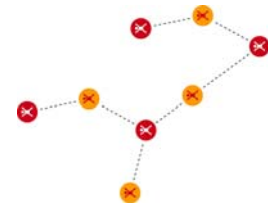
**GTM 2006**

Goulet Telecom International will attend for the sixth consecutive year the 'Global Telecommunications Meeting' (GTM 2006) that will take place in Washington, DC from 8 to 11 May 2006. Mr. Michel Bruyère, Chief Executive Officer, Ms. Hélène Duran, Director, Business Development & Marketing and Ms. Ekaterina Cheina, Administrative Manager of Goulet Telecom International will take this opportunity to meet with clients and discuss business opportunities. We invite you to visit us at bilateral table B77 during the event!

For more information on our participation to international events, please contact us at [info@goulet-telecom.com](mailto:info@goulet-telecom.com).

interconnection standards at all points and levels of technical interconnection.

For further information, please contact Mr. Michel Bruyère at [mbruyere@goulet-telecom.com](mailto:mbruyere@goulet-telecom.com).



mental concepts, methodologies, tools and techniques to offer top-quality customer service and efficiently manage call centers activities.

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meet the increasing demand for standardized electronic exchange of international billing and settlement information.

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