

Mobile/Cellular Services Frauds in Africa

A Revenue Assurance White Paper

Each year Africa's mobile/cellular carriers lose the equivalent of almost one and three quarter *billion* US dollars through theft of service and related frauds. This study answers many of the questions pertaining to the levels of fraud and best practice Revenue Assurance (RA) approaches required to reduce that fraud in mobile cellular networks in sub-Saharan Africa. The author looks at the status and profile of the operators; how and with whom they are working to identify and rein in this epidemic of dishonesty and theft; and reduce revenue assurance marketing program errors. Current known types and techniques of fraud are also examined. Finally recommendations are made for the industry.

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Born in Johannesburg, **William (Bill) Hearmon** is the Chairman of the African Broadband Forum.....a trade association for operators in Africa. Bill has a BSc in Electrical Engineering from the University of the Witwatersrand, where he specialised in microwave systems and the stability of power systems. He then went on to a five-year stint for Siemens in Johannesburg and Munich, and then to Motorola for fifteen years reaching the position of Director of Sales for Africa in Cellular Networks. Bill is an MBA graduate from the University of Cape Town, a Fellow of the SA Institute of Electrical Engineers and was the CEO and Founder of a number of companies based in Botswana and South Africa. His specialist consulting interests are Marketing Research, Industry Expert Witness, Private Investigations into Fraud and Revenue Assurance, Sales and Business Development and Acquisitions Discovery and Analyses.