

COLLECTIONS INTELLIGENCE

Leading US Tier 1 Telecom Increases Payment on Past-Due Consumer Accounts **by 25%** Using KredosAi


8–10%

Improvement in
suspension rates

5%

Reduction in churn
rates

4%

Reduction in late
exits / month

10–25x

Volume scale-up
after pilot

3–5 days

Past-due payments pulled
forward


THE SITUATION

A leading US Tier 1 wireless operator with over 100 million subscribers. Approximately 16% of accounts go delinquent every month regardless of autopay status. Static messaging had plateaued and high-risk segments were slipping through. Confused customers were calling in, driving up handle times, tanking CSAT, and leaving before disconnection. **The existing approach was one-size-fits-all. It was no longer enough.**



THE GOAL

Reduce voluntary and involuntary churn. Improve collections efficiency.
Protect customer lifetime value, without damaging the customer relationship.



THE SOLUTION

KredosAi ran as the challenger against the provider's existing champion strategy, starting with 20% of outreach volume. The platform replaced static SMS, email, and call reminders with **hyper-personalized, dynamic scripting**, adapting in real time to individual customer behavior rather than broad segment templates.



THE RESULT

The challenger became the champion. The provider scaled KredosAi volume by 10–25x. Suspension rates improved 8–10%, churn dropped 5%, late exits fell 4% in the first month, and past-due payments moved forward by 3–5 days. Call center volumes dropped as clearer messaging reduced confusion and prevented unnecessary suspensions.

ABOUT KREDOSAI

KredosAi is the intelligent engagement platform for regulated customer payments. Combining behavioral economics with a human-centric AI approach, it delivers hyper-personalized, outcome-driven communications that collect more, faster, while keeping customers connected.

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