Where revenue leaks in telecoms and connectivity

Telecoms runs on high-volume recurring billing: subscriptions, per-unit usage, provisioning changes and wholesale recharges, all moving every month. At that scale a billing error rarely looks like a crisis, it simply repeats quietly and adds up.

WHERE IT LEAKS

Failed Direct Debits on subscriptions

A customer's monthly Direct Debit fails while the service keeps running, so the charge sits uncollected until someone notices and chases it.

Provisioned but never billed

A line or upgrade goes live in the network but never reaches the recurring invoice, and metered usage above the bundle is billed below what was actually consumed.

Subscriptions that quietly stopped billing

After a plan change or migration a recurring charge simply ceases while the service stays live, leaving months of unbilled monthly revenue.

Duplicate charges across billing runs

The same subscription or bundle is invoiced twice when billing cycles overlap or accounts are migrated, creating refunds you will later have to give back.

Wholesale and carrier recharges not recovered

Carrier and wholesale costs that should be passed on to the customer are missed or invoiced short, so you carry the cost without the matching revenue.

Rounding and FX on international traffic

Per-unit rounding across millions of usage records and FX on international or roaming settlement shave small amounts off a very large number of invoices.

THE SCALE

Across industries it is commonly estimated that 1% to 3% of revenue leaks before it reaches the bank, and GoCardless has observed that roughly 2.9% of Direct Debit payments fail across about 55,000 businesses. As an illustration only, on a connectivity business turning over £20m a year, 1% to 3% is roughly £200k to £600k.

HOW IT IS FOUND

LeakIQ reads your own billing, payment and ledger data read-only, with no change to any system, and usually surfaces the leaks within days.

COMMON QUESTIONS

How is this different from the billing checks we already run?

Most billing checks confirm that invoices were raised correctly, but they rarely catch a subscription that silently stopped billing or a provisioned line that never reached an invoice at all. LeakIQ reads the finance data itself and flags where earned money never arrives, independent of the billing system that created it.

Will this work with usage-based and wholesale billing?

Yes. It reads invoices, payments and ledger entries from systems like Xero, QuickBooks, Stripe and GoCardless, so recurring subscriptions, metered usage and carrier recharges are all in scope. It compares what was billed and collected against the run-rate, rather than looking at your network switches.

Is it safe to connect our finance systems?

The connection is read-only, so nothing in your billing or ledger is changed. LeakIQ only reads the records it needs to spot leakage and reports back what it finds.

If you would like your own figure, we can show you for free what your finance data reveals, with no obligation.

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