CALVI
THE BILL EXPERIENCE COMPANY

One Bill Experience

One Solution

Built For Every Customer

How Calvi Transformed the Telenet Customer Bill Experience Across B2B & B2C

Telenet is Belgium's largest provider of cable broadband services, delivering high-speed internet, fixed and mobile telephony, digital TV and entertainment packages to both residential and business markets, from SMEs to large enterprises.

As a subsidiary of Liberty Global, Telenet has established itself as a market leader with a robust broadband network reaching over 4.1 million homes and a diverse portfolio of converged connectivity and media services.

The B2B Transformation

THE CHALLENGE

Telenet operated across 6 different billing systems—costly to maintain and impossible to unify. This fragmentation made it difficult for enterprise customers to access a single, consolidated view of their invoices, leading to confusion, poor cost control and a frustrating customer bill experience.

Efforts to implement and maintain e-invoicing were complex and expensive due to disparate data sources.

At the same time, enterprise customers demanded more advanced, hierarchical billing and reporting—creating an urgent need for centralized bill intelligence.

THE SOLUTION

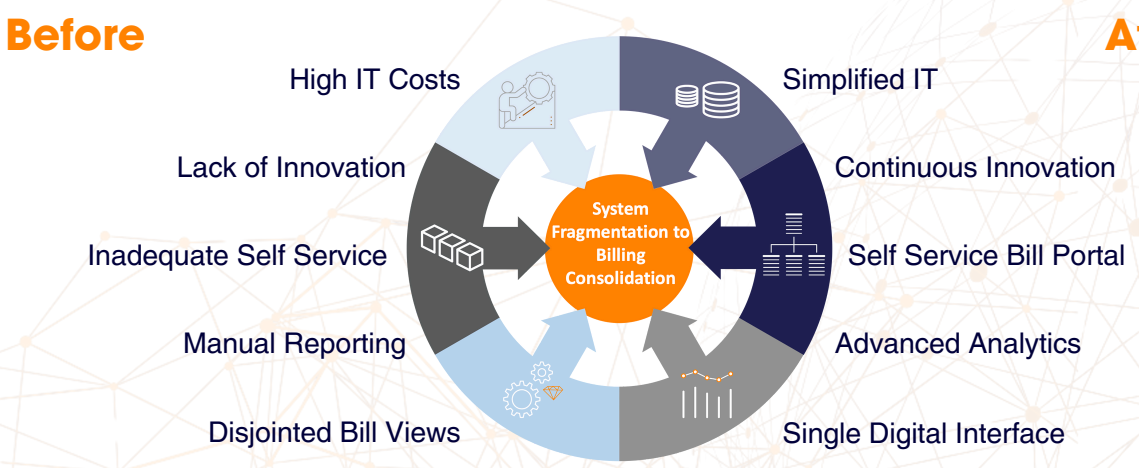
Calvi delivered a seamless consolidated bill experience layer across all 6 billing systems—creating one unified digital view for Telenet's enterprise customers and internal teams. Without any changes to underlying billing systems.

Customers now access all their bills—across products, services & cost centers—through a single interface. This dramatically improved self-service adoption, reduced manual reporting and future-proofed the bill experience.

The solution enabled smarter IT rationalization: one vendor, one system, one consistent experience.

B2B TRANSFORMATION HIGHLIGHTS

Consolidate. Simplify. Innovate.



THE RESULTS

- Increased Self Service Adoption
- Reduced OPEX
- Improved CX
- Faster Innovation

How Calvi Transformed the Telenet Customer Bill Experience Across B2B & B2C

The B2C Transformation

THE CHALLENGE

In the B2C segment, billing inquiries were a major pain point—over **40%** of all customer care volume, totaling nearly **2 million** billing-related calls annually.

Averaging **€10+** per call, the operational cost was substantial.

More importantly, unclear and inconsistent bills created ongoing friction in the customer journey, leading to frustration, reduced trust and avoidable churn—especially during key moments like first bills or plan changes.

THE SOLUTION

Calvi connected directly to Telenet's existing billing system—no changes required—and deployed the Calvi Bill Scenario Manager™ to proactively detect billing anomalies and contextual changes, e.g. plan updates and pro-rated charges.

Telenet uses the Calvi Bill Experience API Suite™ to power and enrich its own mobile app and web experiences with intelligent bill insights.

30%
The reduction in billing inquiries after Calvi was implemented

0
The number of changes required to the billing system

4 months
The time it took to fully deploy the Calvi Bill Experience Hub™

B2C TRANSFORMATION HIGHLIGHTS

Predict. Deflect. Personalize

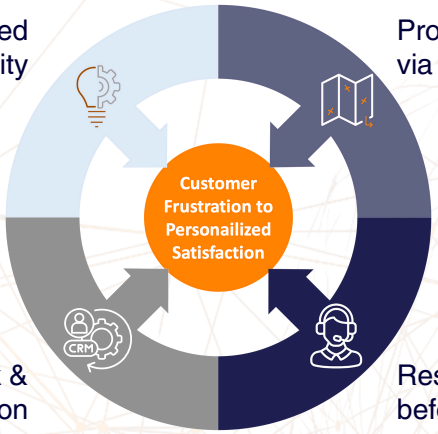
Before

Poor bill clarity & limited innovation agility

2M+ bill inquiries each year [40% of calls]

€10+ per inquiry: an unsustainable cost to serve

High bill shock & limited call deflection



After

Proactive bill insights via mobile app & web

Faster, smarter resolution with CRM Insights

Flexible output without changes to billing platforms

Resolved bill inquiries before the customer calls

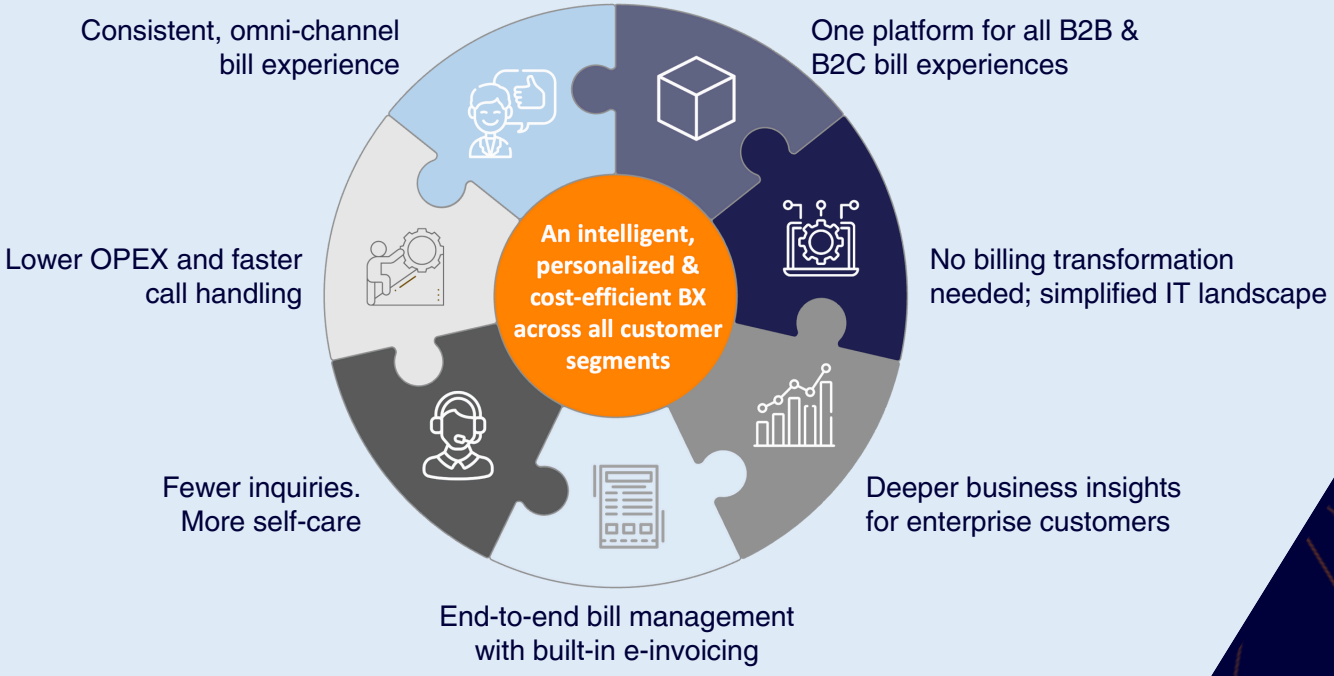
THE RESULTS

- Transformed Customer Experience
- Proactive Call Deflection
- Faster Innovation

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The Transformation Value

A SINGLE PLATFORM FOR EVERY BILL EXPERIENCE



CALVI

THE BILL EXPERIENCE COMPANY

A trusted **EBPP leader**, Calvi powers the bill experience for major telecom operators.

With over 30 years of telecoms expertise and pioneering development, our **Bill Experience Hub™** is revolutionizing the way service providers present bill information, redefining how customers interact with their bills.

50M+ invoices are processed by Calvi monthly
€8B+ in revenue flows through Calvi annually
350k+ enterprises access Calvi regularly

Backed by decades of **pioneering development** and trusted by leading operators, we're proud to be known as **The Bill Experience Company**.

Contact Us

+31 (0)88 1669 800

sales@calvi-insight.com

www.calvi-insight.com