A TRANSFORMATION STORY, WITH A FOOTNOTE

Telstra has built an AI agent to reconcile its billing.

As a recently misbilled customer, I have notes…

Go/Figure · via iTnews

THE CASE STUDY (PER ITNEWS)

272k+

service migrations supported by the agent

95%+

accuracy on its recommendations, in production

It reconciles billing and payments across legacy and new platforms during customer migrations. Not a pilot. Not a press release. Production.

MY RECENT CUSTOMER EXPERIENCE

- ✗ Incorrect charges - a subscription I didn't have
- ✗ Confusing bills from two different systems
- ✗ Switched from post-pay to pre-pay, with no consultation

Go/Figure · via iTnews

THE GAP

That's the distance between a transformation case study and a customer experience.

Reconciling the systems matters. So does explaining the changes, getting the charges right and not leaving the customer to join the dots.

THE MEASURE THAT MATTERS

The real success metric isn't how many migrations the AI supports.

It's how many customers don't have to write the complaint I did.

Go/Figure · via iTnews

FULL STORY

iTnews: "Telstra deploys billing reconciliation AI agent" (28 Oct 2026).

Go/Figure

Strategy and transformation with a customer flavour.