

Client Success Story

A Telecom Market Leader Recovers Over \$55.7M

Company Facts

Location — USA

Industries — Telecom

Industry Overview

Our client is one of the world's largest telecommunications companies, with operations in dozens of countries. They provide mobile phone, internet, and technology services to people and businesses across the globe.

Challenge



Our client received 43K disputes monthly across four business units. With 18 systems housing transaction and purchase data for 15K+ retail locations and multiple online brands, dispute coverage was only 21% with a win rate of less than 20%.

Approach



We achieved security, IT, and compliance goals within 30 days of onboarding the client. We developed an operational strategy tailored to the client's chargeback profile and technical limitations. As a knowledge partner, we kept the client informed about the chargeback process and evolving card network requirements.

Solution



Chargeback Gurus used Smart Chargeback Representation™, a data-driven approach to analyzing and fighting chargebacks. We created Custom Dispute Packages that more effectively targeted the primary claim of the dispute. This resulted in a 3x increase in win rate while also greatly expanding the number of chargebacks that could be fought effectively.

\$55.7M

Recovered

61%

Win Rate

100%

Chargeback Coverage

"The results are fantastic! Going live early is truly amazing!"

– Payment Solutions Director

Request a Demo

Chargebackgurus.com

Chargeback Gurus helps businesses protect and recover revenue by providing innovative chargeback management solutions, AI analytics, and insights powered by our proprietary FPRONE platform.