

# PAYMENT REMINDERS

## CASE STUDY FOR PHONE CALL PAYMENT REMINDER SERVICE



### New Call Telecom

*New Call Telecom is a young and dynamic telecoms provider owned and managed by an experienced team of UK telecoms specialists which incorporates the Primus brands and services.*

*X-on provide New Call Telecom with a telephone payment reminder service, incorporating a call back option allowing payment via a Call Centre.*

Matthew Collins, Revenue Assurance for New Call Telecom Ltd, was recently asked about their newly installed Payment Reminder Service and told us about his experience of using X-on and their service:

"In 2014 we upgraded our relationship with X-on, and made changes on the auto dialler X-on provide us with, to link in with an automated payment line."

"The set up process was relatively easy, and painless, and has enabled us to streamline our business further, removing the need for agents to deal with customers, saving us valuable time, and making the payment process easier for the customer as well."

"In terms of value for money, we are extremely pleased with the service as well. In order to achieve the outbound numbers we would need to employ several more staff, so we are more than happy."

"We are extremely satisfied with the results, and have no hesitation in recommending this, as our preferred use of the dialler service X-on provide, to any potential new customer, and we will continue to use X-on for the foreseeable future."

Martin Craven  
Head Of Collections  
New Call Telecom Ltd

**New Call...**  
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