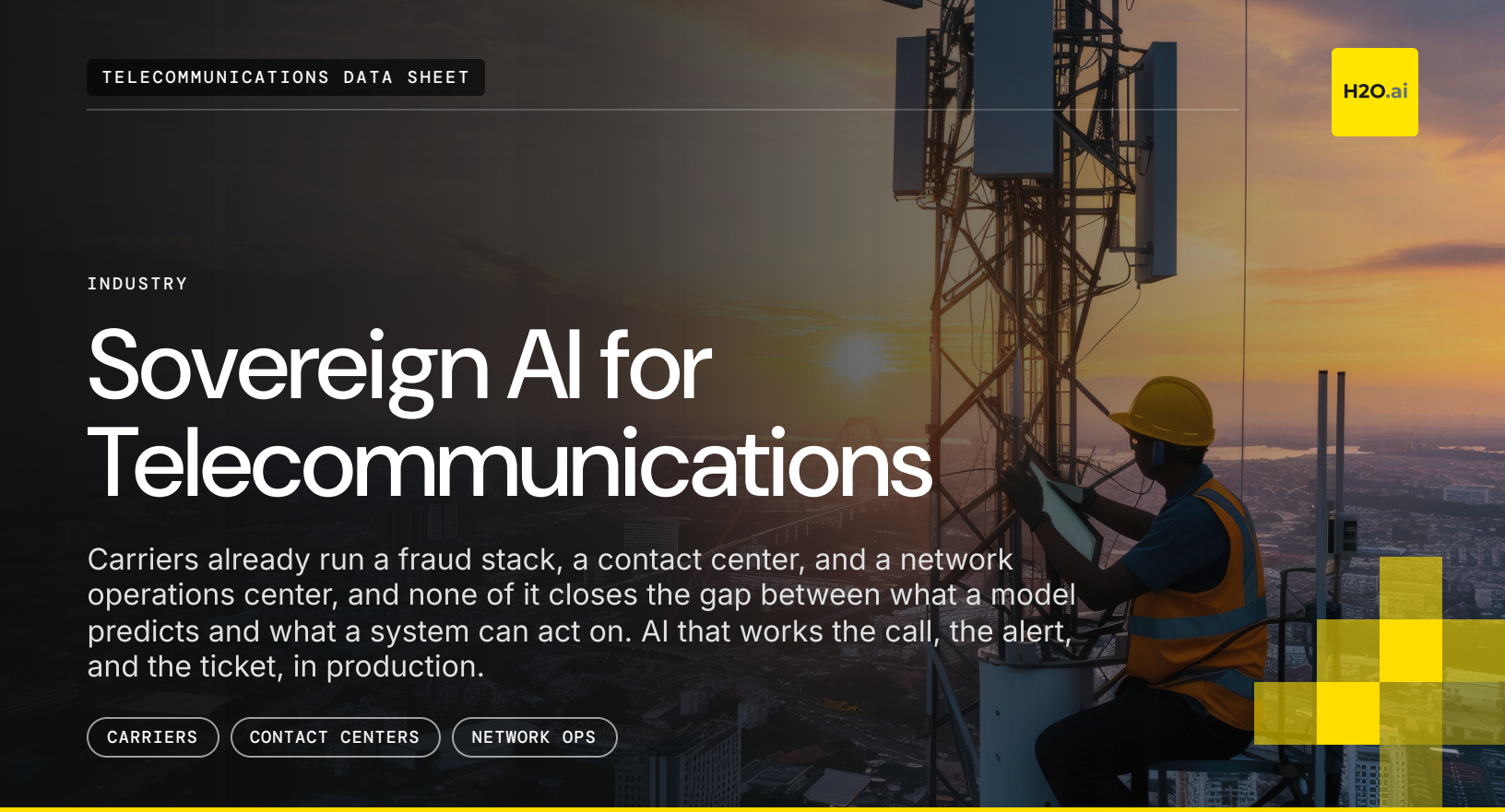


TELECOMMUNICATIONS DATA SHEET

H2O.ai

INDUSTRY

Sovereign AI for Telecommunications

Carriers already run a fraud stack, a contact center, and a network operations center, and none of it closes the gap between what a model predicts and what a system can act on. AI that works the call, the alert, and the ticket, in production.

CARRIERS | CONTACT CENTERS | NETWORK OPS

PROVEN IN PRODUCTION

90%

lower call-analytics cost at AT&T

3x

faster call processing at AT&T

$10M

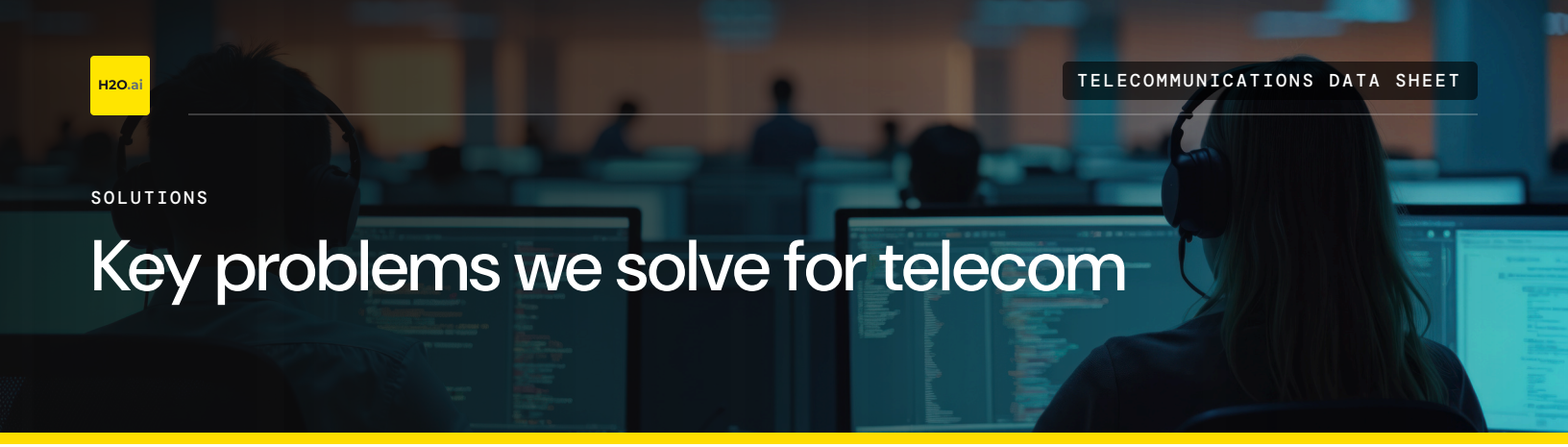
saved a year on route optimization at AT&T

WHY H2O

Why carriers choose H2O

Run AI anywhere, sovereign by design	You own your agents, models, data, and results, and run them in any cloud, on-premises, or air-gapped.
Every decision has a reason code	Fraud scores, call routes, and agent actions each carry a reason code you can defend, on an audit trail you govern.
Small models, lower cost	Fine-tuned small language models do the work at a fraction of the cost: AT&T runs call analytics at 35% of the prior cost.
Proven at carrier scale	H2O AI Super Agent runs inside Ask AT&T, across customer experience, fraud, and field operations.

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TELECOMMUNICATIONS DATA SHEET

SOLUTIONS

Key problems we solve for telecom

Fraud prevention

Device fraud, SIM swaps, and subscription scams evolve faster than a rules engine can be retrained by hand. Score every line and transaction in real time, and put an agentic investigator on every alert before the number is gone.

DEVICE & HANDSET FRAUD | SIM SWAP | ACCOUNT TAKEOVER | SUBSCRIPTION FRAUD

80%

less iPhone fraud

AT&T

Customer engagement

Tens of millions of calls a year outpace the headcount to handle them. Classify and route every call with fine-tuned small language models, let agents resolve it and sync the backend, and act on churn while the moment is live.

CALL CLASSIFICATION | INTENT ROUTING | CHURN & RETENTION | NEXT-BEST-ACTION

91%

call classification accuracy

AT&T

Agentic automation

Network and field teams lose their hours to telemetry correlation, ticketing, and incident write-ups. H2O AI Super Agent runs network operations, field dispatch, and text-to-SQL data access as governed, auditable multi-agent pipelines.

NETWORK OPERATIONS | FIELD DISPATCH | TEXT-TO-SQL | PREDICTIVE MAINTENANCE

$7M

saved a year on predictive maintenance at AT&T

CUSTOMER QUOTE

> H2O.ai continues to innovate and define what's next in AI. With their partnership, we're moving faster, delivering more value, and co-creating new AI products.

Mark Austin
VP Data Science, AT&T

RUNS WHERE YOUR DATA LIVES

CLOUD | ON-PREMISES | AIR-GAPPED | SOC 2 TYPE II

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See the use cases and customer stories.

REQUEST A DEMO →

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