

# 2026 Service Commerce Performance Gap

Uncover the hidden \$336 billion gap between what consumers expect and what providers deliver—and learn how to close it today.



Many service providers believe their billing experience is seamless. Most consumers disagree. New data from The **2026 Service Commerce Performance Gap** report reveals the hidden friction within the billing and payment experience that drives customer churn, delayed payments, and lower customer satisfaction scores.

**\$336 billion** is at stake annually due to payment delays driven by friction and frustration within the billing and payment experience. Now is the time to find and fix the gaps within your system. Access The **2026 Service Commerce Performance Gap** to learn how.



**58% of consumers** judge a provider's service quality by its billing



**Only 5%** of providers view billing as a key loyalty driver



**40% of consumers** have had to contact customer service to fix a billing problem, making it the most common point of friction



## Billing Friction is a Revenue & Cash Flow Problem

New data from The 2026 Service Commerce Performance Gap report shows that billing pain isn't just an inconvenience—it actively halts cash flow:

### **\$28 Billion Per Month**

in recurring bills are exposed to payment delays due to customer dissatisfaction and disputes.

### **26% of Consumers**

admit to withholding or delaying payment until a billing dispute or clarity issue is resolved.

### **54% of Gen Z Consumers**

find current billing experiences frustrating and are the most likely age cohort to withhold payment or switch providers.

### **70% of Service Providers**

report that legacy systems remain their #1 barrier to modernizing customer touchpoints.

## What You'll Gain By Reading This Comprehensive Report



### **Unprecedented Customer Benchmarks:**

Evaluate your billing journey against real consumer expectations across 7 core lifecycle stages.



### **Cross-Industry Peer Metrics:**

Benchmark your performance across a variety of industries.

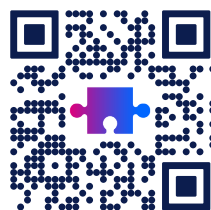


### **Actionable Modernization Roadmap:**

Discover how leading billers leverage AI-native Service Commerce platforms to eliminate legacy bottlenecks, boost digital adoption, and secure cash flow.

Stop Treating Billing as a Transaction.  
**Start Building Relationships.**

Download the **2026 Service Commerce Performance Gap Report**



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