



INTERNATIONAL

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Mediacom Communications Extends Contract with CSG

Agreement Provides Increased Support for New Services and an Improved Customer Experience

ENGLEWOOD, Colo.--(BUSINESS WIRE)-- [CSG International \(NASDAQ: CSGS\)](#), a global provider of interactive transaction-driven solutions and services, today announced that [Mediacom Communications Corporation](#), the nation's eighth largest cable television company, has renewed its strategic partnership with CSG to support the delivery of service differentiation and innovation to Mediacom's 1.3 million customers.

CSG and Mediacom enjoy a relationship that spans more than 15 years. Under the terms of the multiyear contract extension, Mediacom will broaden the end-to-end customer care and billing solutions provided by CSG to expand beyond voice, video, and data into home automation and other lines of business that provide new revenue channels and build long-term customer relationships.

"CSG's proven solutions are deployed by the world's largest global service providers, demonstrating its ability to manage the complexities of end-to-end integrated systems," said Tapan Dandnaik, Mediacom's senior vice president of customer service and financial operations. "CSG has been a great partner, and this new contract will help us bring advanced customer service solutions to the market quickly and build on our promise of simple and consistent customer care."

CSG will provide new offerings such as the award-winning [CSG Customer Communication Center \(CCC\)](#) and CSG Financial Forecaster. The implementation of CCC will improve the Mediacom customer experience by providing compelling, real-time interactions that include the ability to access preference and service information from multiple systems. It will also deliver cohesive and consistent communications based on defined parameters and events across all customer touch points, including social channels. CSG Financial Forecaster will deliver a flexible, automated schedule of financial reports designed to improve Mediacom's ability to report, analyze, monitor, and act on financial performance more efficiently.

"Mediacom is dedicated to making technology simple for its customers, and we are dedicated to making technology simple for Mediacom," said [Bret Griess, chief operating officer of CSG](#). "We are the largest managed services provider of business support systems in the world. Our highly scalable, available, flexible solutions help clients like Mediacom tap our 30 years of proven domain expertise in the cable and wireless markets to offer consumers superior quality of service and support innovative new revenue channels."

New solutions supported by the agreement will deliver a centrally managed communication and data platform across billing, customer relationship management, and third-party applications that provides reduced call times, an enhanced customer experience, and decreased churn.

About Mediacom

Mediacom Communications Corporation is the nation's eighth largest cable television company and one of the leading cable operators focused on serving the smaller cities in the United States, with a significant customer concentration in the Midwestern and Southeastern regions. Mediacom Communications offers a wide array of information, communications and entertainment services, including video, high-speed data and phone, and provides innovative broadband communications solutions through its Mediacom Business division. Mediacom Communications' advertising sales and productions services are sold under its OnMedia division. More information about Mediacom Communications is available at www.mediacomcc.com.

About CSG International

[CSG Systems International, Inc. \(NASDAQ:CSGS\)](#) is a market-leading business support solutions and services company serving the majority of the top 100 global communications service providers, including leaders in fixed, mobile, and next-generation networks such as AT&T, Bharti Airtel, Comcast, DISH, Orange, SingTel Optus, Telecom New Zealand, Telefonica, Time Warner Cable, T-Mobile, Verizon, Vivo, and Vodafone. With more than 30 years of experience and expertise in voice, video, data, and content services, CSG International offers a broad portfolio of licensed and Software-as-a-Service (SaaS)-based products and solutions that help clients compete more effectively, improve business operations and deliver a more impactful customer experience across a variety of touch points. For more information, visit our website at www.csgi.com.

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