



OUTPUT SOLUTIONS





CSG OUTPUT SOLUTIONS

IMPROVE OPERATIONAL EFFECTIVENESS, INCREASE CUSTOMER AWARENESS AND DRIVE COST SAVINGS WITH TURNKEY OUTPUT SOLUTIONS THAT SPAN THE ENTIRE DOCUMENT CREATION AND DISTRIBUTION PROCESS.

PROVEN SOLUTIONS

CSG Output Solutions are comprehensive, spanning the entire document creation and distribution workflow process from electronic and print delivery to document archival and customer care. Services include composition of transactional and business-critical documents, ecare, data processing, printing,

finishing, mail services and comprehensive electronic delivery, payment and archiving solutions.

And because our applications are continuously proven to excel in high-volume environments with rigorous demands, they're used by hundreds of clients and millions of customers on a daily basis.

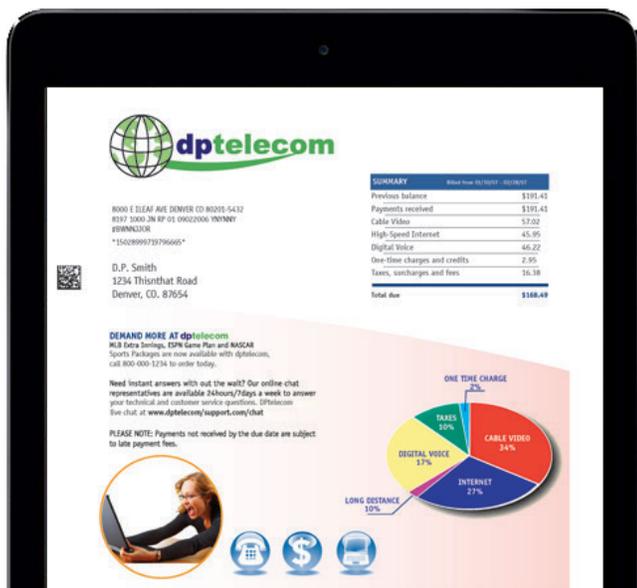


**ELECTRONIC PAYMENT AND COMMUNICATION:
EXPEDITE RECEIVABLES, ACCELERATE CASH FLOW**

Give your customers more purchasing and payment options, and you'll expedite cash flow while you generate higher incremental revenue. How? CSG's electronic bill presentation and payment.

Our robust eCare and client care solutions support 270 million credit card payments and 95 million ACH payments annually and continue to grow with rapid enrollment. Both efficient and cost-effective, CSG Precision eCareSM suite is one of the industry's most advanced solutions, a suite that's modular, scalable and includes eBill and ePay, eCommerce, eMail, mobile and SmartVideo applications.

With soaring customer adoption, advanced security (CISP-PCI, SSL) to safeguard data and online transactions and unprecedented efficiency, now is the time to employ electronic billing and payment solutions. Add our Secure eStatement application, and allow your customers to pay their bills by simply filling out form fields that arrive via secure email.



4 BILLION TRANSACTIONS

CSG INTERNATIONAL HANDLES MORE THAN 167 MILLION TRANSACTIONS PER DAY, ON BEHALF OF OUR NORTH AMERICAN CLIENTS – THAT'S MORE THAN 4 BILLION PER MONTH.

BENEFITS OF ELECTRONIC BILLING AND PAYMENTS

- **Expedited cash flow** with accelerated payment cycles
- **Reduced expenses** for document suppression of ebills — no printing, postage or production costs
- **Improved revenue** from cross- and up-selling of new and existing products/services
- **Enhanced customer care** by providing instant information online and immediate document delivery. CSRs deliver more proficient service with CSG customer care modules

Along with eCare, CSG has a complete suite of web-based applications for customer care, tracking, document viewing and document archival.



PRINTING SOLUTIONS

MAXIMIZE EFFECTIVENESS, MINIMIZE COSTS

With over 60 million mailings a month, CSG is a “Top 10” USPS First-Class mailer, providing capabilities to ensure the highest efficiencies for document and statement composition, printing, address cleansing, mailing and mail tracking. And since CSG employs Automated Document Factory technology to optimize efficiency and quality, your documents are produced accurately, proficiently and cost-effectively. What’s more, our SmartColor solution has revolutionized high-volume color printing with breakthroughs in speed and quality. Adding color to documents allows you to enhance your interaction with customized color text and graphics, improving visibility and customer response. If it’s worth saying, then say it in SmartColor.

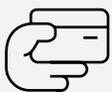


CSG SmartColor

Improves customer interaction and makes a statement

BILLING STATEMENT AS A SALES CHANNEL

We view the billing and document distribution process not merely as a collection effort, but as an engine for growth and improved customer care. Accordingly, we identify opportunities to drive cross- and up-sell. We’ll even locate firms who will pay to insert advertisements in your unused envelope space and on your electronic billing statements. Your established customer base is a profit opportunity, and our Marketing Services department will help you promote and sell your products by turning your statements, letters and business documents into integrated marketing campaigns. Our designers will produce inserts and “onserts” (transactional promotional advertisements) to promote your new products. Our interactive business solutions, such as automated voice, SMS/text, SmartVideo and mobile solutions, enable you to conveniently and economically deliver messages via your customers’ preferred communication methods.



270 MILLION PAYMENTS

CSG PROCESSES MORE THAN 270 MILLION CARD PAYMENTS PER MONTH AND 95 MILLION ACH PAYMENTS ANNUALLY.



With CSG data analytics technology, we can maximize your marketing capability by using your customer data to personalize offers within your transactional documents and target those who are most likely to purchase. From collections and payments to customer care and interactive marketing, we give you the ability to maximize every customer interaction.

CSG KEYS TO SUCCESS

KEY FACTS

- 35 years of industry experience
- Produce more than 60 million pieces per month, making us a “Top 10” USPS First-Class mailer
- Process 270 million card payments and 95 million ACH payments annually
- Support nearly 10M subscribers of communication services with electronic bill pay options in the US
- Annually send and receive more than 160 million emails and 30 million text messages
- Support multiple vertical market segments
- Strategically-located output centers
- More than 3,300 employees in 24 countries

THINK GREEN

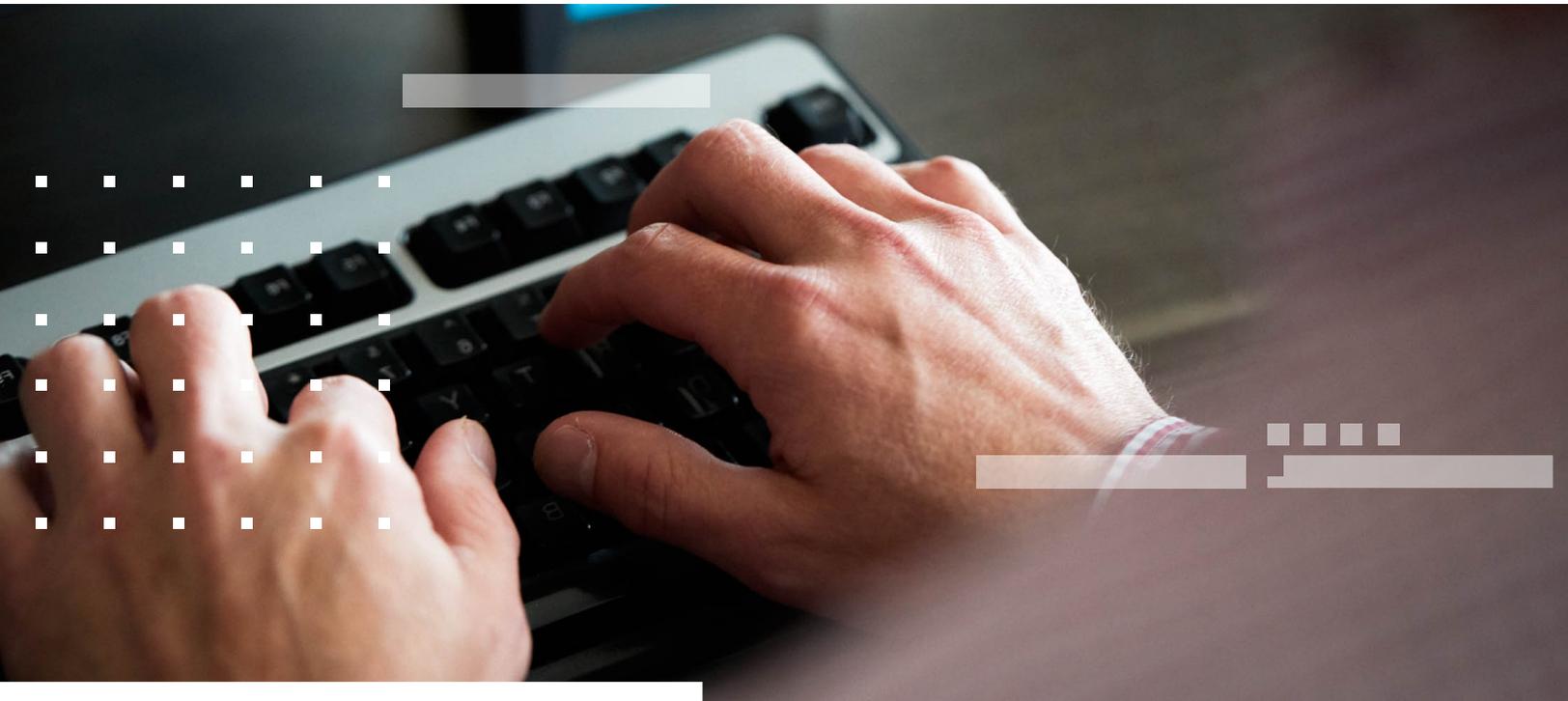
We believe that it’s possible to strike a balance between commerce and the environment. By participating in recycling and reforestation programs as well as offering recycled and recyclable materials where possible, CSG remains socially responsible.

KEY VALUES

CLIENT FOCUS. WE MAINTAIN OUR TRADITION OF PROVIDING OUTSTANDING CLIENT SUPPORT BECAUSE WE KNOW OUR CLIENTS ARE THE SOLE REASON WE’RE IN BUSINESS.

COMMITMENT TO EXCELLENCE. CSG HAS A HERITAGE OF PROVIDING UNCOMPROMISED QUALITY AND UNRIVALED EXPERTISE.

INVESTMENT IN TECHNOLOGY. WE BELIEVE IN INVESTING STATE-OF-THE-ART TECHNOLOGY AS A MEANS TO PROVIDE HIGH-QUALITY, EFFICIENT SERVICES.



WHY CSG

You communicate with your customers for a number of reasons and in a variety of ways. Your billing process, for example, includes billing statements, account summaries and transactional documents. It's more than merely sending a bill or document; it's an opportunity to build stronger customer relationships, to engage your customers and to transact with them. CSG helps you optimize these crucial interactions at each "touch-point" by making them more relevant, timely, effective and efficient.



R&D

CSG INVESTS AN AVERAGE OF 14%-15% OF OUR REVENUE IN R&D EVERY YEAR.



60 MILLION MAILED

CSG MAILS MORE THAN 60 MILLION PIECES PER MONTH, MAKING US A "TOP 10" USPS FIRST-CLASS MAILER.

CSG Output Solutions specializes in providing advanced ecare, customer care, billing and document output solutions (bill, invoice, statement, letter print and electronic production, mailing and distribution) to meet the needs of cross-channel communication. We operate state-of-the-art facilities in Nebraska and Florida.

Our centers process and mail seven days a week, 24 hours a day. Each month, CSG mails more than 60 million documents and touches over half of US households.



OUR COMPETITIVE ADVANTAGE

→ Experience

For 35 years, we've developed a vast portfolio of solutions and processes based on accumulated knowledge leading to incomparable expertise.

→ Quality

By employing world-class methods, advanced technology and capable employees, CSG has set the industry benchmark for outstanding quality and unmatched accuracy.

→ Efficiency

Strict adherence to our practices enables us to offer efficient solutions that equate into immense time and cost savings for our clients.

ABOUT CSG

CSG simplifies the complexity of business transformation in the digital age for the most respected communications, media and entertainment service providers worldwide. With over 35 years of experience, CSG delivers revenue management, customer experience and digital monetization solutions for every stage of the customer lifecycle. The company is the trusted partner driving digital transformation for leading global brands, including Arrow, AT&T, Bharti Airtel, Charter Communications, Comcast, DISH, Eastlink, iFlix, MTN, TalkTalk, Telefonica, Telstra and Verizon.

At CSG, we have one vision: flexible, seamless, limitless communications, information and content services for everyone. For more information, visit our website at csgi.com and follow us on [LinkedIn](#), [Twitter](#) and [Facebook](#).

CSG Output Solutions is a leading provider of documents in print and electronic media communications within the business-to-business (B2B) and business-to-consumer (B2C) arenas. We specialize in developing comprehensive solutions for the composition and fulfillment of critical, time-sensitive transactional documents in the telecommunications, utilities, financial, insurance, home and security markets and more. With 35 years of providing customer management and billing solutions, we have a long-standing reputation for delivering outstanding quality and uncompromised customer service.

CORPORATE HEADQUARTERS

6175 South Willow Drive, Greenwood Village, CO 80111

PRODUCTION FACILITIES

Florida

509 Commerce Boulevard, Crawfordville, FL 32327

Nebraska

14301 Chandler Road, Omaha, NE 68138

TO INQUIRE ABOUT CSG SOLUTIONS

1-888-214-6680

marketing@csgi.com

INDUSTRY CERTIFICATIONS AND AFFILIATIONS

Major Mailers Association (MMA) Executive Board Member

Association for Mail Electronic Enhancement (AMEE) Executive Board Member

National Postal Policy Council (NPPC) Member

PostCom Member

Mailer's Technical Advisory Committee (MTAC) Stakeholder Association Representative

SOC 1 Compliant, SOX Compliant

PCI-DSS certified

Sustainable Forestry Initiative