



CSG EXCHANGE

AUTOMATED CONTRACTUAL
AGREEMENT TRANSFER



Fierce competition in telecom has created an industry where automation and efficiency are becoming vital to survival. Information exchange must be efficient, to combat constant rate sheet adjustments and invoice disputes.

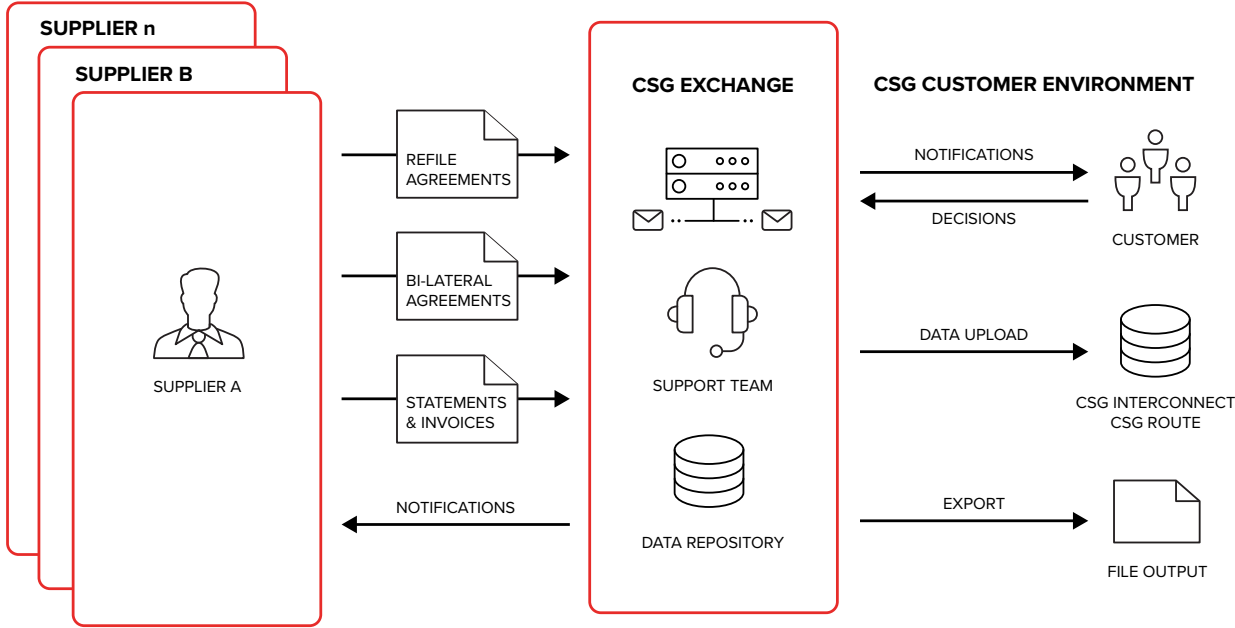
An operator can have hundreds or even thousands of active agreements in place with their interconnect partners. Each agreement requires rate sheets, statements, invoices, dispute records and other contractual documents to be updated on a regular basis. It is vital that each change to agreed data is formally recorded and accepted to minimize contractual disputes—time-consuming work if conducted manually.

CSG EXCHANGE OVERVIEW

CSG Exchange is a core component of CSG Wholesale Business Management Solution (WBMS). The service automates and formalizes the management and processing of updated contractual information that an operator receives from its partners.

- Secure upload of data from a private, web-based email account drop box
- Notification and alerts to both parties as information is processed
- Formalized acceptance or rejection of transferred information
- An official repository of approved documentation
- Automatic loading of relevant data into billing and routing systems
- Compliance with GBET templates and protocols

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CSG EXCHANGE BENEFITS

CSG Exchange has the ability to positively impact the entire organization—from Sales, to Operations to Finance.

- Control of information received
- Shortened contract acceptance cycle
- Faster exploitation of advantageous rate changes
- Fewer partner disputes as well as faster resolution
- No need to deploy hardware, software or skilled resources
- Quantifiable positive effect on costs, revenues, margins and cashflow

THE SERVICES OF CSG EXCHANGE

The Refile Agreement service automates the receipt and processing of refile rate sheets with partners. Rate sheets can be received and parsed in multiple formats, including sheets for Refile, Hubbing, Direct In/Out, and Transit In/Out. The service validates the incoming rate sheet and provides acceptance or rejection notifications to the supplier on a line-by-line basis. The approved information is centrally stored and uploaded into the inter-carrier billing and routing system.

The Bilateral Agreement service automates the receipt and processing of bilateral agreement annex sheets with partners. These sheets will be received in specific formats compliant with GBET standards. The service validates the incoming sheets and provides acceptance or rejection notifications to the bilateral partners. The Bilateral Agreement service supports storage of the approved sheets as well as data upload into the inter-carrier billing and routing system.



THE BILATERAL AGREEMENT SERVICE AUTOMATES THE RECEIPT AND PROCESSING OF BILATERAL AGREEMENT ANNEX SHEETS WITH PARTNERS.

The Invoice and Statement service handles the receipt and processing of invoice and statement information from partners. The service supports the capture of data from documents in many different formats including PDF and scanned images. It parses the data, checking for format and content errors and

provides notification of acceptance or rejection based on rules tailored to the customer. The service includes a schedule of when documents are expected and will prompt the supplier accordingly. The approved data is stored in a central repository and uploaded into the inter-carrier billing and routing system.

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](#).