



EQUIPMENT RECOVERY

REDUCE COSTS AND RECOVER MORE



TOGETHER, YOU WIN.



When subscribers are disconnected, especially involuntarily, high value equipment can end up stranded at the disconnected subscriber's premises. This may include DCT, DVR and HD converters. When the equipment is not recovered, it becomes a charge-off for the operator, and can represent a substantial or even overwhelming liability on their balance sheet.

At the same time, the recovery of stranded equipment is often a difficult, low-paying, low-priority task for field resources. The use of local contractors or third parties to pursue these efforts typically yield only modest success. A significant factor in low recovery rates is the difficulty in reliably contacting the disconnected subscriber to arrange for a pickup appointment or proactive return of the equipment.

CSG Equipment Recovery integrates into your current recovery strategies to enhance asset recovery rates. Delivering a convenient and cost effective automated calling capability, CSG Interactive Messaging solutions provide you with a persistent messaging solution to reach your voluntary and involuntary disconnect customers. This maximizes equipment recovery efforts while also providing the added benefit of being able to reassign key resources to higher value functions.

SAMPLE MESSAGE FLOW:

- Operator customer management systems trigger an Equipment Recovery calling request based on a disconnect order or other business logic on their platform
- Calling request is received by CSG via flat-file or real-time update
- CSG platform logic generates an automated outbound voice message to the subscriber
- Subscriber is offered the opportunity to take any of the following actions:
 - Walk-in return of equipment
 - Schedule pick-up appointment for equipment
 - Request mailer box for postal return of equipment
 - Request salvage reconnect
 - Speak with a customer service representative
- Subscriber outcomes may generate a dispatch work order through operator workforce management systems



- Subscriber outcomes may require an appointment scheduling event handled via Interactive Voice Response (IVR) or by transfer back to a customer service representative
- Call outcomes generate multiple reports, including subscriber account update, call outcome and equipment disposition
- Application updates operator customer management systems based on call outcome

BENEFITS

- Large volume of subscribers can be contacted in a short period of time
- Calling strategies and equipment return options can be adjusted to complement existing recovery strategies
- Reduce instances of missed equipment recovery appointments
- Increase the percentage of equipment recovered via other channels such as walk-in and mail-in
- Integration with CSG billing platform and associated interfaces when applicable
- Detailed reporting provides insight into customer interaction with the system and recovery rates
- Substantial cost savings associated with automated, self-service options for coordinating equipment recovery

SAMPLE RESULTS*

DISPOSITIONS	# OF LIVE CONNECTS	PERCENTAGE
Requested Shipping Box	28	1.86%
Transferred for Appointment	236	15.71%
Requested Return Location	109	7.26%
Transferred with Questions	125	8.32%
Reconnecting Service	19	1.27%
No Action	985	65.58%
Total	1,502	

*Results from field testing in one market

*Automated calls sent out day of hard disconnect

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.

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