

2023 CSG SOC 1 Scope

CSG Solutions and Services	Relevant Applications	IT General COs	Business Process COs
Revenue Management and Digital Monetization			
<i>Ascendon</i>			
Ascendon Platform	Invision	CO 1-2, 5-12	CO 13-14
<i>Advanced Convergent Platform</i>			
Advanced Convergent Platform (ACP)	Communications Control System (CCS) SmartLink BOS (SLBOS)	CO 1-3, 5-12	CO 15-17
ACP Voice	ACP Voice	CO 1-2, 4-12	CO 15-17
Advanced Customer Service Representative (ACSR)	ACSR	CO 1-3, 5-12	CO 15-17
Product Configurator (PC)	PC	CO 1-2, 5-12	CO 15-17
Business Reporting	Vantage Vantage Plus	CO 1-12	CO 15-17
<i>Field Service Management</i>			
Field Service Management	FSM	CO 1-2, 4-12	CO 15-17
<i>Digital Mediation</i>			
Intermediate (IME)	IME	CO 1-2, 4-10, 12	CO 20
<i>Digital Wholesale</i>			
Carrier Access Billing (CABS)	Interconnect CABS	CO 1-2, 4-10, 11*, 12	CO 21
Route	Route	CO 1-2, 4-10, 11*, 12	Not in-scope
Interconnect (ICT)	ICT	CO 1-2, 4-10, 11*, 12	CO 21
Customer Communications Management			
<i>Digital Engagement Solutions</i>			
eCare Services	Precision eBPP Kiosk	CO 1-2, 5-12	CO 15-17
Digital Messaging (For Collection, Prescription Refills, and Fraud Services)	Campaign Manager System Manager Interactivate (IAT)	CO 1-2, 4-10, 12	CO 19

CSG Solutions and Services	Relevant Applications	IT General COs	Business Process COs
<i>Communication Design and Delivery (formerly known as Output Solutions)</i>			
Print and Mail Services	Statement Composition Workflow Integrator & Navigator (WIN) Process Control Measurement and Monitoring (PCMM) Printstream	CO 1-2, 4-12	CO 18
Viewing and Archival	On-Bridge	CO 1-2, 4-12	CO 18
Payment Services			
<i>Payment Manager</i>			
Payment Manager	Payment Manager	CO 1-2, 4-12	CO 15-16
<i>CSG Forte</i>			
CSG Forte Payment Systems	Dex	CO 1-2, 4-12	CO 22
	WebTools	CO 1-2, 5-12	CO 22
	Transaction Processor	CO 1-2, 6-12	CO 22
	BillPay		

2023 CSG Managed Services SOC 1 Scope

CSG Solutions and Services	Relevant Applications	IT General COs	Business Process COs
Revenue Management and Digital Monetization			
<i>Singleview</i>			
Revenue Management and Convergent Rating and Billing	Singleview	CO 1-2, 4-8 (CSG-hosted only)	Not in-scope
<i>Digital Mediation</i>			
Intermediate (IME or PREP)	IME	CO 1-8	CO 9
<i>Digital Wholesale</i>			
Interconnect Carrier Access Billing (CABS)	Interconnect (ICT) Dispute and Reconciliation Manager (DRM)	CO 1-8	CO 9
Route	Route	CO 1-8	CO 9