

2025 CSG SOC 1 Control Objectives

Control Objective 1: Controls provide reasonable assurance that code of conduct and background check procedures are in place and completed. (Organization and Administration)

Control Objective 2: Controls provide reasonable assurance that logical access to the network and Windows operating system is restricted to authorized users. (Network/Windows Domain Security)

Control Objective 3: Controls provide reasonable assurance that logical access to the Mainframe operating system is restricted to authorized users. (Mainframe Operating System Security)

Control Objective 4: Controls provide reasonable assurance that logical access to the Linux operating systems is restricted to authorized users. (Unix and Linux Operating System Security)

Control Objective 5: Controls provide reasonable assurance that logical access to the applications is restricted to authorized users. (Application Security)

Control Objective 6: Controls provide reasonable assurance that logical access to the databases is restricted to authorized users. (Database Security)

Control Objective 7: Controls provide reasonable assurance that physical access to Design and Delivery Centers and data centers is restricted to authorized personnel. (Physical Security)

Control Objective 8: Controls provide reasonable assurance that job schedules are authorized and executed in a complete, accurate, and timely manner, and job scheduling deviations, problems, and errors are identified, tracked, recorded, and resolved in a complete, accurate, and timely manner. (Computer Operations – Scheduling)

Control Objective 9: Controls provide reasonable assurance that application and data is backed up according to schedule and is available for restoration in the event of processing errors or unexpected processing interruptions. (Computer Operations – Backup Processing)

Control Objective 10: Controls provide reasonable assurance that changes to application programs and related data management systems are authorized, tested, documented, approved, and implemented to result in the complete, accurate, and timely processing and reporting of transactions and balances. (Change Management)

Control Objective 11: Controls provide reasonable assurance that the development of application programs and related data management systems are authorized, tested, documented, approved, and implemented to result in the complete, accurate, and timely processing and reporting of transactions and balances. (Engineering and Release Management)

Control Objective 12: Controls provide reasonable assurance that production incidents are recorded, analyzed, and resolved in a timely manner. (Incident Management)

Control Objective 13: Controls provide reasonable assurance that Ascendon billing transactions are initiated, recorded, and processed completely, accurately, and in a timely manner. (Initiation, Recording, and Processing of Ascendon Billing Transactions)

Control Objective 14: Controls provide reasonable assurance that Ascendon billing transactions are reported completely and accurately. (Reporting of Ascendon Billing Transactions)

Control Objective 15: Controls provide reasonable assurance that Advanced Convergent Platform billing transactions are initiated and recorded completely, accurately, and in a timely manner. (Initiation and Recording of Advanced Convergent Platform Billing Data)

Control Objective 16: Controls provide reasonable assurance that Advanced Convergent Platform billing transactions are processed completely, accurately, and in a timely manner. (Processing of Advanced Convergent Platform Billing Data)

Control Objective 17: Controls provide reasonable assurance that Advanced Convergent Platform billing transactions are reported completely and accurately. (Reporting of Advanced Convergent Platform Billing Data)

Control Objective 18: Controls provide reasonable assurance that CSG's Communication Design and Delivery ("CDD") print composition and document processing transactions are initiated, recorded, and processed completely, accurately, and in a timely manner. (Initiation, Recording, and Processing of CDD Print Composition and Document Processing)

Control Objective 19: Controls provide reasonable assurance that Engagement Channels collection and fraud inbound and outbound call transactions are initiated, recorded, and processed completely, accurately, and in a timely manner. (Initiation, Recording, and Processing of Engagement Channels Collection, and Fraud Services Data)

Control Objective 20: Controls provide reasonable assurance that service bureau digital mediation transactions are initiated, recorded, and processed completely, accurately, and in a timely manner. (Initiation, Recording, Processing of Service Bureau Digital Mediation Data)

Control Objective 21: Controls provide reasonable assurance that service bureau Digital Wholesale billing and settlement transactions are initiated, recorded, and processed completely, accurately, and in a timely manner. (Initiation, Recording, Processing of Service Bureau Digital Wholesale Billing, and Settlement Data)

Control Objective 22: Controls provide reasonable assurance that payment transactions and funding are initiated, recorded, and processed completely and accurately. (Initiation, Recording, and Processing of Payment Data)

2025 CSG Managed Services SOC 1 Control Objectives

Control Objective 1: Controls provide reasonable assurance that logical access to the network and Windows operating system is restricted to authorized users. (Network/Windows Domain Security)

Control Objective 2: Controls provide reasonable assurance that logical access to the Linux operating systems is restricted to authorized users. (Unix and Linux Operating System Security)

Control Objective 3: Controls provide reasonable assurance that logical access to the applications is restricted to authorized users. (Application Security)

Control Objective 4: Controls provide reasonable assurance that logical access to the databases is restricted to authorized users. (Database Security)

Control Objective 5: Controls provide reasonable assurance that application and data is backed up according to schedule and is available for restoration in the event of processing errors or unexpected processing interruptions. (Computer Operations – Backup Processing)

Control Objective 6: Controls provide reasonable assurance that changes to application programs and related data management systems are authorized, tested, documented, approved, and implemented to result in the complete, accurate, and timely processing and reporting of transactions and balances. (Change Management)

Control Objective 7: Controls provide reasonable assurance that the development of application programs and related data management systems are authorized, tested, documented, approved, and implemented to result in the complete, accurate, and timely processing and reporting of transactions and balances. (Engineering and Release Management)

Control Objective 8: Controls provide reasonable assurance that production incidents are recorded, analyzed, and resolved in a timely manner. (Incident Management)

Control Objective 9: Controls provide reasonable assurance that managed services Converged Mediation and Activation (CMA) and Digital Wholesale & Partner Management billing and settlement transactions are initiated, recorded, and processed completely, accurately, and in a timely manner. (Initiation, Recording, and Processing of Managed Services Digital Mediation and Digital Wholesale Billing, and Settlement Data)