2025 CSG SOC 1 Scope

CSG Solutions and Services	Relevant Applications	IT General COs	Business Process COs
Global Telco			
Ascendon			
Ascendon Platform	Invision	CO 1-2, 5-12	CO 13-14
Network Solutions - Converged Mediation and Activation/CMA (Formerly Digital Mediation)			
Converged Mediation	Mediation Offline (formerly Intermediate/IME)	CO 1-2, 4-10, 12	CO 20
Activation	Activation (formerly Interactivate/IAT)	CO 1-2, 4-10, 12	CO 19
Digital Wholesale & Partner Management			
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
Digital Partner Management (DPM)	Interconnect (ICT)	CO 1-2, 4-10, 11*, 12	CO 21
North American Communications, Media & Technology (NACMT)			
Advanced Convergent Platform (ACP)			
Advanced Convergent Platform (ACP)	Communications Control System (CCS)	CO 1-3, 5-12	CO 15-17
	SmartLink BOS (SLBOS)		
ACP Voice (ACPv)	ACP Voice (ACPv)	CO 1-2, 4-12	
ACP Adjacent (Formerly eCare Services)	Precision Electronic Bill Presentment and Payment (EBPP) Payment Kiosks	CO 1-2, 5-12	
Advanced Customer Service Representative (ACSR)	ACSR	CO 1-3, 5-12	
Product Configurator (PC)	PC	CO 1-2, 5-12	
Business Reporting	Vantage	CO 1-12	
	Vantage Plus Data & Analytics (DNA) Report Warehouse Data & Analytics (DNA) Data Warehouse		
Field Service Management			
Field Service Management	FSM	CO 1-2, 4-12	CO 15-17
Communication Design and Delivery			
Print and Mail Services	Statement Composition, Direct Net	CO 1-2, 4-12	CO 18
	Process Control Measurement and Monitoring (PCMM)		
Print and Mail Services (Viewing and Archival)	On-Bridge	CO 1-2, 4-12	
Customer Experience			
Digital Engagement Solutions			
Digital Communications (*Formerly Digital Messaging*) Inbound/Outbound Voice (For	Campaign Manager	CO 1-2, 4-10, 12	CO 19

CSG Solutions and Services	Relevant Applications	IT General COs	Business Process COs
Collection, Notifications, and Fraud Services)	System Manager	CO 1-2, 4-10, 12	
Payment Services			
CSG Forte			
CSG Forte	Payment Manager	CO 1-2, 4-12	CO 15-16
CSG Forte Payment Systems	Dex WebTools Transaction Processor BillPay	CO 1-2, 4-12	CO 22

2025 CSG Managed Services SOC 1 Scope

CSG Solutions and Services	Relevant Applications	IT General Cos	Business Process Cos
Global Telco			
Encompass (Formerly Singleview)			
Encompass	Encompass	CO 1-2, 4-8 (CSG-hosted only)	Not in-scope
Network Solutions - Converged Mediation and Activation (Formerly Digital Mediation)			
Converged Mediation	Mediation Offline (formerly Intermediate/IME)	CO 1-8	CO 9
Digital Wholesale &Partner Management			
Digital Partner Management (DPM)	Interconnect (ICT) Dispute and Reconciliation Manager (DRM)	CO 1-8	CO 9
Route	Route	CO 1-8	CO 9