SUSTAINABILITY, SOCIAL RESPONSIBILITY AND GOVERNANCE COMMITTEE CHARTER

As Amended May 13, 2025

Purpose

The Sustainability, Social Responsibility and Governance Committee (the "Committee") is created by the Board of Directors (the "Board") of CSG Systems International, Inc. ("CSG") to:

- identify individuals qualified to become Board members and recommend to the Board nominees for election as directors at the next annual or special meeting of stockholders at which directors are to be elected or to fill any vacancies or newly created directorships that may occur between such meetings and any related matters required by the federal securities laws;
- recommend directors for appointment to Board committees;
- evaluate Board performance;
- review and recommend to the Board compensation for CSG's directors; and
- monitor compliance with and recommend updates to the Board the Corporate Governance Guidelines (the "Guidelines") and Code of Business Conduct and Ethics of CSG (the "Code").

Membership

The Committee shall consist of at least three members who shall be independent directors as defined in Rule 5605(a)(2) of The Nasdaq Stock Market LLC ("Nasdaq"). The Committee shall recommend to the Board nominees for appointment to the Committee. Committee members shall be appointed by the Board and shall serve for such term or terms as the Board may determine or until earlier resignation or death. The Board may remove any member from the Committee at any time with or without cause. The Committee shall recommend to the Board, and the Board shall designate, the Chair of the Committee.

Authority and Responsibilities

In addition to any other responsibilities which may be assigned from time to time by the Board, the Committee is responsible for the following:

Review of Size and Responsibilities of the Board and its Committees

- The Committee shall periodically review the size and responsibilities of the Board and its committees and recommend any proposed changes to the Board.

Director Compensation

- The Committee shall review and recommend to the Board compensation (including stock option grants and other equity-based compensation) for CSG's directors. In so reviewing and recommending director compensation, the Committee shall, among other things:

- identify corporate goals and objectives relevant to director compensation;

- evaluate the performance of the Board in light of such goals and objectives and recommend director compensation based on such evaluation and such other factors as the Committee deems appropriate and in the best interests of CSG (including the cost to CSG of such compensation); and recommend to the Board any long-term incentive component of director compensation, taking into account awards made to directors in past years, CSG's business and financial performance, shareholder return, the value of similar incentive awards at comparable companies and such other factors as the Committee deems appropriate and in the best interests of CSG (including the cost to CSG of such compensation).

Environmental, Social and Corporate Governance (ESG) Oversight

- The Committee shall monitor compliance with the Code, to investigate any alleged breach or violation of the Code, to enforce the provisions of the Code and to review the Code periodically and recommend any changes to the Board. The Committee periodically shall review and reassess the adequacy of such Guidelines and Code and recommend any proposed changes to the Board. In the interest of Committee and Board efficiency, the Board has granted management the authority to make administrative/non-material changes to the Code without the need for its prior approval. Management shall provide a copy of any such changes made to the Code to the Committee at its next regularly scheduled meeting.

- The Committee shall be responsible for any tasks assigned to it in CSG's Guidelines.

- The Committee shall review potential conflicts of interest involving directors and shall determine whether the director or directors involved may vote on any issue as to which there may be a conflict.

- The Committee shall oversee and support CSG's commitment to social, environmental and other public policy initiatives as they pertain to the CSG's business objectives and long-term strategy.

- The Committee shall align and support CSG's leadership on ESG goal setting, performance tracking, and reporting transparency.

- The Committee shall identify and bring to the attention of the Board current and emerging environmental and social trends and issues that may affect CSG's operations, performance and public image.

- The Committee shall identify and work with the Audit Committee and/or Compensation Committee as necessary on ESG obligations and responsibilities that may fall under their purview.

Reporting to the Board

- The Committee shall report to the Board periodically. Each report shall include a review of any recommendations or issues that arise with respect to Board or committee nominees or membership, Board performance, corporate governance, ESG or any other matters that the Committee deems appropriate or is requested by the Board to include.

- The Committee shall annually perform a formal evaluation of the Board and any independent directors with terms expiring at the following year's annual stockholder meeting, with such evaluation to be performed by an independent third party every other year.

- The Committee shall develop and recommend to the Board for approval standards for determining whether a director has a relationship with the Company that would impair its independence.

- The Committee shall annually evaluate its own performance and report to the Board on such evaluation.

- The Committee shall periodically review and assess the adequacy of this charter and recommend any proposed changes to the Board.

Management Succession

- The Committee shall periodically review CSG's policies for Chief Executive Officer ("CEO") selection and succession in the event of the incapacitation, retirement or removal of the CEO, and the CEO's evaluations of and development plans for potential successors to the CEO.

Director Resignations

- The Committee shall review any director resignation letter tendered in accordance with the Guidelines and evaluate and recommend to the Board whether such resignation should be accepted.

Additional Authority and Responsibility in Certain Circumstances

In addition to the responsibilities provided above, the Committee is also responsible for the following matters:

Board/Committee Nominees

The Committee shall oversee searches for and identify individuals qualified for membership on the Board.

- The Committee shall establish criteria for Board and Board committee membership and shall recommend to the Board nominees for election to the Board and directors for appointment to the committees of the Board and chairs for such committees, subject to approval by the Board. In making its recommendations, the Committee shall:

    - review candidates' qualifications for membership on the Board or a committee of the Board (including the independence of the candidate) based on the criteria established by the Committee;

    - in evaluating current directors for re-nomination to the Board or re-appointment to any Board committees, assess the performance of such director as a member of the Board or such committee;

    - periodically review the composition of the Board and its committees in light of the current challenges and needs of the Board and each committee and determine whether it may be appropriate to add or remove individuals after considering issues of independence, judgment, diversity, age, skills, background and experience;

- periodically consider rotation of committee members and committee Chairs; and
- consider any other factors that are set forth in the Guidelines or are deemed appropriate by the Committee.

- Reviewing the disclosure included in CSG's proxy statement regarding CSG's nomination process and other corporate governance matters.

Procedures

The Committee shall meet as often as it determines is necessary or appropriate to carry out its responsibilities under this charter. The Chair of the Committee, in consultation with the other Committee members, shall determine the frequency and length of the Committee meetings and shall set meeting agendas consistent with this charter. The Committee will maintain written minutes of its meetings, which will be filed with the minutes of the meetings of the Board. The Committee may also act by unanimous written consent of its members (including electronic consent).

In performing its duties, the Committee shall have the authority, at CSG's expense, to retain, hire and obtain advice, reports or opinions from internal or external legal counsel and expert advisors. The Committee has the sole authority to retain and terminate any search firm assisting the Committee in identifying director candidates, third parties performing annual board and director evaluations, and any compensation consultant assisting the Committee in the evaluation of director compensation, including sole authority to approve all fees and other retention terms concerning such search firms, third parties or compensation consultants.

The Committee may delegate its authority to subcommittees or the Chair of the Committee when it deems such delegation to be appropriate and in the best interests of CSG.