



INTERNATIONAL

October 14, 2014

Time Warner Cable Delivers Proactive Customer Service with CSG SmartVideo

Cable Giant Chooses Next-Generation Customer Care

ENGLEWOOD, Colo.--(BUSINESS WIRE)-- [Time Warner Cable](#), one of the largest providers of video, high-speed data, and voice services in the United States, and [CSG Systems International \(NASDAQ: CSGS\)](#), a global provider of interactive transaction-driven solutions and services, today announced that Time Warner Cable successfully implemented CSG SmartVideo in markets in New York City, Ohio, Nebraska, Texas, Los Angeles, and San Diego.

Time Warner Cable has used CSG's advanced customer care and billing solutions for 30 years; it selected the CSG SmartVideo solution to help customers understand their first bill, which is often the most complex billing statement customers receive. A short video sent proactively to a new customer's email address explains charges, discounts, and other important information included in the monthly statement.

"Our goal is to offer proactive and personalized communications to all of our customers," said Jason Barbrow, vice president of customer lifecycle management at Time Warner Cable. "Our strategic partnership with CSG has enabled us to invest in next-generation services and enrich the customer experience at the same time."

Time Warner Cable plans to launch CSG SmartVideo in additional markets throughout the Carolinas and the Northeast over the coming months. The solution sends personalized email messages that invite customers to view video explanations of their first bills prior to delivery. Each video offers personalized, concise explanations of the bill including the customer's name, service descriptions, discrete product and service costs, prorated amounts, discounts, billing period, payment amount, due date, and more.

"CSG has a long history of partnering with clients to bring relevant and innovative solutions to market," said [Chad Dunavant](#), vice president of product management at CSG. "We are deeply committed to the seamless delivery of next-generation services to help clients offer a differentiated customer experience at lower operational costs and overhead."

CSG SmartVideo helps clients increase customer loyalty, boost revenue generation capabilities, and reduce service costs. For more information about the role of video billing and strong customer relationships, please see, ["Killing E-Billing: How Video Is Winning Customers' Hearts and Minds."](#)

About CSG International

[CSG Systems International, Inc. \(NASDAQ:CSGS\)](#) is a market-leading business support solutions and services company serving the majority of the top 100 global communications service providers, including leaders in fixed, mobile, and next-generation networks such as AT&T, Comcast, DISH, Orange, Reliance, SingTel Optus, Telecom New Zealand, Telefonica, Time Warner Cable, T-Mobile, Verizon, Vivo, and Vodafone. With more than 30 years of experience and expertise in voice, video, data, and content services, CSG International offers a broad portfolio of licensed and Software-as-a-Service (SaaS)-based products and solutions that help clients compete more effectively, improve business operations and deliver a more impactful customer experience across a variety of touch points. For more information, visit our website at www.csgi.com.

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Source: CSG International

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