



INTERNATIONAL

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Exatel S.A. Chooses CSG Assure to Improve Voice Quality and the Customer Experience

CSG's Global Test Network Provides Competitive Differentiation to Polish Carrier

ENGLEWOOD, Colo.--(BUSINESS WIRE)-- Exatel S.A, one of the largest voice transit carriers in Poland, and [CSG International \(NASDAQ: CSGS\)](#), a global provider of interactive transaction-driven solutions and services, today announced that Exatel has chosen [CSG Assure](#) to boost the customer experience with improved quality of service.

CSG Assure boasts one of the world's largest test networks. It is delivered in the cloud as software-as-a-service (SaaS) to reduce installation time from weeks or months to mere days and removes the need for large capital expenditures. Assure's proprietary test probes have been installed in more than 130 countries and 430 networks around the world.

"CSG Assure will enable us to compete more effectively through improved business operations," said Andrzej Szczerba, director of the voice wholesale department, at Exatel. "The solution will provide us with a competitive software product that is both robust and easy to use, which in turn will directly contribute to cost reductions across operations, IT, and customer care functions."

CSG develops pre-integrated software solutions that function holistically and can be aligned to specific market needs. It supports a comprehensive set of test features that improve quality assurance processes and network effectiveness and provides automatic reporting and monitoring of key voice-call quality parameters.

"CSG is the largest managed services provider of business support systems in the world," said [George Fraser, vice president of Europe, the Middle East, and Africa](#) at CSG. "CSG Assure drives additional traffic through Exatel's network, improves efficiency of wholesale operations, and guarantees quality of service, all of which improves the customer experience and helps Exatel maintain a competitive edge through excellent service."

About Exatel S.A.

EXATEL SA is owned by the PGE Capital Group (Polish Power Grid) and is a leading telecommunications operator in Poland, providing solutions for carriers, business and public service sectors. The company has a direct interconnection with nearly 60 national and 90 foreign operators, both voice and data. Advanced TDM and VoIP switching network facilitates transit and termination of voice traffic routed from and to all over the world, as well as through Europe and Poland itself. EXATEL SA manages as well one of the biggest data transmission network in Poland with a throughput of up to 8 Tb/s in a DWDM backbone which provides low latency transfer with the shortest optical connection between Frankfurt and Moscow.

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, Bharti Airtel, Comcast, DISH, Orange, SingTel Optus, Spark 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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