



INTERNATIONAL

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Wave Selects CSG for Comprehensive Customer Care and Billing Solution

Five-Year Consolidation Initiative to Drive Increased Market Growth

ENGLEWOOD, Colo.--(BUSINESS WIRE)-- [CSG International \(NASDAQ: CSGS\)](#), a global provider of interactive transaction-driven solutions and services, today announced that [WaveDivision Holdings, LLC](#), a cable and broadband services company, has chosen CSG to provide a single unified billing solution across the enterprise.

Under the terms of the new five-year agreement, CSG will deploy and manage a comprehensive billing solution for Wave that will support all video, voice, and data subscribers across residential, small business, and enterprise customers. The solution will offer significant cost savings and business efficiencies to enable Wave to provide an enhanced customer experience.

"In order to support our growth initiatives, we felt it imperative to consolidate on a single, scalable platform," said Charlie Watters, executive vice president of IT and billing at Wave. "Wave is a leader in customer service, and CSG's fully integrated billing solution allows us to streamline our operations while providing improved flexibility for business and residential customers that will be fully realized in the next 12 months. In doing so, we will continue to build on our vision to offer our customers easy-to-use, interactive solutions."

The CSG offering also includes a configurable product catalog that supports real-time system changes to workflows and product availability to allow Wave to react quickly to market changes. The solution's flexible, scalable architecture supports rapid subscriber growth to fuel expansion into new markets. CSG's award-winning [Customer Communication Center](#) will boost Wave's ability to communicate proactively with customers using multichannel options designed to educate, engage, and connect subscribers.

"Our business support systems and solutions offer clients the market-leading flexibility and operational efficiencies they require to deliver innovative services to their customers," said [Bret Griess](#), executive vice president and chief operations officer at CSG. "Our highly flexible and configurable offerings can be integrated quickly and easily via Web services or plug-and-play adapters to provide improved customer support, increased growth opportunities, and faster time-to-profit from new services."

The pre-integrated, end-to-end solution provided by CSG will also reduce operational and network costs to enable Wave to compete more efficiently in the digital economy.

About Wave

WaveDivision Holdings, LLC, a cable and broadband services company, provides video, Internet, and phone services for residential and business customers in Washington, Oregon, and California. The company offers digital cable television (TV), high speed Internet, home phone, international programming, DVR, HDTV, and Free TV on demand services for residential customers. It also provides top-tier Internet, phone, and video services for businesses; dedicated Internet access, metro Ethernet/Type II, wireless backhaul, and co-location services for ISPs, resellers, partners, and wireless providers; and custom entertainment and communications solutions for banking, carrier/cellular backhaul, education, hospitality, manufacturing, medical/pharmaceuticals, public sector/government, retail, services, and technology industries. The company was founded in 2002 and is headquartered in Kirkland, Washington with additional offices in Washington, Oregon, and California.

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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