



INTERNATIONAL

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Brazilian Operator Leverages CSG International Managed Services

CSG to Manage Operations of High Profile, Business Critical System

ENGLEWOOD, Colo.--(BUSINESS WIRE)-- [CSG International \(NASDAQ: CSGS\)](#), a global provider of interactive transaction-driven solutions and services, today announced that one of Brazil's leading operators has awarded CSG a multi-year managed services contract to meet the regulatory requirements of the Brazilian government for Law Enforcement and Judicial Response. The [CSG Intermediate™](#) network data mediation solution, which manages and normalizes all of the operator's event detail records (EDRs), processes more than 4 billion records daily for the compliance process.

Under the terms of the managed services contract, CSG will now operate the platform on behalf of the service provider, bringing to bear CSG's solution insight and technology knowledge, coupled with the highly skilled onsite and offsite CSG support teams in Brazil. CSG Intermediate was selected as the foundation for the law enforcement and judicial response platform after a thorough evaluation, including a project trial that proved the flexibility and scalability of the CSG solution. The business critical nature of the platform requires aggressive Service Level Agreements (SLAs) that CSG is uniquely positioned to support through its managed services offering.

"During the evaluation, CSG Intermediate achieved superior results in both response speed and the accuracy of the information returned," said Alam Gill, senior vice president of international managed services at CSG International. "Only CSG could guarantee to meet the high demands for system performance and required processing. As new regulatory demands and configurations are required, CSG will easily be able to evolve the service and scope thanks to our comprehensive solution portfolio and skilled services resources."

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 Network, Orange, T-Mobile, Telefonica, Time Warner Cable, Vodafone, Vivo and Verizon. With over 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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CSG International

Elise Brassell, +1 303-804-4962

Public Relations

elise.brassell@csgi.com

or

Liz Bauer, +1 303-804-4065

Investor Relations

Liz.bauer@csgi.com

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