

Brazilian Data Provider CTBC Adopts CSG's Solutions

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Global billing and customer care solutions provider CSG Systems announced that CTBC, a leading convergent services provider in Brazil offering wireline, wireless, broadband and data services, has completed the first phase of implementation of its Kenan FX framework in three months.

CTBC first selected Kenan/BP as its billing platform of choice for wireline services in 1999. Following a recent agreement, CTBC upgraded Kenan/BP to the latest Kenan FX compliant version as part of a company-wide initiative to standardize billing platforms across the organization. Kenan FX has replaced the former mobile billing platform and today supports CTBC's GSM services customers.

CSG's professional services organization has led the implementation effort for this first phase of bringing the Kenan FX solutions live, an effort that lasted just three months. In addition, CTBC will be the first customer to implement CSG's new roaming module within Kenan FX.

Upon completion of the remainder of the upgrade, CSG's solutions will support more than 700,000 business and residential customers across mobile, GSM services, wireline, broadband and data services.

CTBC will not only become CSG's first convergent client in Brazil but also the first Brazilian client to adopt the Kenan FX framework, thereby increasing the total number of Kenan FX clients around the world to 24.

"CSG's Kenan FX platform is helping us grow our GSM customer base by ensuring that we can provide reliable billing services to our customers, no matter what the transaction," said José Antônio Fecho, director of information technology of CTBC.

"We look forward to using a standard system to support billing needs for all of our customers and lines of business. We see this as a strategic element in our plans to streamline our infrastructure, reduce overall operating costs and most important to offer facilities and integrated telecom services to our clients."

"CSG is committed to helping its customers succeed in this new era of converging services and systems," said Will Rotch, chief technical officer for CSG's Americas region. "Kenan FX is an ideal solution to support CTBC's customers across multiple lines of business. It will enable CTBC to respond to customer transactions quickly and accurately every time while reducing operating costs for CTBC."

The Kenan FX framework was launched in the Fall of 2003 and combines CSG's strongest existing and acquired applications with new products and features in a single, easily integrated customer care and billing framework.

CTBC, telecommunication company of Algar Brazilian group, has stood out in this sector because it is the only private operator of the Country working for 51 years.

It is a complete company in integrated telecommunication solutions, comprising fixed telephony, cellular, internet, cable TV, data communication and Data Center.

It started its operation in the interior of the Country (Central part of Brazil) and today it is already working in the States of Goiás, Mato Grosso do Sul, Minas Gerais, São Paulo, Rio de Janeiro, besides the Distrito Federal. Thus, its coverage area extends to 947 towns and to a population of approximately 62,5 million inhabitants.

With worldwide headquarters in Englewood, Colorado, USA, CSG Systems is a subsidiary of CSG Systems International, Inc. CSG and its wholly-owned subsidiaries serve telecommunications service providers in more than 40 countries.

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