

NEWS RELEASE

For Immediate Release

CSG Systems Offers New Solution to Help Businesses Reduce Bad Debt *Partnership with Total Solution Inc. Combines Customer Data with Behavior Scoring for Improved Collections Strategies*

ENGLEWOOD, Colo. (Aug. 20, 2009) — CSG Systems International, Inc. ([NASDAQ: CSGS](#)), a leading provider of customer interaction management solutions, today announced the latest step in the roll-out of its intelligent customer interaction strategy through a new solution and partnership with Total Solution Inc. (TSI).

TSI provides behavior scoring and related analytic services to clients in the utility and cable sectors. Recently made available, CSG's Behavior Scoring and Analytics solution offers TSI's BASE (Behavioral Attribute Scoring Engine) integrated with CSG's Enhanced Accounts Receivables solution to provide CSG's clients with powerful customer intelligence capabilities designed to reduce operational expenses and unpaid debts.

By applying predictive analytics to a customer's account data, including key factors such as payment history, CSG's Behavior Scoring and Analytics solution scores accounts based on each customer's likelihood to pay outstanding bills and rank-orders the customer portfolio by risk. The client can then better prioritize its efforts in order to maximize use of collection resources. CSG's Behavior Scoring and Analytics solution also allows clients to measure the effectiveness of the behavior scoring process and improve debt collections results in conjunction with their internal policies and practices.

Clients have experienced significant business benefits by using behavior scores to improve their collection programs. A major North American cable provider that applied the solution experienced a 20 percent decrease in bad debt as a percentage of revenue.

"We look forward to offering CSG clients the same benefits our existing electric, gas and cable industry clients enjoy: improved collections effectiveness and reduced bad debt," said Stephen Bona, TSI President. "TSI, like CSG, is committed to providing an expanding array of world-class services to our clients, and we're pleased that this partnership will allow us to offer an industry-leading behavioral scoring solution."

"CSG is dedicated to developing the best customer intelligence and analytics tools on the market," said Dwayne Ruffin, CSG Senior Vice President of Product Management. "Our Behavior Scoring and Analytics solution is our latest step in providing our clients with exceptional customer intelligence tools."

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The release of CSG's Behavior Scoring and Analytics solution follows other intelligent customer interaction management initiatives from CSG, including the acquisition of marketing services provider Quaero in 2008, the acquisition of interactive messaging provider Prairie Interactive Messaging in 2007, and the development of solutions such as CSG Precision Email, a solution which helps create rich HTML email messages, tailored to individual customer profiles.

About TSI

TSI is a leading provider of behavior scoring solutions for the utility industries. Its clients score nearly 45,000,000 accounts monthly using BASE and TSI scorecards. In addition to behavior scoring, TSI also offers final and charged-off recovery scoring, reserve forecasting methodologies, as well as collection call center and collection agency management systems and internal matching and transfer management solutions.

About CSG Systems

Headquartered in Englewood, Colorado, CSG Systems International, Inc. (NASDAQ: CSGS) is a customer interaction management company that provides software- and services-based solutions that help clients engage and transact with their customers. With a 25-year heritage in providing customer management and billing solutions to North American cable and direct broadcast satellite companies, CSG has broadened its customer interaction management capabilities to proudly serve this client base as well as new, highly competitive industries including financial services, healthcare, utilities and more. Today, CSG's solutions reach more than half of all US households each month and manage over \$36 billion in transactions annually on its clients' behalf. For more information, visit our website at www.csgsystems.com.

For more information, contact:

Elise Brassell, Media Relations

CSG Systems

Phone: 303-804-4962

E-mail: elise_brassell@csgsystems.com

Kathleen Marvin, Investor Relations

CSG Systems

Phone: 303-804-4941

E-mail: kathleen_marvin@csgsystems.com

Robert Ryan, Business Development

Total Solution Inc.

Phone: 708-301-0536

E-mail: bobryan@totalsolutioninc.com

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