

NEWS RELEASE

FOR IMMEDIATE RELEASE

CSG Systems Receives 2009 Cable.TMCnet.com Product of the Year Award *CSG Workforce Express Honored for Outstanding Innovation*

ENGLEWOOD, Colo. (Jan. 27, 2010) — [CSG Systems International, Inc. \(NASDAQ:CSGS\)](#), a leading provider of customer interaction management and billing solutions, today announced that [CSG Workforce Express](#) has received a 2009 Cable.TMCnet.com Product of the Year Award from [Technology Marketing Corporation \(TMC\)](#).

CSG's Workforce Express is the most widely used workforce management solution in the cable industry, helping more than 33,000 technicians to be more efficient when servicing customers in their homes and businesses. This solution addresses one of the most costly and complex aspects of the service provider's business – getting the right technician, to the right location, at the right time to deliver an increasingly complex set of information, communication and entertainment services.

CSG's Workforce Express also leverages GPS technology to map technician vehicle location and provide a summary of job/work order information. This solution provides dispatchers with crucial field operations management tools and allows service technicians to provide optimal service to customers.

"[Cable.TMCnet.com](#) is pleased to grant a 2009 Product of the Year Award to CSG's Workforce Express with GPS. CSG has proven they are committed to quality and excellence while addressing real needs in the marketplace," said [Rich Tehrani](#), CEO, TMC. "We're proud to honor their accomplishments in the advancement of the cable technology industry."

"In line with CSG's commitment to offering its clients the ability to maximize every customer interaction, CSG Workforce Express provides new ways to manage and optimize a mobile fleet of technicians," said Dwayne Ruffin, senior vice president of product management, CSG Systems. "We are pleased to see this solution recognized for the strategic value that it can bring to our clients."

The 1st Annual Cable.TMCnet.com Product of the Year Award winners will be featured on the [Cable.TMCnet.com](#) Web site and published in its [e-newsletter](#).

For more information about the 2009 Cable.TMCnet.com Product of the Year Awards or any of the TMC media properties, please visit www.tmcnet.com.

About TMC

Technology Marketing Corporation (TMC) is a global integrated media company helping our clients build communities in print, in person and online. TMC publishes [Customer Interaction Solutions](#), [INTERNET TELEPHONY](#), [Unified Communications](#), and [NGN](#) magazines. TMCnet, TMC's Web site, is the leading source of news and articles for the communications and technology industries. TMCnet is read by two million unique visitors each month on average worldwide, according to Webtrends. TMCnet has ranked within the [top 3,500](#) in Quantcast's Top U.S. sites, placing TMCnet in the nation's top .03% most visited Web sites. In addition, TMC produces [INTERNET TELEPHONY Conference & EXPO](#) (ITEXPO); [Cable Conference](#) and [M2M Evolution](#) (in conjunction with Crossfire Media); [Digium|Asterisk World](#) (in conjunction with Digium); and [Smart Grid Summit](#) (in conjunction with Intelligent Communication Partners). For more information about TMC, visit <http://tmcnet.com/>.

TMC also serves technology professionals with industry-specific Web sites: [IT.TMCnet.com](#), [4G-wirelessevolution.TMCnet.com](#), [M2M Evolution.com](#), [Smart-Grid.TMCnet.com](#), [Smart Products Ecosystem](#), [Robotics.TMCnet.com](#), [Cable.TMCnet.com](#), [Satellite.TMCnet.com](#), [Green.TMCnet.com](#), [Healthcare.TMCnet.com](#), and [Education.TMCnet.com](#).

For more information about TMC, visit www.tmcnet.com.

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.

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