

## 2024 CSG SOC 1 Scope

CSG Solutions and Services	Relevant Applications	IT General COs	Business Process COs
<b>Global Telco</b>			
<i>Ascendon</i>			
Ascendon Platform	Invision	CO 1-2, 5-12	CO 13-14
<i>Converged Mediation and Activation (Formerly Digital Mediation)</i>			
Intermediate (IME)	IME	CO 1-2, 4-10, 12	CO 20
<i>Digital Wholesale &amp; Partner Management</i>			
Carrier Access Billing (CABS)	Interconnect CABS	CO 1-2, 4-10, 11*, 12	CO 21
Route	Route	CO 1-2, 4-10, 11*, 12	Not in-scope
Digital Partner Management (DPM)	Interconnect (ICT)	CO 1-2, 4-10, 11*, 12	CO 21
<b>North American Communications, Media &amp; Technology (NACMT)</b>			
<i>Advanced Convergent Platform (ACP)</i>			
Advanced Convergent Platform (ACP)	Communications Control System (CCS) SmartLink BOS (SLBOS)	CO 1-3, 5-12	CO 15-17
ACP Voice	ACP Voice	CO 1-2, 4-12	
Advanced Customer Service Representative (ACSR)	ACSR	CO 1-3, 5-12	
Product Configurator (PC)	PC	CO 1-2, 5-12	
Business Reporting	Vantage Vantage Plus	CO 1-12	
<i>Field Service Management</i>			
Field Service Management	FSM	CO 1-2, 4-12	CO 15-17
<i>Communication Design and Delivery</i>			
Print and Mail Services	Statement Composition Workflow Integrator & Navigator (WIN Decommissioned in September 2024) Process Control Measurement and Monitoring (PCMM) Printstream	CO 1-2, 4-12	CO 18
Print and Mail Services (Viewing and Archival)	On-Bridge	CO 1-2, 4-12	

CSG Solutions and Services	Relevant Applications	IT General COs	Business Process COs
<b>Customer Experience</b>			
<i>Digital Engagement Solutions</i>			
eCare Services	Precision Electronic Bill Presentment and Payment (EBPP) Payment Kiosks	CO 1-2, 5-12	CO 15-17
Engagement Channels ( <i>Formerly Digital Messaging</i> ) -Inbound/Outbound Voice (For Collection, Notifications, and Fraud Services)	Campaign Manager	CO 1-2, 4-10, 12	CO 19
	System Manager Activation (IAT) (formerly Interactivate)	CO 1-2, 4-10, 12	
<b>Payment Services</b>			
<i>Payment Manager</i>			
Payment Manager	Payment Manager	CO 1-2, 4-12	CO 15-16
<i>CSG Forte</i>			
CSG Forte	Payment Manager	CO 1-2, 4-12	CO 15-16
CSG Forte Payment Systems	Dex WebTools Transaction Processor BillPay	CO 1-2, 4-12	CO 22

## 2024 CSG Managed Services SOC 1 Scope

CSG Solutions and Services	Relevant Applications	IT General Cos	Business Process Cos
<b>Global Telco</b>			
<i>Encompass (Formerly Singleview)</i>			
Encompass	Encompass	CO 1-2, 4-8 (CSG-hosted only)	Not in-scope
<i>Converged Mediation and Activation (Formerly Digital Mediation)</i>			
Intermediate (IME or PREP)	IME	CO 1-8	CO 9
<i>Digital Wholesale</i>			
Interconnect Carrier Access Billing (CABS)	Interconnect (ICT) Dispute and Reconciliation Manager (DRM)	CO 1-8	CO 9
Route	Route	CO 1-8	CO 9