



# News to Drive Your Business

Summer 2008  
Newsletter

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***"Billing & OSS World is pleased to acknowledge CSG Systems as an example of excellence in customer care solutions for the telecommunications industry,"***

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***Mike Saxby  
Group Publisher  
Billing & OSS World***

## Element Customer Care Celebrates CSG Systems' Excellence Award

It is with great enthusiasm that CSG Systems accepted the *Billing & OSS World Excellence Award* in the **Best Customer Care Solution** category for its ACSR with Order Workflow solution. This honor is also celebrated by Element Customer Care, as we provide billing services, tech support and a customer service call center using CSG Systems software solutions.

The Billing & OSS World 2008 Excellence Award recognizes leaders in the development and deployment of billing and OSS technologies and solutions. CSG was cited as exemplary among its peers.

CSG Systems develops solutions that redefine how providers of information, communication and entertainment services support customers. Element Customer Care has a unique partnership with CSG Systems to bring affordable, turnkey billing and customer service solutions to cable, internet and telephone operators with less than 40,000 subscribers.

Element's contract with CSG Systems includes the award-winning Advanced Customer Service Representative Desktop (ACSR) software. ACSR enables call center agents to more easily take orders, step customers through upgrades and focus on selling, rather than navigating through an application. CSG's award-winning product, ACSR with Order Workflow, allows call center agents to quickly and accurately manage all types of inbound service requests.

## Element Implements CSG Systems' TechNet For DIRECPATH

This spring Element was able to install software that offers direct visibility into DIRECPATH technicians' activities and their jobs from our call center. DIRECPATH is the first of Element's clients to implement TechNet. With the new TechNet application, field technicians will be able to receive work orders and necessary information on handheld wireless devices directly from the Element call center. The result being greater levels of efficiency between subscribers, dispatch, call center and technicians.

Please see *TechNet* on page 2

## Comprehensive Risk Management Now Possible With SubscriberWise®

**SubscriberWise®**  
Risk Management Solutions for the Cable Industry

Element has formed a unique partnership with SubscriberWise®, Ltd to offer cable and satellite operators a powerful risk management solution combined with Element's billing services, tech support and a customer service call center.

Element and SubscriberWise® present an unprecedented understanding of risk exposure for cable and satellite industries with the goal of achieving heightened profitability for operators.

SubscriberWise® provides operators with all the tools they need to use credit scores in an effective manner, protecting corporate assets, without giving up sales. Together, Element and SubscriberWise® will offer a complete approach to risk and decision management across the subscriber life cycle from origination and retention to fraud and debt recovery.

Element and SubscriberWise® acknowledge that loss from fraud, bad debt and lost equipment is staggering for cable and satellite operators. With the cost and amount of equipment needed to provide certain services the decision to separate reliable subscribers from those who are going to go delinquent can no longer be ignored. By combining years of knowledge and experience in the cable industry, SubscriberWise® and Element will radically reduce bad debt and equipment loss while substantially improving profitability.

## Element Installs TechNet for DIRECPATH

*TechNet* continued from page 1

DIRECPATH offers a wide range of options such as satellite TV, broadband and/or voice for its more than 42,000 subscribers. Their technicians currently handle more than 400 jobs per day.

DIRECPATH can now provide convenient two-way communication between dispatchers and technicians through Web-enabled devices to improve customer service using TechNet. Subscribers can be online with an operator who is interacting directly with a field technician for the best possible flow of communication which results in less frustration for our subscribers.

Based on previous implementations, TechNet will allow for at least one more job per technician per day, for a total of 10,000 more jobs in one year. In addition, TechNet stops dispatch from having to field hundreds of nonessential calls from technicians freeing them to dispatch and better serve the subscriber.

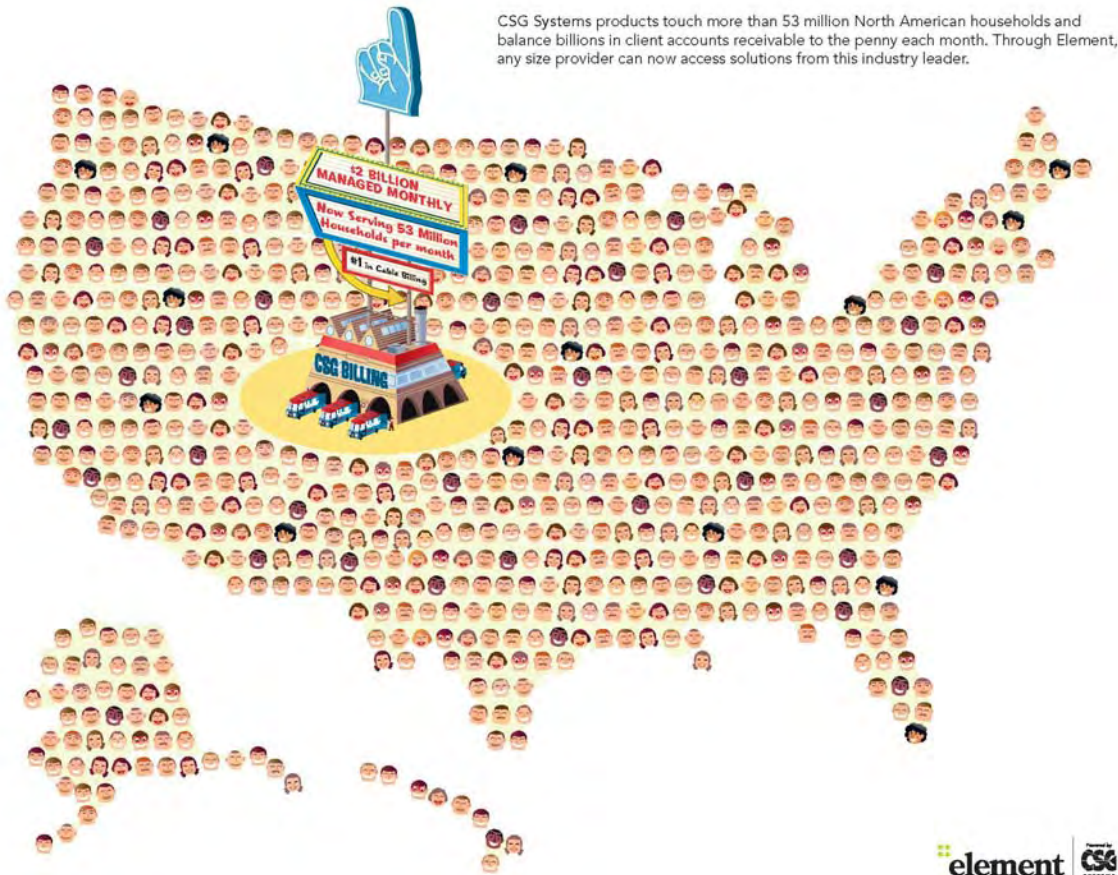
With TechNet, DIRECPATH technicians will be there on time, equipped with the tools, information and skills needed to complete work orders. Technicians will be able to perform work order completion, service changes and upgrades, collection transactions and to improve customer service.

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**“The better communication between our customer service representatives and technicians, the better we can respond to DIRECPATH subscribers’ needs,”**

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**Matt Zemon**  
President  
Element Customer Care.



## Element Connects You to CSG Systems

Why is CSG Systems such an important part of Element's core of service? Through the partnership with CSG, we gain access to a time-tested, research-driven, customer-satisfying institution. CSG has a reputation for unsurpassed quality in its service offerings. The reality of CSG quality has been demonstrated in approximately 2,000 successful implementations.

Their commitment to quality is unmatched in the customer care and billing industry. CSG Systems has one of the highest customer satisfaction rates in the industry, achieving 99% in contract renewals from their service bureau customers.

Empowered by leading technologies and proven solutions, CSG has been at the forefront of customer care and billing solutions for the cable/broadband industry for over 22 years. CSG's comprehensive approach to front and back-office business has made CSG Systems a leading provider of customer care and billing solutions for the worldwide communications market, including cable television, direct broadcast satellite, next generation mobile telephony, and IP services.

One of Element's strengths is its unmatched scalable architecture. Element's outsourced billing model includes a proven Customer Care and Billing Engine with the capacity to support more than 100 million customers. All of CSG's ancillary products have been designed to equally scale within these parameters.

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