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## **ELEMENT CUSTOMER CARE AND SUBSCRIBERWISE® FORM PARTNERSHIP TO OFFER COMPREHENSIVE RISK MANAGEMENT SOLUTIONS**

**DURHAM, NC – May 21, 2008** – Durham-based Element Customer Care today announced a unique partnership with SubscriberWise®, Ltd. Together, they will 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.

"Most risk management solutions simply provide a credit score to a cable or satellite operator," said Matt Zemon, President, Element Customer Care. "SubscriberWise solutions significantly expand this score by combining cable-specific and proprietary decision models with the highly predictive FICO® score to precisely segment subscribers into various risk and selling categories. SubscriberWise gives operators all the tools and know how they need to understand subscriber payment behavior in the most effective manner, protecting their assets and without giving up sales. SubscriberWise is a complete turn-key solution to risk management that delivers incredible results."

SubscriberWise® provides a comprehensive approach to risk and decision management across the subscriber life cycle from origination and retention to fraud and debt recovery. The partnership with Element promises an intelligent understanding of subscriber behavior to significantly reduce a providers' risk exposure as they increase growth and selling opportunities.

"By combining our best-practices and proven solutions, Element and SubscriberWise® can become a valued asset for operators seeking to increase sales, eliminate fraud, recover expensive equipment, and collect bad debts," said David Howe, President, SubscriberWise. "SubscriberWise® brings a combined 60 years of experience in the cable industry to our partnership with Element. Together, we will implement an effective approach to radically reduce bad debt and equipment loss while substantially improving profitability."

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 help operators take control of risk and bad debt while still enabling them to grow their subscriber base and significantly expanding the profit margin.

"Based on the amount of bad debt we have seen many of our clients having to write off each month, Element enthusiastically enters into this partnership with SubscriberWise, the cable industry's leader in risk management solutions," Zemon continued. "Our partnership will enable cable and satellite operators to approve every potential subscriber for service but do so in a way that protects their risk in the process. This delivers incredible results to their bottom line."

#### About Element

Element Customer Care is a Durham, NC-based company that offers billing services, tech support and a customer service call center. Element's partnership with CSG Systems gives its clients access to CSG's unique combination of solutions, services and expertise to improve operational efficiencies and deliver a quality customer experience in a competitive marketplace. The Element Web site is [www.elementcare.com](http://www.elementcare.com).

#### About SubscriberWise®

Based in Massillon, Ohio, SubscriberWise® is the leader in risk management solutions for the cable industry. Our solutions incorporate a comprehensive approach to risk and decision management across the subscriber life cycle from origination and retention to fraud and debt recovery. SubscriberWise® Risk Management Solutions incorporate TransUnion's® robust consumer credit data with the highly predictive power of FICO® scoring and analytics; combined with years of cable industry data, these solutions help operators make cost-effective decisions before approving a customer's service and installing costly equipment. Visit us online at [www.subscriberwise.com](http://www.subscriberwise.com).

#### **Corporate Contacts:**

##### ***Available for Interviews***

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