



Contact: Colleen Fischvogt, Marketing Specialist
T: 919.794.8773 x5807
E-Mail: cfischvogt@elementcare.com

Element Customer Care's President Named An Editor's Choice Speaker At Broadband Summit

Matt Zemon Delivers ROI Session at the Premier Fiber-to-the-Premises Industry Event

DURHAM, N.C., April 16, 2008 –[Element Customer Care](#)'s President, Matt Zemon has been selected to present for an Editor's Choice track at the fifth annual Broadband Properties Summit in Dallas, TX. Zemon's presentation will cover *Return on Investment (ROI) Models for Customer Care and Billing Services*. Element provides billing services, tech support and a customer service call center for cable, broadband and telecommunications operators using CSG Systems software solutions.

"It is an honor to speak at the 2008 Summit and I am especially proud to have been selected by the editors at Broadband Properties magazine for the Technical and Business Solutions track," said Matt Zemon, President, Element Customer Care. "This is a wonderful opportunity to share information and industry best practices about ROI models for customer care and billing services with conference attendees from private cable operators to municipalities."

Zemon's session will examine why you need a Tier 1 support provider for billing services, customer care and tech support. During this session, Mr. Zemon will review different ways to scale a business and quickly get products to market. Participants will leave with an understanding of what questions to ask to ensure that your billing, customer service and tech support operations are maximizing your return on investment. Attendees will learn about the options available for Tier 1 billing and customer service solutions and discuss ways that outsourcing specific parts of your operation can increase your ROI. Zemon will be speaking as part of the Broadband Properties Summit, Editor's Choice Track: Technical and Business Solutions: Symposium II, which takes place on Monday, April 28, 2008 at 3:20 PM.

The 5th annual Broadband Properties Summit is the premier fiber-to-the-premises industry event. The Summit is sponsored by some of the biggest names in telecommunications, and co-hosted by the Fiber-to-the-Home Council. It features more than 35 educational sessions, presented by local economic development leaders, industry analysts, property developers, and recognized technology and legal experts. The more than 1,000 attendees expected at the 2008 Summit will include municipal officials and economic development specialists; network builders, such as telephone and cable

companies, utilities and integrators; property owners, developers, architects and builders; and many other industry participants. Sponsors for this year's event include Verizon, Dish Network, DirecTV, Time Warner Cable, AT&T, Comcast, Cox , Alcatel-Lucent and more.

About Element

Element Customer Care is a Durham, NC-based company that offers CSG billing services, tech support and an elite 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. In January 2008, Element, powered by CSG Systems, was named *Preferred Billing and Customer Care Provider* for the National Cable Television Cooperative (NCTC). Element currently supports 100,000 cable and internet subscribers and 300,000 hotel rooms with nearly 250 employees and full time contractors.

###