

## **ENABIL Solutions Selected by Carolina West Wireless for next generation Customer Management and Billing Platform**

ENABIL's Simple and Flexible Software will be key to CWW's growth and competitiveness in rural cellular markets

CALGARY, April 23 /PRNewswire/ - ENABIL Solutions today announced that they were the successful partner in the competitive process for Carolina West Wireless' (CWW) Managed Customer Care and Billing Services; a selection that was made in March, 2009. Since that time, ENABIL has been working under nondisclosure on the configuration, implementation and overall management of their Aurora platform - a flexible, customer oriented billing solution to support CWW in the highly competitive North Carolina market.

Aurora is a full service convergent billing platform that offers an open architecture and a configurable, high speed rating engine, allowing CWW to quickly launch new products and services while offering a suite of self service options for customers to enhance their overall experience with their service provider.

"The flexibility of ENABIL's customer care and billing platforms will allow our customers to react quickly to new product and service promotions, change their rate plans, upgrade their handsets and take control of their services," said Slayton S. Stewart, CEO of Carolina West Wireless. "This freedom is great for our customers and is a strong competitive advantage for us as we set our sights on growing our business in North Carolina and beyond."

Aurora will provide CWW with end-to-end customer care including collections management, real-time credit checking, real-time order creation & service provisioning, multiple payment processing options, flexible rating architecture and dynamic invoice generation. Aurora was developed using Oracle(R) Communications Billing and Revenue Management as its backbone. Aurora was chosen for its proven ability to deliver superior time to market advantage and help bill and manage all communication services from mediation, rating and billing within a single environment.

This feature rich software combined with ENABIL's ongoing management, maintenance and support services will allow CWW to aggressively compete in any chosen market segment.

"We are very proud to have been selected by Carolina West Wireless as their customer care and billing partner," said James Korth, President and COO of ENABIL Solutions. "It is a testament to the ENABIL team and our ability to be responsive, creative and cost effective...qualities that are aligned with the CWW brand. By empowering our people and working collaboratively with our customer, we've taken cellular customer care and control to a new level. We look forward to supporting CWW as they continue to expand their presence."

### About ENABIL Solutions

ENABIL is a leader in customer care and billing solutions, managed outsourcing services and professional consulting services for companies across North America. Based in Calgary, AB., ENABIL is a privately held firm with more than a decade of experience in the wireless sector. [www.enabil.com](http://www.enabil.com)

### About Carolina West Wireless

Carolina West Wireless was formed in 1991 and is owned by a partnership consisting of Skyline Telephone, Surry Telephone and Wilkes Telephone. Headquartered in Wilkesboro, North Carolina, Carolina West Wireless is committed to providing its customers innovative technology including data and mobile services, the latest wireless equipment and competitive wireless plans that provide the best local and nationwide coverage. [www.carolinawest.com](http://www.carolinawest.com)