



FOR IMMEDIATE RELEASE

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RCN and Grande Communications Select OSG for Print and Mail Invoice Needs

RIDGEFIELD PARK, NJ – August 24, 2017 – Output Services Group ([OSG](#)), a leading provider of outsourced billing and statement services and customer communication management, announced today that it has extended its partnership with [RCN Telecom Services, LLC \(RCN\)](#) by adding Grande Communications, a Texas-based broadband communications company, to its client list. OSG and RCN have been working together for three years and recently signed a new, multi-year contract, enabling RCN to continue to take advantage of OSG’s print and mail solutions while bringing Grande into the fold. Through this renewed and expanded partnership, RCN and Grande will continue to enhance the customer experience by utilizing OSG’s advanced products such as Full Color Dynamic Messaging, OSG’s Optimized Mail Services and OSG MailTrekSM.

“OSG is very excited to continue to work with RCN and embark on a new partnership with Grande Communications,” said OSG Senior Vice President of Sales, Louis LaNeve. “Identifying RCN and Grande’s needs and offering successful solutions has brought us to this point. Through services such as OSG MailTrekSM, Full Color offerings and our on-demand Letter Composer portal, we have been able to keep RCN abreast of incoming payments and will be able to improve delivery of Grande’s invoices to help increase its revenue streams.”

“By partnering with OSG, RCN is able to provide the seamless billing process our customers have come to expect,” said Rob Roeder, EVP and chief development officer at RCN. “Our ongoing commitment to continuously deliver an exceptional customer experience drives us to seek partnerships with customer-focused companies such as OSG. As a result, everything from initial account setup, services delivered and monthly invoicing is efficient and bolsters our exceptional customer service.”

TPG recently acquired both RCN and Grande and has plans to acquire Wave Broadband, combining them to create one of the largest cable service providers in the United States.

[RCN](#) provides high-speed internet, video and voice services to residents and small, medium and enterprise-sized businesses in Boston, Chicago, Lehigh Valley (PA), New York City, Philadelphia (Delaware County) and Washington, DC.

About OSG

[OSG](#) is a next-generation business technology partner providing integrated multichannel print and electronic solutions through a state-of-the-art processing environment. OSG offers comprehensive and flexible solutions including electronic billing and invoice/statement services, document printing and mailing and a suite of forward-thinking marketing solutions. Progressive communication technologies enable OSG’s clients to transform their customer interactions to drive revenue, reduce costs and strengthen relationships.





With decades of experience as a business outsourcer for total customer communication management, OSG has the knowledge and expertise to best suit the needs of the telecommunications, leasing, financial services, distribution, healthcare, heating oil/propane and publishing markets. A solid reputation has made OSG an award-winning transactional communication provider.

About RCN

RCN Telecom Services, LLC (www.rcn.com and www.rcn.com/business) provides industry-leading high-speed internet, all-digital TV and phone services for residential, small/medium and Enterprise business customers. PC Magazine's Readers' Choice Award named RCN one of the winners for best ISPs in 2013, 2015 and 2016 – RCN was rated highest in overall satisfaction. RCN is YouTube HD Verified, earning the company the highest-ranking that Google offers. RCN is also a Netflix Open Connect partner, placing in the Top rankings on the Netflix USA ISP Speed Index in the markets RCN serves. RCN's affordably priced advanced digital services are delivered through its proprietary, state-of-the-art fiber-rich network and supported by 100% U.S.-based customer service. RCN's primary service areas include Boston, Chicago, Lehigh Valley (PA), New York City, Philadelphia (Delaware County) and Washington, DC.

About Grande Communications

Grande Communications is a Texas-based broadband communications company that offers a full suite of Internet, TV and phone services for residential and business customers through its state-of-the-art, high-capacity, hybrid fiber-optic network. Since its launch 16 years ago, Grande has offered Texans a real choice in entertainment and communications services plus outstanding local customer and technical support. Grande proudly serves the following communities: Austin, San Antonio, Dallas, San Marcos, Waco, Temple, Corpus Christi, Midland and Odessa. For more information, visit mygrande.com, like Grande Communications on Facebook or follow @grandecom on Twitter.

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