

Equant Achieves Double Gold in Latest Ratings from Telemark

Customers score Equant Best in Class in 11 attributes; Excellent in 11 attributes

In the 19th release of the Managed Data Network Services Benchmarking Customer Satisfaction report published by Telemark, Equant achieved Telemark Gold in Secure Data Transfer and Geographical Reach End to End. In total Equant achieves 11 Best in Class titles and 11 Excellent ratings. According to Janet Watkin, Telemark director: Equant is a formidable global operator. In pivotal group categories, Meeting Customer Requirements and Customer Support, Equant is perceived as the aggregate global leader for satisfying customers ahead of competitors. Coupled with the high standards Equant achieved in Network Security and Geographical Reach, where it gained the Telemark Gold Award for outstanding levels of customer satisfaction, Equant also distinguishes itself by the high proportion of excellent results. According to Telemark, Equants customer satisfaction performance has improved again over the course of the last three years, and Equant has historically shown global leadership in many attributes. Alexandre Gouvea, senior vice president, Customer Services and Operations, said: Equant considers the findings of the Telemark report a very important gauge of how well we are doing in continuing to meet our customers expectations. We are pleased to see that we improved our performance again over the last year. In particular, we are honored to receive Best in Class in Meeting Requirements and Customer Support. These are two particularly important attributes that affect our customer relationships, and we are very encouraged to see that our customers are pleased with our efforts in those areas. About Voice of the Customer: Managed Data Network Services User Report Telemarks innovative report provides user feedback from several hundred data network managers worldwide on customer satisfaction with managed data. The report is published three times each year (February, June and October) and includes profiles of service providers (AT&T, BT, Cable & Wireless, Equant, BT Infonet, MCI and NTT) based on customer information supplied during interviews to discern strengths and weaknesses. A comprehensive range of research techniques and robust methods are used to gather data thereby ensuring meaningful, actionable results. The report examines the levels of perceived importance and satisfaction on 32 service attributes from 'bid to bill'. The comparative assessment looks at perceived performances of the operators indicating 'Best in Class'. For more information about the report, visit: http://www.telemarkservices.com/en/reports_custvoice.htm. About Telemark Services Ltd. Telemark is a fast growing marketing services firm offering consultancy, publications and online analysis with proven expertise in measuring customer satisfaction, competitive analysis, benchmarking, trend analysis, channel management, new product development, demand estimates, branding, tariff analysis, and business strategy, exclusively within the telecommunications and IT sectors. An experienced team with decades of independent market research experience in the expanding market for voice, data and vision, Telemark is often the first-choice supplier for many organizations with a requirement for international market research and analysis covering emerging technologies such as VoIP, convergence and hosting applications. For more information, please visit www.telemarkservices.com or email info@telemarkservices.com. About Equant Equant is a recognized industry leader in global communications services for multinational businesses. Equant combines its network expertise with its expanded services capabilities to provide global, integrated and customized communication services to enable its customers key business processes. Equant serves thousands of the worlds top companies, with the industrys most extensive portfolio of communications services and network solutions, including the market-leading IP VPN used by nearly 1,300 global businesses. Equant, a subsidiary of France Telecom, consistently leads industry surveys in corporate user satisfaction.

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