

In Search of Best Practice

CISCO Customers 'Delighted' Overall

CISCO has captured the hearts and minds of enterprise business users through provision of an outstanding customer experience.

Telemark's ICT Service Supremacy report, published July 2007, sets out to measure Outstanding Customer Experience. The purpose is to learn about best practice wherever it is found. The results of the survey of multinational business enterprises, using ICT, reflect the entire user experience, regardless of the mix and volume of products purchased.

Source: ICT Service Supremacy (July 2007)

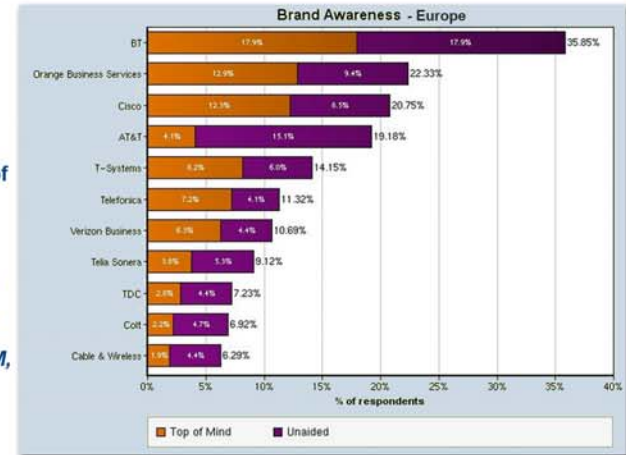


Top of Mind

Brand Success For BT

BT wins Telemark's Award for Top of Mind brand recognition for the 2nd consecutive time. In Europe over 17% of respondents (sample 318) named BT first when asked the question "When thinking about companies that provide international dataVPN (such as IP VPN, VoIP, MPLS, Hosting, Frame Relay, ATM, etc) which companies come to mind".

Source: Brand Appeal August 2007



Customer Satisfaction

Best Global data VPN Operator

Orange received Telemark's Platinum Award for Best Global Data VPN Operator for 3rd consecutive time.

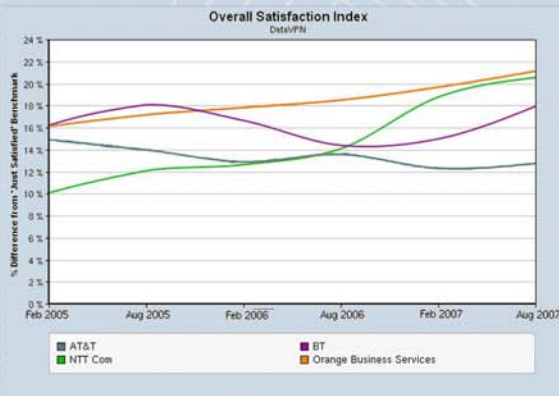


NTT Com Challenges Orange Business Services

Trends illustrate how operators are performing over time. NTT Com has made marked improvements and is a very close challenger to Orange.

The results of Telemark's latest survey are now available for viewing on SONAR (Self Organising Analyser). A demo can be arranged upon request.

Source: Voice of the Customer-DataVPN (August 2007)



World Class

World Class performance is symbolised by the Telemark Dolphin Insignia because dolphins are known for their flexibility, strength, stamina, social skills, intelligence, and their ability to thrive in a difficult environment. They seek elegant solutions to problems. Service providers determined to add value by leveraging opportunities for mutual benefit exhibit these characteristics. The World Class dolphin insignia indicates high customer satisfaction overall and a high likelihood of growth (from declaration of user intent to purchase in the future).



World Class International data VPN: Aug 2007

- Orange Business Services
- NTT Com
- BT
- T-Systems

World Class Customer Experience: July 2007

- CISCO
- Accenture
- Dell
- Hewlett Packard
- Deloitte
- Oracle