



**MASERGY TAKES THE GOLD IN THE
ANNUAL 2015 CUSTOMER SALES AND SERVICE AWARD**

*Company's Superior Customer Service Honored with
Second 2015 Gold Medal Rating*

DALLAS – May 21, 2015 – [Masergy Communications Inc.](#), a global leader in secure networking and cloud services, announced that its [customer service](#) has been recognized as a Gold Winner in the Annual 2015 Customer Sales and Service Awards. The prestigious honor was achieved within the Information Technology services category and underscores Masergy's industry-best 61 percent Net Promoter Score (NPS), a worldwide standard that measures customer satisfaction — well above the industry average of 11 percent.

The annual [Customer Sales and Service World Awards](#) are part of the Silicon Valley worldwide recognition programs. Masergy's customer service stood out among other award nominations due to the company's low customer churn rate, 100 percent reference-based customer engagements, as well as its four core values that help promote a deep commitment to satisfaction:

- Focused Customer Service – a commitment to provide the best service
- Engagement and Involvement – a desire to intimately understand customers
- Always Employees, Customers, and Partners First – a commitment to each other as a team
- Transparency – a culture of openness, honesty and accountability

"Masergy constantly strives to improve on our exemplary customer service by performing beyond customer expectations," said Chris MacFarland, CEO, Masergy. "We

are honored that the Annual 2015 Customer Sales and Service Awards judges have distinguished our efforts as a technology industry gold standard.”

In addition to today’s award announcement, Masergy recently won a [Gold Stevie®](#) Award for Sales & Customer Service, and Chris MacFarland was named a finalist for the [2015 Ernst & Young Entrepreneur Of The Year™](#) in the Southwest Region.

About Masergy

Masergy owns and operates the largest independent global cloud networking platform and delivers fully-managed hybrid networks to enterprises. Masergy also provides advanced managed security and cloud unified communication solutions. Our patented technology, customizable solutions and unmatched customer experience are why a growing number of global enterprises rely on Masergy to deliver performance beyond expectations. Learn more about [Masergy](#) and follow us on our blog [Transforming Enterprise IT](#), Twitter [@Masergy](#), [LinkedIn](#) and [Facebook](#).

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Masergy Contact:

Betsey Rogers

BridgeView Marketing

603-886-7087

betsey@bridgeviewmarketing.com