MASERGY'S WORLD-CLASS CUSTOMER EXPERIENCE OUTPACES TECHNOLOGY INDUSTRY WITH NET PROMOTER SCORE OF 70.3

Continuous Process Improvement Approach Yields Steady NPS Rating Increase Over 5 years from 45 to 70.3

DALLAS – June 14, 2016 – Masergy Communications Inc. today announced that the company has achieved a new record 70.3 Net Promoter Score (NPS®), far exceeding the High Tech Global B2B average of 16 and the overall B2B Global average of 24. Masergy utilizes NPS scores as a benchmark for customer satisfaction and to continually improve services and support.

"Our NPS of 70.3 underscores Masergy's unique differentiation in the marketplace to provide an unparalleled customer experience," said Chris MacFarland, CEO, Masergy. "The best-in-class rating is a reflection of our innovation around automation, reduction of IT complexity, and outcome-driven approach to developing custom solutions for customers."

Net Promoter® is both a loyalty metric and a discipline for using customer feedback to fuel profitable growth. Masergy's NPS of 70.3 validates the company's exemplary efforts to serve the needs of their customers and continually improve business processes throughout the customer lifecycle. This has resulted in extremely high customer retention rates.

"The ability to increase services on demand has been a game changer for us," said Jason James, VP of IT and Operations, PRGX, the world's leading provider of audit recovery services. With Masergy's global services, "We're able to adjust to the needs of business rather than the business adjusting to the limitations of IT."

Masergy takes a holistic approach to monitoring customer experience by constantly reviewing performance and feedback across the following stages of customer interactions:

- Sales
- Evaluation
- Solutions

- Design
- Delivery
- Support
- Billing

"Masergy delivers best-in-class managed solutions with superb customer support," said Rob Drew, VP, Global IT Infrastructure at SharkNinja, a leading innovator in the housewares industry and creator of the popular Shark® and Ninja® brands.

The Net Promoter Score was created by Satmetrix and Bain & Company as a management philosophy and business model. A positive NPS score is a strong predictor of customer satisfaction and future business growth.

About Masergy
Masergy owns and operates the largest independent Software Defined Platform in the world, delivering hybrid networking, managed security and cloud communication solutions to global enterprises. Our patented technology, customizable solutions and unmatched customer experience are why a growing number of leading organizations 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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