



## **MASERGY'S CUSTOMER SERVICE TAKES GOLD IN 2016 INTERNATIONAL BUSINESS AWARDS<sup>SM</sup>**

***Stevie® Awards Validate Masergy's Customer Focus as Best-In-Class***

**DALLAS – August 30, 2016 – [Masergy Communications Inc.](#)**, today announced that its [customer service](#) department has received a Stevie Award gold medal. The 13<sup>th</sup> Annual International Business Awards has bestowed Customer Service Department of the Year on Masergy for performing beyond expectations. This recognition demonstrates why the company enjoys an industry-leading Net Promoter Score of 70.3%.

Once again, Masergy's customer service leads the industry for its customer commitment, driven by four simple principles:

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

“Superior customer service is a true reflection of a company's operational principles,” said Chris MacFarland, CEO, Masergy. “Delivering the industry's best customer service is part of Masergy's DNA. We are proud our customer service reputation continues to be recognized among the industry's best.”

The International Business Awards (IBAs) is the world's premier business recognition program. The 2016 IBAs received entries from more than 60 nations and more than 3,800 nominations from organizations of all sizes and industries.

In addition to the most recent gold Stevie award, Masergy's customer service has received:

- Silver Stevie Award, 2016 Sales and Customer Service Excellence Awards for Professional Services and Security Operations Center, Customer Service Department of the Year – Telecommunications category
- Gold winner in the 2015 Annual Customer Sales and Service Awards for Customer Service Department of the Year
- Gold Stevie Award winner in the 2015 Sales and Customer Service Excellence Awards for Customer Service Department of the Year - Telecommunications

### **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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