

When selecting a global communications provider with whom to partner, it's important to find objective and reliable information. Sometimes, differentiating between marketing hype and factual information is difficult. Where do you turn when you want facts without the hype? Independent analyst groups and surveys provide the unbiased information you need and can help you to more objectively assess a company's products, services and reputation. Amongst our dozens of continual wins, we'd like to highlight a few key awards that reflect impartial opinions.

## CORPORATE SERVICES

### Sample Recognitions and Awards for 2001-2005:

- » Telemark – “Best in Class” for MDNS – Eleven consecutive awards 2001-2005
- » Telemark – “Best in Class” for IP Services – 2 Consecutive awards 2004
- » World Communication Awards – “Best Regional Carrier” and “Best Managed Service” for MobileXpress, 2004
- “Best Brand”, “Best Global Carrier”, “Best Managed Service” Finalist 2003
- “Best Carrier EMEA” 2002
- “Best Customer Care” and “Best Carrier” 2000
- » Frost & Sullivan Market Engineering Award for Marketing Strategy within the European IP VPN market, 2003
- » Communicator Awards (for best Website, Annual Report, and Print Ads) 2003
- » Network & Telecom Award – “Best Corporate Telecom Provider” 2002
- » DataNews Telecom Innovation of the Year Quality Award: Infonet's Network Analysis Program (NAP) 2001

From outstanding customer service to exemplary local support to best value, you can rely on BT Infonet. Selected by independent market research firms and industry surveys, BT Infonet has been singled out as a leader in global communications. Financially stable, BT Infonet has been recognised for providing innovative and high quality global networking solutions to multinational corporations in over 180 countries and territories, and doing so in a way that has set us apart from competitors for over 33 years.

**TELEMARK – BEST IN CLASS AMONG MANAGED DATA NETWORK SERVICES (MDNS) PROVIDERS, BENCHMARKING CUSTOMER'S SATISFACTION, FEBRUARY 2005 (ELEVENTH CONSECUTIVE AWARD)**

**BEST IN CLASS AMONG MANAGED IP SERVICE PROVIDERS, BENCHMARKING CUSTOMER'S SATISFACTION, DECEMBER 2004 (SECOND CONSECUTIVE AWARD)**

Telemark, a leading telecommunications market intelligence firm specialising in gathering primary data, conducts quarterly independent surveys of multinational corporations (MNCs) to assess current levels of satisfaction with international network operators. February 2005 marks the eleventh consecutive time that their managed data network services (MDNS) customer benchmarking report recognised Infonet Services Corporation as “Best in Class”. This was preceded by “Best in Class” honors awarded to Infonet Services Corporation for the second consecutive time for managed

IP service providers. For both reports, Infonet Services Corporation exceeded the benchmark standard in all of the 32 attributes evaluated, and was found to be the most successful provider at meeting the needs of its multinational clients.

In the MDNS report, users surveyed ranked Infonet Services Corporation as the highest scoring operator in 10 categories including, Ability to Meet Customer's Requirements, Operational Guarantees, Third-Party Equipment Integration, Support in Local Language, International Installations, End-to-End Network Management, Bills in Currency of Choice and New Product and Service Information. Infonet Services Corporation also exceeded Telemark's statistically valid benchmark for all 32 categories.

Amongst managed IP service providers, besides again overall "Best in Class", Infonet Services Corporation received ten individual category "Best in Class" honors: "Network Reliability", "Secure Data Transfer", "Installation on Schedule", "Operational Guarantees", "Help-desk Provisions", "Ability to Meet Customer Requirements", "Understanding Customer Requirements", "No Hidden Extras in Bills", "Installation Not Disrupting" and "Long Term Relationship".

**WORLD COMMUNICATION AWARDS – "BEST CUSTOMER CARE", "BEST CARRIER" 2000 AND "BEST CARRIER EMEA" 2002**

Co-organized by Total Telecom and the European Competitive Telecommunications Association (ECTA), the WCA is the premier global awards event for the communications industry. The panel of judges, made up of key opinion leaders within the communications industry, voted Infonet Services Corporation's MobileXpress™ mobile/ wireless service as "Best Regional Carrier" and "Best Managed Service". In addition to the two award wins, Infonet Services Corporation was one of five finalists for "Best Global Carrier", and MobileXpress was named a finalist for "Best New Service". Infonet Services Corporation's flagship multi-class MPLS-enabled IP VPN service, IP VPN Secure, was also named a finalist for "Best Managed Service". While Infonet Services Corporation's range of data communications services capabilities exceeds that of a typical 'carrier', its performance as a preferred global solutions provider to multinational organisations is reflected in past World Communication Awards. Infonet Services Corporation was a finalist in "Best Global Carrier", "Best Customer Care" and "Best Managed Service" in 2003; winner of "Best Carrier EMEA" in 2002; and winner of "Best Customer Care", and "Best Carrier" in 2000.

### FROST & SULLIVAN MARKET ENGINEERING AWARDS, 2003

Based on the findings of Frost & Sullivan's "European IP VPN Services Report", Infonet Services Corporation was awarded the Market Engineering Award for Marketing Strategy within the European IP VPN market. Chosen for its demonstration of excellence in marketing strategy design and implementation, Infonet Services Corporation stands out for its value-added services, flexible pricing strategies and continually upgraded core infrastructure all focused on meeting the client's needs.

### COMMUNICATOR AWARDS

#### (FOR BEST WEBSITE, ANNUAL REPORT, AND PRINT ADS) 2003

The Communicator Awards is an international awards competition founded by communication professionals to recognise excellence in the communication field. In 2003, Infonet Services Corporation was awarded recognition for its outstanding Website, annual report and print ads.

### VOTED BEST CORPORATE TELECOM PROVIDER BY THE READERS AND EDITORS OF NETWORK & TELECOM

The Network & Telecom enterprise award recognises the best products, most innovative enterprises and most promising technologies in the field of networking and telecommunications. Commended for our motto "Insight Matters", Infonet Services Corporation earned the award for our integrated approach towards solving telecommunications challenges from the business perspectives of our clients. Network & Telecom, a part of the global IDG network, partners exclusively with Network World in the U.S. Its readership consists of decision makers and specialists in the IT sector.

INFONET SERVICES CORPORATION'S RESULTS FROM TELEMAR CONSULTING'S  
INDEPENDENT SURVEY, FEBRUARY 2005

Top Ten Ranked Service Attributes						Best in Class		
	AT&T	BT	Cable & Wireless	Equant	Infonet	MCI	NTT	
Network Reliability	★★★★	★★★★	★★★	★★★	★★★★	★★★	★★★★	
Fault Reporting Process	★★	★★	★★	★★★★	★★	★★★	★★★	
Network Availability	★★★★	★★★★	★★★	★★★★	★★★	★★★★	★★★★	
No Hidden Extras in Bills	★★★	★★★	★★★	★★	★★	★★★	★★★★★	
Accurate Bills	★★	★★★	★★	★★	★★	★★★	★★★	
Secure Data Transfer	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★★	
Notification of Network Problems	★★	★★★	★★	★★★★	★★	★	★★	
Installation on Schedule	★★★	★	★★	★★	★★	★★	★★★★	
Ability to Meet Customers' Requirements	★★★	★★	★	★★	★★★★	★★	★★	
Understanding Customers' Requirements	★★	★★★	★★	★★★	★★★★	★	★★	
★	★★	★★★		★★★★		★★★★★		
Poor	Average	Good		Excellent		Outstanding		

DATA NEWS TELECOM INNOVATION OF THE YEAR QUALITY AWARD FOR ITS  
NETWORK ANALYSIS PROGRAM (NAP) 2001

The Telecom Ovation Award focuses on extraordinary individual achievements in the service provider industry. The panel of judges, comprised of renowned industry experts, found Infonet Services Corporation to be the best example in the global managed network services industry of a company focused on promoting technical innovation and vision in the areas of wireless/mobile data design and engineering over the past year.

The recognition and awards we have received are important to BT Infonet — because they are the result of our clients' opinions. As the industry leader, we are committed to continuous improvement in client satisfaction, adding new services that address the evolving global communications requirements of multinational corporations.

For more information about BT Infonet's networking solutions, please contact your BT Infonet Representative or visit us at [www.bt.infonet.com](http://www.bt.infonet.com).

## ABOUT BT INFONET

Infonet Services Corporation, a member of the BT Group plc group of companies, known for its quality of service, is a leading provider of managed network communications services for multinational entities.

Employing a unique consultative approach, BT Infonet offers integrated solutions optimising the complex relationship between enterprise applications and the global network. Extensive project management capabilities are the foundation for the services and solution offerings (broadband, Internet, intranet, multimedia, videoconferencing, wireless/remote access, local provisioning, application and consulting services) positioning BT Infonet as a single-source partner for multinational entities. In particular, Infonet IP VPN solutions offer multinationals a unique combination of Private and Public IP services as well as a full set of Managed Security and Mobility Services.

Rated "Best in Class" overall in Telemark's survey of Global Managed Data Network Services, Infonet Services Corporation has also won "Best Customer Care" and "Best Carrier" at the World Communication Awards. Founded in 1970, Infonet Services Corporation owns and operates The World Network®, accessible from more than 180 countries, and provides local service support in over 70 countries and territories.

Additional information about Infonet Services Corporation is available at [www.bt.infonet.com](http://www.bt.infonet.com).

BT Group plc is a public limited company registered in England and Wales under registration number 4190816 with listings on the London and New York stock exchanges. Additional information about the company is available at [www.bt.com/aboutbt](http://www.bt.com/aboutbt).



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