

NextiraOne Beats Industry Benchmarks in Independent Half Yearly Customer Satisfaction Survey

22 September 2004. NextiraOne today announced that it has outperformed industry benchmarks for customer service in an independent Customer Satisfaction Survey for the first half of 2004. The survey investigated the sales process, overall satisfaction with product and solution, installation and maintenance.

EuroNet, a multi-country consortium of European and US research companies, undertook the customer survey on behalf of NextiraOne during June and July 2004. The bi-annual survey will be repeated in November and December 2004.

NextiraOne was given an overall mean ranking of 7.24 against a possible score of 10 for overall customer satisfaction. "This vote of confidence from our customers is excellent and demonstrates our strengths across the whole contract lifecycle. As Europe's leading supplier of voice and data communication solutions, customer satisfaction is critical to the development of NextiraOne. We take feedback from customers very seriously, polling them formally at least twice and year, and ensuring comments are integrated into our own internal business process," said Bruno d'Avanzo, Chief Executive Officer, NextiraOne.

NextiraOne was ranked highly across all aspects of the sales process scoring 7.54 for competence and knowledge; 7.47 for responsiveness; and 7.38 for understanding the brief. The industry benchmark for sales process is 7.20.

In terms of installation customers scored NextiraOne 8.15 for skills; 7.83 for relationship; and 7.51 for meeting the agreed installation date, against an industry benchmark of 7.32.

NextiraOne scored 7.41 for overall satisfaction of maintenance services and 7.39 for handling maintenance calls, against an industry benchmark of 7.11.

Euronet sent questionnaires to over 15'000 of NextiraOne's more than 150'000 customers across 16 countries in Europe. Of these, 3'161 responded. This exceptional rate of return represents a response rate of over 20%.

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About NextiraOne

Headquartered in Paris and Houston, NextiraOne is a leading global provider of integrated enterprise network solutions and services that enable effective, reliable business communications. We cover everything from planning and design to the implementation, support and management of voice, data and converged communications networks. We provide best-in-class technologies from leading partners including Alcatel, Cisco Systems, Genesys and Nortel Networks. And we offer consultation and solutions development ranging from contact centre applications to network infrastructure outsourcing. Discover more at www.nextiraone.com. NextiraOne is owned by Platinum Equity (www.platinumequity.com), a global acquisition firm specialising in the strategic operation of mission-critical services and solutions businesses according to a unique M&A&OSM model of value creation.

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