

Global Crossing Launches Innovative Voice Services Portfolio With Superior Worldwide Customer Support

- End-to-end SLAs on dedicated voice services globally.
- Satisfaction guarantee allows customers to exit contracts if service falters.
- Select customers eligible for loyalty incentives on new services.
- SLAs part of product and services portfolio that defines superior customer experience.

FOR IMMEDIATE RELEASE: MONDAY, AUGUST 18, 2003

Florham Park, N.J. – Global Crossing, a leader in providing innovative voice and data solutions for carriers and enterprises worldwide, announced today a groundbreaking voice services portfolio that delivers unsurpassed network performance and superior customer support. The voice services offering, the first of its kind within the telecommunications industry, consists of voice services Service Level Agreements (SLAs), loyalty incentives and an unmatched satisfaction guarantee.

“Over the past 18 months, Global Crossing has overhauled its systems, operations and procedures to create a vastly superior operating infrastructure,” said Global Crossing CEO John Legere. “To reflect our confidence in the world’s first global MPLS-based IP network, our leading voice and data solutions are now backed by outstanding customer service that goes beyond purely price-based offerings.”

The voice SLAs, which apply to Global Crossing’s dedicated retail voice services globally, guarantee service availability carried along Global Crossing’s network. In addition, they include local access circuits – also an industry first. These voice SLAs support three key areas: end-to-end network availability of 99.9 percent, guaranteed time of installation, and Mean Time to Restore (MTTR).

Global Crossing’s satisfaction guarantee applies to most voice and data products and network services. Customers can exit contracts if performance, based on service level agreements or customer service metrics, falters.

Global Crossing’s voice and data services portfolio is built around a streamlined global service delivery model that offers customers prompt procurement and provisioning. Premier dedicated customer service is provided from state-of-the-art network operations centers (NOCs) and call centers worldwide on a 24-hour basis, seven days a week. With the addition of uCommand[®], Global Crossing’s secure, private Web-based network management tool, customers can monitor their voice services, create utilization reports, reroute traffic, order new services, create and track trouble tickets and perform online bill payment.

The voice services portfolio addresses increasingly demanding applications such as those used by customer service and support call centers, healthcare agencies, and financial institutions -- business segments that have low tolerance for service downtime.

“Global Crossing is committed to developing offers using enhanced customer service models that are targeted to the needs of specific business segments to provide a superior customer experience,” said senior vice president of offer and product management, Anthony Christie. “An example of that commitment is Service Surround, a customer service model uniquely tailored to the financial community. Service Surround is the first step of a renewed focus on customer and segment specific offers from Global Crossing that are built around the three key ingredients: technology, service and value.”

Service Surround, the first of several segment-tailored service models, is implemented by a global dedicated account team, which serves as the single point of contact for network operations, requirements, escalation and coordination. The program's standard features include customer consultations, invoice reconciliation, and trouble ticket updates and progress, including MTTR measurements, root cause analysis and corrective action reports.

The loyalty voucher program offers customers who have remained with Global Crossing over a 12-month period eligibility for a voucher to spend on new services. Voucher amounts vary depending on service contracts.

Global Crossing is a worldwide leader in carrier and commercial voice products that include switched and dedicated outbound and inbound voice services for domestic and international long-distance traffic, toll-free enhanced routing services, calling cards, and commercial managed voice services (UK). Global Crossing carries more than four billion minutes per month over a global voice network. Voice traffic is routed over Global Crossing's fiber-optic network utilizing an iVoIP packet-based and Time Division Multiplexing (TDM) platform.

ABOUT GLOBAL CROSSING

Global Crossing provides telecommunications solutions over the world's first integrated global IP-based network, which reaches 27 countries and more than 200 major cities around the globe. Global Crossing serves many of the world's largest corporations, providing a full range of managed data and voice products and services.

On January 28, 2002, Global Crossing Ltd. and certain of its subsidiaries (excluding Asia Global Crossing and its subsidiaries) commenced Chapter 11 cases in the United States Bankruptcy Court for the Southern District of New York (Bankruptcy Court) and coordinated proceedings in the Supreme Court of Bermuda (Bermuda Court). On the same date, the Bermuda Court granted an order appointing joint provisional liquidators with the power to oversee the continuation and reorganization of the Bermuda-incorporated companies' businesses under the control of their boards of directors and under the supervision of the Bankruptcy Court and the Bermuda Court. Additional Global Crossing subsidiaries commenced Chapter 11 cases on April 23, August 4 and August 30, 2002, with the Bermuda incorporated subsidiaries filing coordinated insolvency proceedings in the Bermuda Court. The administration of all the cases filed subsequent to Global Crossing's initial filing on January 28, 2002 has been consolidated with that of the cases commenced on January 28, 2002. Global Crossing's Plan of Reorganization, which was confirmed by the Bankruptcy Court on December 26, 2002, does not include a capital structure in which existing common or preferred equity will retain any value.

On November 18, 2002, Asia Global Crossing Ltd., a majority-owned subsidiary of Global Crossing, and its subsidiary, Asia Global Crossing Development Co., commenced Chapter 11 cases in the United States Bankruptcy Court for the Southern District of New York and coordinated proceedings in the Supreme Court of Bermuda, both of which are separate from the cases of Global Crossing. Asia Global Crossing has announced that no recovery is expected for Asia Global Crossing's shareholders. Asia Netcom, a company organized by China Netcom Corporation (Hong Kong) on behalf of a consortium of investors, has acquired substantially all of Asia Global Crossing's operating subsidiaries except Pacific Crossing Ltd., a majority-owned subsidiary of Asia Global Crossing that filed separate bankruptcy proceedings on July 19, 2002. Global Crossing no longer has control of or effective ownership in any of the assets formerly operated by Asia Global Crossing.

Please visit www.globalcrossing.com for more information about Global Crossing.

###

Global Crossing's news releases are archived for historical purposes. While the information in the releases was accurate at the time of release, information regarding the matters discussed in the

releases, including material information, changes over time. Information in a release may, therefore, no longer be accurate or in effect after the date of the release, and Global Crossing undertakes no duty to update such information.