



## Global Crossing Ranks in CMP Media's *InformationWeek 500* for Second Consecutive Year

- Innovative technology practices earn Global Crossing fifth place in industry ranking.
- Industry ranking improved over 2002.

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**Florham Park, N.J.** – Global Crossing announced today that it has been named for the second consecutive year to CMP Media LLC's *InformationWeek 500* – a prestigious listing of the nation's most innovative users of information technology (IT).

For 15 years, the *InformationWeek 500* has tracked organization's IT agendas, providing a unique opportunity to understand and examine their business practices across core areas of operations. Companies named to this list demonstrate a pattern of technological, procedural, and organizational innovation. Global Crossing was ranked fifth in the telecommunications industry, surpassing three key competitors, and was ranked 131 overall.

"We are proud to have been ranked once again in the *InformationWeek 500*," said John Legere, CEO of Global Crossing. "For the past 18 months, our global information services team has helped improve our customer experience by delivering services faster and more effectively. We've made innovative advances to our core inventory and provisioning systems that help reduce service delivery intervals and deliver more direct control of workflow to our customers."

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.

"We've also made significant upgrades to our private online customer portal, uCommand®, which is critical to delivering our vision of a globally consistent customer experience," said Dan Wagner, CIO of Global Crossing. "All of this has contributed to improved customer satisfaction, which of course is our number one priority."

uCommand, Global Crossing's secure Web-based network management tool, enables customers to monitor their voice services, create utilization reports, reroute traffic, order new services, create and track trouble tickets, perform online bill payment and interact with customer service 24 hours a day, seven days a week. Recent enhancements to uCommand include improved IP-VPN utilization reports, which enable customers to identify potential congestion scenarios and traffic trends to better manage their network performance.

According to *InformationWeek*, a weekly IT magazine, IT dollars are used primarily to develop, foster and improve processes that promote information sharing across and beyond the enterprise. Regulatory compliance is also prompting new IT spending in many sectors tracked by *InformationWeek*. Web-based architecture, productivity-centric tools and products, and IT infrastructure that promote real-time data transmissions are among the key technology initiatives sought by this year's *InformationWeek 500*.

"America's most innovative companies are devoting more dollars to technology initiatives this year," said Rusty Weston, editor of *InformationWeek Research*. "On average, the *InformationWeek 500* will invest 3.7 percent of their annual revenue on technology for an average cash layout of \$353 million in 2003. This marks an upswing in technology investment compared to a year ago when the typical *InformationWeek 500* company spent \$320 million on IT."

The *InformationWeek* 500 is the most detailed source of industry-specific IT budget data. The research project gathered in-depth information directly from companies about how they approach and prioritize their IT investments. The research identified and ranked the companies following an extensive online and phone study.

#### **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](http://www.globalcrossing.com) for more information about Global Crossing.

#### **ABOUT INFORMATIONWEEK**

*InformationWeek* helps more than 440,000 business-technology professionals who buy, build, and manage technology drive business innovation powered by technology. In addition to the weekly magazine, *InformationWeek* provides a platform of information solutions, including *InformationWeek.com*; *InformationWeek* Research; *InformationWeek* Events, which includes the *InformationWeek* Conference for business-technology executives; and the *InformationWeek* Daily, an E-mail news service. In May 2003, in conjunction with *Optimize*, *InformationWeek* launched its Media Network. The Media Network consists of *Optimize*, *Government Enterprise*, and *Healthcare Enterprise*, as well as its Vertical Industry Network publications, *Bank Systems and Technology*, *Insurance and Technology*, and *Wall Street and Technology*. *InformationWeek* is consistently recognized for its commitment to excellence and innovation, receiving several of the industry's top media accolades, including top spots in *Technology Marketing's* Influencers Report, *BtoB* Magazine's annual Media Power 50, as well as awards from ASBPE.

#### **ABOUT CMP MEDIA**

CMP Media LLC ([www.cmp.com](http://www.cmp.com)) is a leading high-tech media company providing essential information and marketing services to the entire technology spectrum--the builders, sellers, and users of technology worldwide. Capitalizing on its editorial strength, CMP is uniquely positioned to offer comprehensive, integrated media solutions tailored to meet marketers' individual needs. Its diverse products and services include newspapers, magazines, Internet products, research, direct-marketing services, education and training, trade shows and conferences, custom publishing, testing, and consulting.

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*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.*