

**Did You Know?**

Global Crossing carries 2.2 billion VoIP minutes a month on our network and 30 million VoIP minutes in Europe.

To learn more visit us at:  
[www.globalcrossing.com](http://www.globalcrossing.com)

Control your account with uCommand

What can convergence save you?

**Events**

Fall Von  
Sep. 9- Sep. 22  
Boston, Mass  
Global Crossing Booth  
Number: 1241

Carrier World  
Sep. 19-22  
London England  
Global Crossing  
Carriers align  
revenue and traffic growth?

Comp Tel  
Oct. 9-Oct. 12  
Orlando Fla. U.S.  
Global Crossing Booth  
Number: 200

Futurecom  
Oct. 24 - 27  
Florianopolis, Brazil

**Zoom through 2005 - Special offers to help you achieve your business goals.** Pg. 3

To contact the editor call:  
973.937.0431

**Welcome from Ted Higase**

EVP, Worldwide Carrier Services

Welcome to the latest edition of Carrier Connections. 2005 has been an exciting year for us as we continue to build momentum around our IP offerings. In February, we earned the distinguished 2005 Frost & Sullivan Industry Innovation and Advancement Award conferred on Global Crossing for our "...pioneering next-generation services, sound business strategy, superior customer relations, state-of-the-art technologies and ongoing educational efforts." In fact, according to Frost & Sullivan research analyst, Vinod Ramanathan, "...With a strong focus on serving customers, Global Crossing has gained an edge over the competition by adopting the 'best fit' technology from the customer perspective."

In May we rolled-out our Carrier VoIP Outbound and Carrier VoIP Inbound Local Services in Europe. Industry analyst Tim Dillon gave our introduction of the services a "positive" rating in the "Current Analysis" report published on May 27. Tim noted "this is a growing area of interest to many potential customers and the initiative considerably strengthens the company's VoIP portfolio, capabilities and services in Europe." (Continued page 2)

**▶ FEATURE ARTICLE****Global Crossing Fast-Track Services™ Enterprise Solutions for Service Providers**

Explorer Christopher Columbus proved years ago that the world was not flat and travelers from around the world have been rounding the globe ever since.

Fast forward to the 21st century: Today's service providers face increased pressure to extend their services around the globe, versus across current "flat" regions, due to the ever-increasing demands from enterprise customers for cost-effective solutions that meet the business needs of their international site expansions. While Chris Columbus is, unfortunately, no longer available to help with this navigation, service providers have learned that the best solution to circling the globe is through a "Fast Track" partnership with Global Crossing.

Global Crossing Fast-Track Services™ deliver enterprise solutions for service providers enabling increased speed-to-market and revenue realization by expanding geographic reach, offering a broadened range of converged IP services, and providing a unified customer experience to enterprise end users around the world. With this strategic solution, service providers avoid the costly expenditures and long lead times generally associated with service expansion. By utilizing Global Crossing's iMPLS services to provide a network-to-network interconnection, all sites, whether on Global Crossing's network, or the service provider's network, (Continued page 2)

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- ▶ Ask the Solutions Experts
- ▶ Feature Article
- ▶ Global Crossing in the News
- ▶ Recent Press Releases
- ▶ What Others Are Saying

**PRODUCT NEWS**

- ▶ Global Crossing recently announced a Hosted IP Voice offer for UK resellers and soon, the mainland Europe market. Perfect for those service providers seeking a flexible solution, **Global Crossing Hosted IP Voice** delivers all the benefits of VoIP without the capital outlay. For more information, please call us. Contact details provided on page 4.
- ▶ Establish an IP Interconnection directly to your end-users location with **Global Crossing's Enterprise Connect** solution for Switchless resellers. Currently in Controlled Introduction (CI), For more information, please call us. Contact details provided on page 4.
- ▶ Looking for bridging, video-conferencing scheduling and call management services that can deliver a continuous monthly revenue stream? Concerned about financial or marketing risks in going it alone? **Global Crossing's IP Video Wholesale** solution was tailor-made for you. For more information, please call us. Contact details provided on page 4.

**WELCOME FROM TED HIGASE** (Cont. from front page)

IP Convergence is becoming a reality and has become the vehicle for changing the way business gets done. In response to this movement, Global Crossing is making it easier than ever for carriers to partner with us and to leverage our iMPLS network assets and business practices for quick service reach expansion with minimal capital and sales expense. More on that in our Feature Article titled, "Fast-Track Services Gaining Traction."

We plan on being at the following events and look forward to visiting with you this Fall and further demonstrating our IP leadership at shows like: Fall Von (Boston), Carrier World (London), CompTel (Orlando) and FutureCom (Brazil). For more information on each of these, please visit [www.globalcrossing.com](http://www.globalcrossing.com).

The team and I look forward to keeping you informed on a quarterly basis, about Global

Crossing's future offerings, enhancements and best practices. We hope to hear from you as well so please share with us your feedback

As always, please share with us your thoughts and ideas here.

Best Regards,

**Ted**

**FEATURE: FAST TRACK SERVICES** (Cont. from front page)

become one private IP VPN. While the focus of Fast-Track is IP Services™, the portfolio also includes On-Site Support, Private Line, and ATM/Frame with the addition of VoIP Services expected later this year and Managed Services in 2006. According to Camille Mendler, director of telecom strategies in Europe for Yankee Group, "European service providers could really speed time to revenue by using Global Crossing's Fast Track offer. Fast Track is a unique combination of features including rapid delivery next-gen IP services on a truly global basis, as well as extensive management and integration capabilities to price, bid and deliver solutions according enterprises' individual needs. It's a committed and structured approach to partnering that goes beyond a classic master services agreement – this is a new model, offering extensive online support tools, including e-bonding."

The IP market is gaining momentum due to real, not hyped, enterprise demand. In the past few years, IP VPN and VoIP services were traditionally viewed as a goal of business planning with implementation being held for "next year." Yet, "next year," seemed to move back from one year to the next. Now, however, as more and more businesses not only plan, but implement IP Services, the hype has become reality.

Yet, even with the increased demand, under today's tight capital expense budgets, carriers must remain cost conscious and continue to seek partnerships that help improve their margins. Global Crossing Fast-Track Services allow service providers to quickly address the needs of growing enterprises, increasing new service revenue and margin dollars more quickly than waiting for network build-outs that may never come to fruition. Global Crossing Fast-Track Services launched late 2004, gained rapid momentum in 2005 as service providers realized Global Crossing could help improve results through the flexible offering.

Global Crossing Fast-Track Services options include Signature Services™, which allow service providers to market these network services under their own brand (white label) to their customers, while Alliance Services™ enable service providers

to co-brand the network services with Global Crossing. Henning Dransfeld, research director at OVUM, had this to say: "A service provider offering retail VPN services can choose a number of options for extending its service beyond its own network. Among the various options, OVUM views direct white label interconnection as the fastest growing market opportunity at present, where total demand for wholesale IP VPN services will grow by more than 400 percent between end of 2004 and 2008."

Another integral part of Fast Track Services, is Global Crossing's self-service portal uCommand® providing customers 24x7 self-service autonomy. This secure, private, Web-based network management tool allows customers to order services, monitor their networks, create utilization reports, establish end-user accounts, obtain access pricing, and view monthly billing reports. Fast-Track partners also enjoy exclusive uCommand efeatures like access to the Global Crossing Service Inquiry tool – a direct connection to our operations team for large capacity, or off-net location quotes, and the ability to brand uCommand screens that allow secure end user access to view network statistics. Another important uCommand feature includes the option to download access quotes directly into your pricing system. Our development teams work together to create a simple API program to enable this feature. Additional eBonding options will be added in 2006.

Global Crossing currently works with partners in North America, Europe, Asia, and Latin America – the global diversity of the program speaking volumes to the need for service providers to improve global reach. The service offers additional value through the complementary On-site Support Services in which procurement, installation, and trouble fix maintenance of customer premise routers are offered in regions lacking the support staff.

Global Crossing Fast Track Services™. Available today; designed to grow and scale to meet the demands of the future. Even Columbus would be proud.

**▶ ASK THE SOLUTIONS EXPERTS**
**Advanced Solutions Group**

Chartered to exceed your technical and financial objectives through creatively architected, customized solutions.

Each quarter, Carrier Connections will feature a Q&A with one of Global Crossing's solution experts. This edition addresses the control differentiator inherent in the Global Crossing MPLS te network

Q: Are all MPLS Networks the same?

A: Darryl Brown, solutions architecture director explains the Global Crossing control difference...

MPLS te -- MultiProtocol Label Switching, traffic engineering.

MPLS is a technology used by many service providers to increase the efficiency of packet networks. The 'traffic engineering' capability further enhances the effectiveness and value of MPLS.

At the edge of the Global Crossing network there are routers called 'edge routers' and routers in the core of the network called WAN routers. The edge routers move traffic in and out of the network, and the wan routers are responsible for directing it across the network. With MPLS, the edge routers insert in each packet an MPLS header that contains a label with instructions that enable the wan routers to move the packet efficiently from router to router. The MPLS header also specifies the class of service a packet receives. The packets

in a VoIP call, for example, always get the highest class of service, i.e. the highest priority, in our network. If traffic flow over a particular path is reduced by a problem in the network and packets begin backing up in queue, the VoIP packets will get first priority for passage.

Traffic engineering, or MPLS te, represents another layer of control and brings a whole new level of reliability to the Global Crossing MPLS network. In MPLS networks without traffic engineering, packets with lower classes of service may get dropped or discarded if a troubled path fills up. Traffic engineering specifies slightly longer, somewhat less efficient paths for these lower priority packets to follow, but paths that will nonetheless get them to their destinations.

"It's like getting displaced on an over-booked airliner," Brown says. "First-class passengers, who pay for special treatment, will be first to board. Some of the other passengers may find themselves on another flight that makes more stops than the one they were trying to get on, but it will eventually get them to their destination without a major delay (like sleeping in the terminal)."

Brown points out that MPLS-te is a powerful and complex technology with many additional attributes and capabilities. "It is a key differentiator for Global Crossing," Brown says, "and it gives our network resilience and economies that competitors have a hard time matching."

**▶ WHAT OTHERS ARE SAYING**

"European service providers could really speed time to revenue by using Global Crossing's Fast Track offer. Fast Track is a unique combination of features including rapid delivery next-gen IP services on a truly global basis, as well as extensive management and integration capabilities to price, bid and deliver solutions according to enterprises' individual needs. It's a committed and structured approach to partnering that goes beyond a classic master services agreement - this is a new model, offering extensive online support tools, including e-bonding."

Camille Mendler,  
Director of Telecom Strategies Europe -  
The Yankee Group

Global Crossing Fast Track  
Press Release - July 25, 2005

**Zoom through 2005**

**Global Crossing is dedicated to providing you with the best possible experience for customer support, services, and programs. And now, for a limited time, we are offering promotions on Private Line, IP Transit, and Metro Connections Services to help you achieve your business goals for 2005.**

**Hot Routes Private Line Promotion  
North & South America, Europe**

- ▶ Reduced flat-rate pricing for POP to POP services from select Global Crossing markets in North America, Europe, and South America.
- ▶ Reduced pricing for OC-3/STM-1
- ▶ Reduced pricing for OC-3/STM-1 prepaid lease option.

- ▶ No Private Line install charges.

**IP Transit Hot Ports Promotion  
North and South America, Europe**

- ▶ List of global ports at various speeds wait waiting for your order at HOT RATES!  
These ports are up and ready waiting for orders.
- ▶ DS3/E3, OC3/STM1, FastE - North & South America and Europe Metro Mania - United States and Europe
- ▶ Connecting to select metro pops in the U.S. or Europe is FREE. Other metro locations, pricing is deeply discounted.
- ▶ There is no better time to connect to our worldwide Global Crossing network.

**IP Transit Reseller Program - Europe**

- ▶ Program enables resellers to offer Global Crossing's Tier 1 connectivity and quality to smaller companies. Reseller aggre

gates IP Transit traffic from smaller companies, sends to Global Crossing for total commitment pricing. Pricing structure enables resellers to gain margin dollars on the per meg price to the smaller companies. **For more information on these offers, please contact:**

**North America**

Greg Spraeztz, Senior Vice President  
Greg.spraeztz@globalcrossing.com  
678-393-2120

**Europe**

Keith Westcott, Senior Vice President  
Keith.westcott@globalcrossing.com  
+44 2079042676

**Latin America**

Dale Miller, Senior Vice President  
Dale.miller@globalcrossing.com  
305-808-5940

**GLOBAL CROSSING IN THE NEWS** available at: [www.globalcrossing.com](http://www.globalcrossing.com)

August 8, 2005

**Carrier Boundaries Challenge MPLS VPNs**  
By Jim Duffy - Network World

July 25, 2005

**Global Crossing On 'Fast Track' To European Growth**  
TelecomWeb News Digest

June Edition 2005 (interviewed 4/26/2005)

**Partnership Models: Demand for Global IP VPN Services is Fueling the Need for Carrier Partnerships**  
Capacity Magazine

June 2005

**Global Crossing Plans IPv6 Offering**  
Network World

May 25, 2005

**Today's Focus: Global Crossing Eyes Federal Prize**  
By Carolyn Duffy Marsan  
(interviewed 5/11/2005)

Network World

May 24, 2005

**Global Crossing Launches Inbound VoIP Service**  
Telecompaper  
Subscription only

May 11, 2005

**Global Crossing CEO: Revenue decline 'a good thing'**  
By Ed Gubbins  
Telephony Online

**RECENT PRESS RELEASES** available at: [www.globalcrossing.com](http://www.globalcrossing.com)

August 9, 2005

**Global Crossing Announces Consolidated Second Quarter Results**

July 25, 2005

**Global Crossing Expands Indirect Partner Program in Europe**

May 24, 2005

**Global Crossing To Provide Loral Skynet With Expanded Fast-Track Service Capabilities**

May 24, 2005

**Global Crossing Expands Carrier VoIP in Europe With Inbound VoIP Local Services**

**PRODUCT NEWS** [Cont.from front page]

**For more information on these products, please contact:**

**North America**

Greg Spraetz,  
Senior Vice President

[Greg.spraetz@globalcrossing.com](mailto:Greg.spraetz@globalcrossing.com)  
678-393-2120

**Europe**

Keith Westcott,  
Senior Vice President

[Keith.westcott@globalcrossing.com](mailto:Keith.westcott@globalcrossing.com)  
+44 2079042676

**Latin America**

Dale Miller,  
Senior Vice President

[Dale.miller@globalcrossing.com](mailto:Dale.miller@globalcrossing.com)  
305-808-5940