

NETSCOUT Honored for the Ninth Time for Delivering 'World-Class' Customer Service

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Receives CRMI's prestigious NorthFace ScoreBoard AwardSM for exceeding customer expectations

WESTFORD, Mass.--(BUSINESS WIRE)-- **NETSCOUT SYSTEMS, INC.** (NASDAQ: NTCT), a leading provider of service assurance, security, and business analytics, announced today that it has received the **NorthFace ScoreBoard AwardSM (NFSB)** from **Customer Relationship Management Institute LLC (CRMI)** after achieving excellence in customer service and support for its **NETSCOUT nGeniusONE® Service Assurance** solution in 2018. NETSCOUT is a nine-time winner of the award, demonstrating the company's investment and dedication to implementing a successful customer experience.

Since 2000, the award has been presented annually to companies that have been rated solely by their own customers, and have exceeded their expectations in customer service. Each year thousands of international and domestic companies are invited to apply for the NFSB Award in categories such as technical support, field service, customer service, professional services, account management and other customer facing groups. The NFSB award criteria includes achieving Customer Satisfaction (CSAT) ratings of over 4.0 out of 5.0 for the calendar year. Businesses which achieve this rating, or equivalent rating systems such as NPS, successfully pass an audit and are provided with written verification by CRMI's executive management team.

"The NorthFace ScoreBoard Award is widely recognized as the most prestigious award for customer service excellence due to its unique customer only voting criteria. The award also recognizes organizations that not only offer exemplary service, but those who have chosen to make their CX strategy a key component of their company's DNA," said John Alexander Maraganis, president & CEO of CRMI.

"It is an incredible honor to receive this recognition for the ninth year, and we could not be more grateful to our

customers for their continued confidence in our global services team,” said Tracy Steele, NETSCOUT’s vice president of Global Services Operation. “Our customers are at the core of everything we do, and our Global Services organization works relentlessly to provide them with the visibility and best in class services they deserve, and have come to expect from NETSCOUT solutions. This award is a testament to our success in achieving excellence as a result of our dedication toward reaching that goal.”

About NETSCOUT

NETSCOUT SYSTEMS, INC. (NASDAQ: NTCT) assures digital business services against disruptions in availability, performance, and security. Our market and technology leadership stems from combining our patented smart data technology with smart analytics. We provide real-time, pervasive visibility, and insights customers need to accelerate and secure their digital transformation. Our approach transforms the way organizations plan, deliver, integrate, test, and deploy services and applications. Our nGenius service assurance solutions provide real-time, contextual analysis of service, network, and application performance. Arbor security solutions help protect against DDoS attacks that threaten availability and advanced threats that infiltrate networks to steal critical business assets. To learn more about improving service, network, and application performance in physical or virtual data centers, or in the cloud, and how NETSCOUT’s performance and security solutions, powered by service intelligence, can help you move forward with confidence, visit www.netscout.com or follow @NETSCOUT and @ArborNetworks on Twitter, Facebook, or LinkedIn.

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