

## Plusnet achieves third consecutive Which? recommendation

Submitted by: pr-sending-enterprises

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Plusnet, the UK home phone and broadband supplier, has received its third consecutive recommendation from Which? - the largest independent consumer body in the country.

Plusnet broadband (<http://www.plus.net/residential/awards.shtml>) has been given a four star rating for connection reliability, value for money, customer service and ease of set up and has been named as a "Which? Recommended Provider".

To become a "Which? Recommended Provider" a product must receive an overall score of at least 70% in their consumer survey and get an average or above ratings for all other aspects of service. Close to 600 Plusnet customers were questioned in the survey and gave Plusnet broadband an overall score of 73%. This is a hat-trick title for Plusnet who has previously gained the status in August 2011 and March this year.

Jamie Ford, Plusnet CEO said: "It is great to be recognised for the combination of value for money and high quality service which we consistently offer our customers. To get this recommendation for the third time running, based on genuine customer feedback, is testament to the improvements we have been making at Plusnet.

"We continue to offer 24/7, free phone UK support and in the last year we've set up specialist teams that focus on the most common customer concerns. Whether it is enabling someone to get the best connection speed or prevent latency on time sensitive services such as on-demand TV, we can now give specific and individual advice to ensure the best possible experience."

Plusnet has already won four uSwitch Broadband Awards this year, claiming the 'Best Customer Rated Broadband Provider', 'Best Value Home Broadband', 'Most Reliable Service' and 'Most Likely to be Recommended' categories. It has also gained industry accolade this month winning 'Best Consumer Fixed Broadband' at the Internet Service Providers Association (ISPA) awards.

With 24/7 call centre support based entirely in Sheffield and free to call from a UK landline, all advisors are technically trained, do not work from scripts and look to resolve any problems first time. For more information on Plusnet, go to [www.plus.net](http://www.plus.net)

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Notes to editors:

About Which?

Which? is the largest consumer body in the UK, with over 650,000 members. It is a registered charity and completely independent.

About Plusnet:

Back in 1997 Plusnet was born. Our plan was simple - to think and act differently from other providers and save you money. That's not changed since the day we launched. More than a decade later we're still providing great value broadband, Fibre broadband and phone from our HQ in Yorkshire.

Our customers and industry professionals think we support them so well we've been given a stack of awards to prove it. We were especially proud to say that for the third consecutive time Plusnet Value broadband has been honoured as a "Which? Recommended Provider". (July 2012)

We've always taken pride in having a great relationship with our customers. We think it's only fair to talk openly and honestly with them. We help fix problems and talk about pretty much anything related to broadband over on our Community site, blogs and forums. Our customers also get generous rewards for telling their friends about us.

Despite usage limits on our broadband products, we offer unlimited downloads between midnight and 8am every day. This does not count towards a customer's monthly usage allowance.

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