

Which? names Zen its Best Broadband Provider

Submitted by: Zen Internet Ltd

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Zen Internet has once again been awarded Which? Recommended Provider status after topping the consumer organisation's latest broadband satisfaction survey. The survey was conducted in July and evaluated during August and September.

Which? regularly asks thousands of broadband users to rate their Internet Service Provider (ISP) on a range of measures including speed, reliability, customer service and technical support. The magazine aims to highlight those providers that give a "fast, consistent connection, and fix things quickly should they go wrong."

Zen topped the table with a customer score of 85%, and was one of only two ISPs to be awarded prestigious Which? Recommended Provider status, in Zen's case for the 10th time!

By contrast, major suppliers like BT (with a customer score of 41%), Sky (53%) and Virgin (53%) were well down in the rankings. TalkTalk propped up the table with a score of just 37%.

Andrew Fryatt, Zen's Managing Director for Small Business and Residential, said: "We're honoured to again be named a Which? Recommended Provider because it shows that our customers recognise the efforts we make every day to offer the best service in the UK broadband market.

"But we're not complacent - we know there is always room for improvement. Our aim is to get even better and stay a few steps ahead of our competition. We continue to invest heavily in both our network and our service model."

In its full review of Zen's service Which? said: "Zen Internet offers a great broadband service and has done so for years," and praised the company's "great customer service and technical support."

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Notes to editors

Zen Internet is a leading independent telecommunications and internet services provider.

The company has won numerous awards including the UK IT Industry Award for Services Company. It was recently named PC Pro's Best Broadband Provider for a record-breaking 13th time.

Zen is a Sunday Times 100 Best Companies To Work For.

Zen Internet employs more than 400 staff and last year (2015) generated revenues of £54.2m.