

Press Release

Arelion receives all-time high Net Promoter Score

Stockholm, November 21, 2023 – Arelion, the provider of the #1 global Internet backbone, is proud to announce a record-breaking Net Promoter Score of 75 for 2023. This remarkable achievement follows a consistent 18 percent year-on-year increase since Arelion's first NPS survey in 2012. The highest scores were given to Account Management, Network Quality and Service Delivery.

“In the fiercely competitive marketplace for connectivity services, Arelion firmly believes that customer experience is the single most critical factor. I am extremely proud of our latest Net Promoter Score, which really proves that our investments in this area are creating value for our customers. Despite all the technology, this is a people-centric business, and we are committed to continuing to lead the way as the provider of the industry’s best customer experience”, said Daniel Kurgan, CEO of Arelion.

The survey includes answers from hundreds of respondents across Europe, North America, and Asia. Account Management was ranked highest by Arelion’s customers, closely followed by Network Quality, Service Delivery, and Maintenance.

Here are just a few of the comments left by our customers:

- “Real expertise with good attitude. Quickness and correctness in customer contact.”
- "The service delivery works (as always) very good, and always helping us to expedite any urgent provision."
- “Efficient approach with the client. Always getting speedy feedback.”
- "Network quality is the main reason for us. But also fast and straightforward communication during service delivery, even in case of some glitches."

Learn more about Arelion's unique culture and first-time-right approach, enabling seamless Service Delivery and the industry’s highest first-line resolution rates [here](#).

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About Arelion

Arelion solves global connectivity challenges for multinational enterprises whose businesses rely on

digital infrastructure. On top of the world's #1 ranked IP backbone and a unique ecosystem of cloud and network service providers, we provide an award-winning customer experience to customers in more than 125 countries worldwide. Our global Internet services connect more than 700 cloud, security and content providers with low latency. For further resilience, our private Cloud Connect service connects directly to Amazon Web Services, Microsoft Azure, Google Cloud, IBM Cloud and Oracle cloud across North America, Europe and Asia. Discover more at [Arelion.com](https://arelion.com), and follow us on [LinkedIn](#) and [Twitter](#).