

## **Media release**

Zurich, 9 September 2011

### **upc cablecom “Best Swiss Corporate Network Carrier” again**

**In the latest published Telekom Rating from Swiss business magazine “BILANZ”, upc cablecom has for the fifth time taken first place in the “Corporate Network Carrier” category. In addition, the largest cable network company in Switzerland made a giant leap to fourth place overall in the “Fixed Telephony” category. The rating is conducted annually and is based on a representative survey of business customers of the major Swiss telecommunications companies.**

This year is already the twelfth time that the BILANZ Telekom Rating has been carried out, with more than 1,000 business customers once again passing judgement on their telecommunications partners. Consequently, the rating is seen as a sound indicator of customer satisfaction.

upc cablecom has succeeded in taking first place in the “Corporate Network” category for the fifth time in the last seven years. Marco Quinter, Managing Director of Business Services, explains the reasons for this top result as follows: “Our ongoing optimisation efforts in the central areas of infrastructure, security, services and staff have paid off. As a result, we are now in a position to offer our various customers – from SMEs through to multinational companies – customised solutions with an optimal price-performance ratio”.

upc cablecom also took a giant leap forwards in the “Fixed Network Telephony” category, succeeding in climbing from ninth place the previous year to fourth place in the current rating. In the Internet Services category, the cable network operator was placed seventh as in the previous year.

#### **Top in virtually all areas**

A total of five different criteria were assessed in the BILANZ survey: quality, innovation, price, flexibility and support. With five being the top score, upc cablecom succeeded in obtaining an average rating of well over four points in all categories in which it was assessed. Compared to the previous year’s rating, the cable network operator succeeded in improving significantly with regard to the “Support” and “Quality” assessment criteria, recording some large



increases in all three rating categories. The company even achieved the best rating of all providers with regard to the “Innovation” and “Price” assessment criteria in the “Corporate Network Carrier” category.

### **Investments pay off**

For Eric Tveter, Managing Director of upc cablecom, the current rating is the logical consequence of the multiple measures implemented to improve the customer experience: “This result is due to our huge investments in the network and in our services. We are now already in a position to be able to offer our business and private customers Internet speeds and support services which other providers throughout Switzerland will not be able to offer for some years to come, and only after making huge investments.”

upc cablecom business ([www.upc-cablecom.biz](http://www.upc-cablecom.biz)), the business customer division of the market-leading cable network company, provides companies, institutions and authorities with cable-based communication services on every scale. As a national IP carrier with a nationwide optical fibre network, upc cablecom business is able to supply high-quality data and telephony services to customer locations in all regions.

### **The detailed ranking list (in German only) can be found at**

[http://www.bilanz.ch/sites/bilanz.ch/files/article/documents/bil\\_16\\_telekomrating.pdf](http://www.bilanz.ch/sites/bilanz.ch/files/article/documents/bil_16_telekomrating.pdf)

### **For more information about upc cablecom visit:**

<http://www.upc-cablecom.ch>

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### **About upc cablecom**

upc cablecom – a member of Liberty Global – is Switzerland’s largest cable network company and provides its customers with offerings in the television, Internet and telephony sectors. As of 30 June 2011 the company recorded over 1.5 million cable connections with television and radio reception. 509,600 customers additionally use upc cablecom Digital TV and Radio. Another 525,200 Internet and 339,000 telephony customers have invested their trust in the products of Switzerland’s largest cable network operator. The company also provides voice, data and value-added services for business customers. upc cablecom supplies cable network companies with system building, application and transmission services. Its own network serves over 2 million households and covers all major Swiss cities. In 2010 upc cablecom generated revenue of more than 1.1 billion Swiss francs with 1400 employees.

<http://www.upc-cablecom.ch/about>

### **About Liberty Global**

Liberty Global is the leading international cable operator offering advanced video, voice and broadband internet services to connect its customers to the world of entertainment, communications and information. As of June 30, 2011, Liberty Global operated state-of-the-art networks serving 18 million customers across 14 countries principally located in Europe, Chile and Australia. Liberty Global’s operations also include significant programming businesses such as Chellomedia in Europe.

<http://www.lgi.com>