



Press Release

Arelion Brings Home the Bronze Stevie® Award for Customer Service

Stockholm, August 24, 2023 – Arelion today announced it has won the Bronze Stevie® Award for Customer Service Department of the Year from the International Business Awards®. This award recognizes Arelion’s unwavering commitment to world-class customer excellence.

The 20th International Business Awards® received entries from organizations in 61 nations and territories. Stevie Award winners were determined by the average scores of more than 230 executives worldwide who participated in the judging process. Quotes from judges about Arelion’s customer service excellence include:

“Arelion showcases a strong focus on providing world-class customer care and actively incorporating customer feedback to enhance their connectivity services. Their culture of caring and commitment to excellent customer experiences sets them apart from competitors. With a diverse support team located in 20 countries and proficient in multiple languages, they bridge cultural gaps and ensure effortless experiences for customers.”

“Arelion's customer-centric approach is commendable. They offer self-service options and personal engagement, and they are committed to meeting customer needs effectively. They are also investing in tools to help Customer Support Engineers resolve issues promptly and efficiently. It's not that easy to consistently gain an NPS increase in their line of business, but they were able to achieve this.”

“Approaching the 30th anniversary of our #1 ranked Internet backbone, it's incredibly gratifying to receive third-party validation that reinforces our unwavering commitment to our core values,” said Staffan Gøjeryd, Arelion CEO. “We’ve built our culture on transparency and world-class customer experiences, which trickles into everything we do to keep the world connected. Ultimately, our ability to maintain this high level of customer service for three decades results from our highly skilled people.”

Details about The International Business Awards and the lists of Stevie Award winners are available at www.StevieAwards.com/IBA

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://www.arelion.com), and follow us on [LinkedIn](#) and [Twitter](#).

About the Stevie Awards

Stevie Awards are conferred in eight programs: the Asia-Pacific Stevie Awards, the German Stevie Awards, the Middle East & North Africa Stevie Awards, The American Business Awards®, The International Business Awards®, the Stevie Awards for Women in Business, the Stevie Awards for Great Employers, and the Stevie Awards for Sales & Customer Service. Stevie Awards competitions receive more than 12,000 nominations each year from organizations in more than 70 nations. Honoring organizations of all types and sizes and the people behind them, the Stevies recognize outstanding performances in the workplace worldwide. Learn more about the Stevie Awards at www.StevieAwards.com.

Contacts:

Arelion

Martin Sjögren, Senior Manager PR and Analyst Relations

+46 (0)707 770 522

martin.sjogren@arelion.com

Arelion U.S. Media

Jeannette Bitz, Engage PR

+1 510 295 4972

jbitz@engagepr.com