



## Telia Carrier Wins Double at the World Communication Awards 2018

Stockholm – 6, November 2018 – Telia Carrier today announced that it has been recognized twice at the 2018 World Communication Awards (WCA) by winning ‘Best Wholesale Operator’ and ‘The UX Award’ for delivering the best user experience. These are the fifth and sixth wins for the company, respectively, if the earlier ‘Best Wholesale Carrier’ and ‘Best Customer Care’ categories are included. This award-winning legacy is testament to Telia Carrier’s sustained focus on excellence and the achievement was made amidst stiff competition from all over the world.

*“This is a tremendous honor and acknowledgment of our sustained company-wide focus to deliver industry-leading services that enable our customers to offer a better end user experience,” said Staffan Göjeryd, CEO Telia Carrier. “Maintaining the newest technological capabilities, expanding our footprint to meet demand, broadening the service portfolio, and being responsive to customer needs remain central parts of our business strategy and our culture, so that we can continue to deliver the best services.”*

### Best Wholesale Operator

Telia Carrier is currently ranked number one in the Dyn global Internet backbone rankings and its direct customers account for more than half of global Internet routes. The company recently marked the 25<sup>th</sup> anniversary of its Internet backbone, AS 1299, and continues expanding its footprint with more Points-of-Presence (PoPs) and new network stretches, giving customers greater reach and reliability.

One member of the WCA judging panel praised the company, stating, “Telia Carrier has been one of the leaders of the carriers’ pack for some years, with a permanent focus on its customers.”

### The UX Award

Telia Carrier launched a new customer portal and website to make customers’ interactions easier, faster and more intuitive and to give them greater transparency and visibility. The company’s new website added a live chat function to complement 24/7 support via phone and email in English, Russian and Spanish as well as local business hours support in 27 other languages.

These efforts were highlighted by the judges in the following way “Telia’s customer feedback is compelling. It is a worthy winner in this category,” one of the judges said. While another remarked, “When corporate culture supports customer centricity, striving for customer satisfaction becomes almost natural. With multiple measures aiming to improve the customer experience, Telia has catapulted itself to the Olympus of the industry.”

### Top-ranked global backbone

Telia Carrier owns and operates the world’s [#1 backbone](#) (according to Dyn Research) and provides critical network infrastructure, services and cloud connectivity to operators, content providers and enterprises alike. With customers in more than 110 countries, their global network footprint connects more than [265 Points of Presence](#) with 65,000 km of fiber across Europe, North America, Asia and the Middle East.

### **About The World Communication Awards (WCA)**

The World Communication Awards (WCA) were established in 1999 to recognize excellence amongst global telecom operators. The WCA is organized by Total Telecom and their owners Terrapinn.

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### **About Telia Carrier**

Telia Carrier owns and operates one of the world's most extensive fiber backbones. Our mission is to provide exceptional network infrastructure and services – empowering individuals, businesses and societies to execute their most critical activities. By working close to our customers, we make big ideas happen at the speed of fiber. Discover more at [teliacarrier.com](http://teliacarrier.com).