



**Address:** Plusnet plc Internet House, 2 Tenter Street, Sheffield, S1 4BY

**Contact:** We can be contacted directly or via our PR agency Octane PR.

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**Octane PR:** [plusnet@octanepr.com](mailto:plusnet@octanepr.com)

**Key staff members:**

CEO: Neil Laycock  
CFO: Sam Booth  
Products and Marketing Director: Neil Armstrong

**About us:**

We first started providing Internet access way back in 1997. Dial-up modems and 56k speeds were all the rage back then and YouTube, Facebook and the iPlayer weren't even a twinkle in their creator's eyes.

Since then the Internet has changed almost beyond recognition and we've grown to provide [broadband](#) to more than 200,000 customers. We also offer [Home Phone](#), [VoIP](#) and [WiFi](#). In January 2007 we were bought by BT. Now we run as an independent subsidiary from [our offices in Sheffield](#). There are more than 200 of us working here and in 2008 we were awarded a '[First Class' one-star rating](#) in the annual Best Companies to Work For survey.

We pride ourselves in being a little bit different to your average broadband supplier. We don't offer "unlimited broadband" with fair usage policies; instead we have clearly defined usage allowances. We talk to our customers about pretty much anything related to broadband over on our [Community site](#), and they can join in the chat on blogs and discussion forums. Our customers also get generous rewards for telling their friends about us.

This approach has helped us win a [stack of awards](#). In 2008 we won Best Consumer ISP at the ISPAs (think Oscars but for the internet industry), been ranked number one in a Broadband Choices survey and won 9 out of 11 categories in the 2008 uSwitch survey.

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<http://www.plus.net>

## Our Products:

Overview of residential products:

	Monthly Price	Speed	Included Usage	Contract Length
BBYW Option 1	£9.99	'up to' 8Mb	2GB	Monthly
BBYW Option 2	£14.99	'up to' 8Mb	15GB	Monthly
BBYW Option 3	£19.99	'up to' 8Mb	30GB	Monthly
BBYW Pro	£19.99	'up to' 8Mb	15GB	Monthly
Plusnet Essential*	£16.99	'up to' 8Mb	1GB	Annual

\*Plusnet Essential is a bundled package which also includes line rental and all 01, 02 & 03 weekend calls for £16.99.

All of our residential products come with free overnight usage (Midnight-8am), Broadband Firewall and Anti-Virus/Spam protection and included Webspace. Free hardware and activation is available on all residential packages if the customer remains with Plusnet for 12 months.

We also offer Home Phone packages which can be taken with any residential broadband package: <http://www.plus.net/residential/phonecalls/home/index.shtml>

Further information on all products is available on request, or from: [www.plus.net/residential/broadband](http://www.plus.net/residential/broadband).

## Recent Awards:

- uSwitch.com Broadband Customer Satisfaction Survey – Winner of 9 out of 11 awards, March 2008.
- Best Consumer ISP – ISPA Awards 2008
- Best Broadband Provider in the UK – Broadband Choices, March 2008
- Computer Shopper 2007 Reader Awards – 'Best Broadband Provider'
- Custom PC magazine 'Best Internet Service Provider 2007'
- uSwitch.com Broadband Customer Satisfaction Survey Overall Winner, May 2007
- uSwitch.com Broadband Customer Satisfaction Survey Information Quality During Sign-up Winner, May 2007
- uSwitch.com Broadband Customer Satisfaction Survey Most likely to be recommended Joint Winner, May 2007.
- Macworld Magazine – Best Mac-Friendly ISP nominee 2007

## Press Releases:

For all our recent press releases please see our website:

[http://www.plus.net/press/press\\_releases/](http://www.plus.net/press/press_releases/)

**Key messages:** Detailed information on our key messages is available if required.

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**Media Endorsements:**

**Jim Martin, reviews editor, Computer Shopper:**

*"I'm chuffed with the service, and I'd recommend it to friends and family without a doubt."*

**Brendan Montague, freelance journalist, The Sunday Times:**

*"The people at Plusnet were really helpful, and got me up and running online with no problems. I really couldn't fault them."*