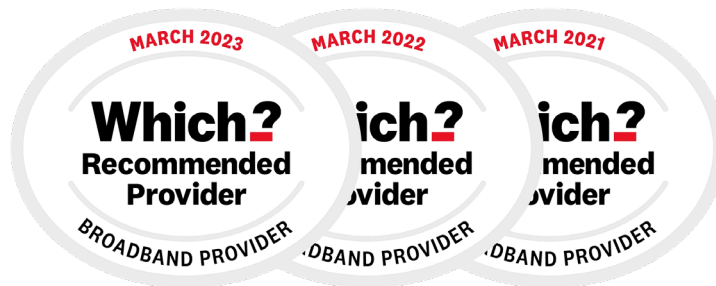


A light blue icon representing a network or cloud infrastructure, featuring a cloud on the left, a line with an arrow pointing right, and a series of nodes connected by lines.

ZEN
**INTERNET
BROADBAND**
REVIEW

“Our Zen broadband customer satisfaction survey reveals how people rated their Zen Internet service for installation, speed, reliability and customer support.” - **Which?** 2023

AS VOTED BY



“From Breathe’s perspective, working with most of the mainstream ISP’s and fibre owners in the UK, Zen are definitely a top choice for our customers.

Their customer service is great, and the product is great too. Traditionally, they were one of the more expensive options. In an age where we embrace the Cloud and have to consider things like the importance of an offsite or offline backup, as recommended by the NCSC,

We are pretty reliant on having great internet. However, the prices have reduced significantly in recent years, bringing Zen in line with BT, Virgin, etc.

Based on this, we see Zen as a premium service at the best value.

It’s definitely worth mentioning that, as an ISP for businesses and schools, we are also able to work directly with the project management and provisioning teams. Leased lines can sometimes be complex to install. Having this relationship in place makes a world of difference in our ability to deploy stress-free and non-disruptive projects.

Zen is highly recommended for Businesses and Schools.”

Craig Van Aswegen, MD, Breathe Technology.



Zen Internet broadband review – by Which? 2023

A full breakdown of how its customers rated it for key factors, such as:

- The technical support it provides
- Quotes from real Zen Internet broadband customers on their experiences

Zen Internet broadband deals

While Zen Internet doesn't offer as many promotional deals or incentives as some of its rivals, it offers a range of packages, including standard, superfast and ultrafast options.

Changes to the way landline phone services work in the UK mean that Zen Internet now offers cheaper broadband-only deals for those happy to forego a landline.

Zen Internet prices tend to remain fairly static and it commits to keep your price the same for the full length of your contract. This is in contrast to several of the big broadband providers, which increase the price of their deals every year, whether you're in your minimum contract period or not.

Zen Internet broadband speeds

Zen Internet's standard ADSL broadband service is available to more than 99% of the country, offering average speeds of 10Mbps. Meanwhile, fibre services offer average download speeds of either 35Mbps or 66Mbps.

Zen Internet also offers ultrafast broadband to customers in certain locations – packages with average speeds of 100Mbps, 300Mbps, 500Mbps and 900Mbps are on offer.

Does Zen Internet put up broadband prices every year?

No – unlike other providers, Zen Internet promises to keep your tariff the same for the duration of your broadband contract.

What is the latest Zen broadband router?

Zen Internet supplies the FRITZ!Box 7530 router to all new broadband customers (existing customers can upgrade). The router is free with no delivery charge.

Additional review points by Breathe

What services does Zen provide to businesses and schools?

Zen provides a full range of services that include:

- Fibre-leased lines
- Fibre Broadband/FTTC (Fibre to the Cabinet)
- FTTP (Fibre to the Premises)

How do you match these services to different organisations?

Years ago, smaller businesses and primary schools used FTTC, and later on, FTTP became available. It was mainly price-driven.

Leased lines are very expensive in comparison and often unaffordable.

Additionally, the internet was important, but we weren't as heavily invested in cloud-based services.

In today's world, most of us work with Microsoft Office 365 as a minimum, and almost all our applications are now cloud-based.

The great thing over time is that, unlike many other IT

products, internet costs actually came down.

It does mean nowadays that almost all of the businesses and schools we work with use leased lines. The performance is better, and you can choose an applicable amount of bandwidth for your budget.

Even though 10GB is available, typically small businesses and primary schools use 100MB, and larger businesses and secondary schools and colleges tend to work with 1GB connections.

In the majority of cases, a secondary connection is installed for failover.

Are firewalls normally part of this same service?

Generally, on a 3-year connection, you would get your switch or router hardware included at no cost. A firewall is available but carries an additional small

monthly fee. Breathe tends to work with SonicWall as our brand of choice for firewalling, web filtering, and security for Office 365.

How does a customer know what's available because you're not on comparison sites?

Breathe provides a no-obligation, free-of-charge review where we check the availability of services at your site and do a cost review. This can be done on the internet, telephones, and mobile phones. In 90%

of cases, we save money and often find that a better product is available. This is an ever-changing set of technologies and should be reviewed every now and again.

If you would like a review, Lucy@breathetechnology.com can organise it. We gather some information and then do all the work. It's hassle-free for our customers.



Switching broadband really
needn't be a hassle.
All it takes is a few minutes
and we'll do the rest!

Get in touch



www.breathetechnology.com
(live chat available)



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