



NEWS RELEASE

# Limelight Networks Net Promoter Score® Increases to All Time High

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Customer satisfaction measure Net Promoter Score increases 84 points since 2013

TEMPE, Ariz.--(BUSINESS WIRE)-- Limelight Networks, Inc. (Nasdaq: **LLNW**), a global leader in digital content delivery, today announced that the company's Net Promoter Score (NPS) 1, which is a benchmark for customer satisfaction, has increased by 84 points since 2013, up 14 points since last year, and has increased in each of the last 7 consecutive surveys.

The NPS is an index ranging from -100 to 100 that measures the willingness of customers to recommend a company's products or services to others. Limelight uses Net Promoter Scores as a benchmark for customer satisfaction. The survey also provides direct customer feedback that allows Limelight to improve services and support.

"The turnaround at Limelight is directly correlated to our customers' increasing satisfaction with our products and services," said Bob Lento, CEO at Limelight Networks. "We are very pleased with the increasing and broad-based improvement in our Net Promoter Score and believe that these NPS results rank us among the best performing technology companies."

In addition to receiving its highest ever NPS overall, the most recent survey of Limelight customers resulted in its highest NPS in each geographic region surveyed, and the highest response rate in Limelight's history.

"We continue to deliver quality at higher levels than ever before, provide features and functionality that address specific customer needs, and focus on geographic expansion to support our customers," said George Vonderhaar, Chief Sales Officer at Limelight Networks. "Addressing customer needs is the top priority for all Limelight employees and this strong performance is the result of our focus and employee dedication to serve our customers."

## About Limelight

Limelight Networks, a global leader in digital content delivery, empowers customers to better engage online audiences by enabling them to securely manage and globally deliver digital content, on any device. The company's Limelight Orchestrate Platform includes a global infrastructure with a fully-integrated suite of capabilities and services to help you address all your content delivery needs. The Orchestrate Platform solves your most important content delivery challenges so you can deliver the next great digital experience anywhere. For more information, please visit [www.limelight.com](http://www.limelight.com), read our [blog](#), follow us on [Twitter](#), [Facebook](#) and [LinkedIn](#).

1Net Promoter, Net Promoter System, Net Promoter Score, NPS and the NPS-related emoticons are registered trademarks of Bain & Company, Inc., Fred Reichheld and Satmetrix Systems, Inc.

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