

LNER's Commitment to Excellence and Friendly WiFi Certification

Background of LNER

London North Eastern Railway (LNER) is a distinguished name in the British train operating landscape, known for its rich heritage and innovative approach to rail travel. Taking over from Virgin Trains East Coast in June 2018, LNER has been on an ambitious journey to transform the face of train travel with its values of passion, boldness, care, and ownership. The introduction of the Azuma trains is a testament to their commitment to progress, offering faster journey times, more space, and enhanced reliability.

Customer Experience at the Forefront

At the heart of LNER's operations is a deep-seated commitment to the customer experience. From the ease of booking tickets to the comfort of the journey, LNER strives to make every step of travel as enjoyable as possible. Serving locally sourced food, providing free Wi-Fi in both first and standard class, and being a responsible business are just a few ways LNER enriches the travel experience.

Friendly WiFi Certification

LNER's dedication to customer service extends to online safety, where they were the first rail network to become Friendly WiFi certified. This certification underscores their proactive stance on providing a safe internet environment on their trains and at their stations, ensuring passengers can browse with confidence.

Benefits of WiFi on Trains and Stations

The availability of WiFi on LNER's trains and stations brings numerous benefits to passengers. It allows for a productive use of travel time, enabling commuters to work on the go, stay connected with loved ones through video calls and social media, and enjoy entertainment such as streaming services. Additionally, it improves the overall passenger experience, reduces stress levels during commutes, and can even provide valuable data for enhancing service delivery.



Conclusion

LNER’s journey to becoming Friendly WiFi approved is a reflection of their broader commitment to excellence in all aspects of their service. By leading the rail sector in online safety and customer experience, LNER not only sets a high standard for others to follow but also demonstrates a genuine care for the well-being and satisfaction of every passenger.

