

Westnet Tops Customer Service for Sixth Year Running

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Westnet has consolidated its standing in the Australian Broadband Survey 2008 this week – winning in key customer service survey categories. The annual survey was completed and verified a vigorous total of 19,763 times by broadband consumers and was conducted by the Australian broadband news forum, Whirlpool.

Westnet dominated the survey in areas such as, 'support call wait times', 'time taken to resolve issues', 'what participants liked about their internet service provider (ISP) (customer service category)', and 'general rating of customer service'.

Westnet improved on previous year's results in each relevant category, which illustrates they are the sector leader in customer service amongst ISPs. Westnet are getting better, breaking boundaries and setting new standards.

In the general rating of customer service, Westnet scored a massive 81.7% percent, the highest score of any Australian ISP and 19% higher than the ISP in second place. Westnet has topped the Customer Service category in the Australian Broadband Survey in 2003, 2004, 2005, 2006, 2007 and 2008.

When asked if participants would recommend their ISP to other people, Westnet scored a huge 95.2%, a score even better than 2007.

The results follow Westnet's strong showing at the PC Authority awards in late 2008, where they were awarded the 'Best ISP' overall award for the second year running.

Westnet Marketing Manager Dan Scott said, "Westnet is delighted to once again score strongly in the customer service sections of the broadband survey. Our point of difference is great service and reliability – so we are pleased to emerge highest rated in the customer service categories, and to come second in network reliability is thrilling also. To be rated the highest ISP in Customer Satisfaction for six years in a row is something to be very proud of, as is stretching our lead over our nearest competitors compared to last year."

The questions and results for several key questions from the survey are available here. The results show the percentage of each service providers' customers who responded to the survey. Westnet's category winning ratings are highlighted.



About Westnet

- **Westnet is a Western Australian-based telecommunications company, owned 100% by iiNet, with a business model driven by customer service,**
- **70% of Westnet's 510 total staff are in customer facing roles,**
- **Westnet currently serves approximately 220,000 members.**
- **Westnet was recently rated best Australian ISP for customer service for the 6th year running in Whirlpool's 2008 Australian Broadband User Survey, and won PC Authority Magazine's 'Best ISP' award nationally in their service and reliability awards for both 2007 and 2008.**

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