



Westnet wins Best ISP again at Australian PC Authority Reliability and Service Awards 2008

Wednesday 3 December 2008

Westnet was last night recognised for the second year running as 'Best ISP' in Australia/New Zealand for 2008 by readers of PC Authority magazine.

The PC Authority Reliability and Service Awards ceremony took place at Darling Harbour, Sydney. The accolade cements Westnet's reputation for service and reliability in the Internet Service Provider (ISP) market, against a range of large-scale telecommunications companies including Telstra BigPond, and Optus.

The awards attracted a record 20,000 voting participants rating service and reliability from a range of technology products and service providers. The awards set out to establish who is 'best in breed' in technology. It remains as the biggest technology consumer survey in Australia and is an independent guide to the best technical and telecommunications products and services to buy in 2009.

Westnet won by the most convincing margin in any category for the PC Authority Service and Reliability Awards since they began.

The awards assessed suppliers in terms of Customer Satisfaction, Reliability, Value for money and an Overall rating.

Westnet received an unprecedented perfect score of 6 stars across all categories.

Westnet Chief Operating Officer, Eric Cain, attended the ceremony and commented:

"It is a huge boost for Westnet to take this award out, and to do so for the 2nd year running, is confirmation that Australian's need an ISP focused on service and reliability,"

"This is all down to our staff, agents and members who have helped make us #1 again. One of the hardest things to do when winning awards is to keep winning them. Our staff and agent partners have repeatedly committed to our approach of quality customer service. Hats off to them."

Westnet has repeatedly won the key ISP customer service awards over the past five years, driven by their strong service reputation. Customer service awards and accolades include: 16th and 17th ACNielsen Consult Australian Online Survey, Australian Broadband Survey (2003, 2004, 2005, 2006, 2007), Roy Morgan Single Source Telecommunications Monitor 2004 and 2005 and winner Medium Business of the Year in CSIA's Australian Service Excellence Awards 2008.

About the PC Authority Reliability and Service Survey

- **20,000 ISP customers polled,**
- **14,000 votes in Best ISP category,**
- **8,600 Westnet members participated,**
- **Over 100,000 software items rated,**
- **PC Authority magazine has a readership of approximately 112,000 readers.**

PC Authority magazine is distributed at newsagents nationally, their website is <http://www.pcauthority.com.au>

Westnet products, services and details on awards can be viewed at <http://www.westnet.com.au>

Westnet Internet Services

Level 7 Central Park, 152 St Georges Terrace, Perth WA 6000 • GPO. Box C121, Perth WA 6839

Telephone (08) 9218 2600 • Facsimile (08) 9218 2666 • Sales 13 19 60 • Support 1300 786 068 • Accounts 1300 855 006

www.westnet.com.au



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.**

For further information please contact:

Dan Scott

Marketing Manager

Phone: (08) 9218 2600

Mobile: 0415 240 970

Email: dan.scott@staff.westnet.com.au

Web: www.westnet.com.au