

Westnet cements its position as leader in customer service for fifth year running

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Westnet has consolidated its standing in the Australian Broadband Survey 2007 this week – winning in key customer service survey categories. The annual survey was completed by 17,881 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'.

In the general rating of customer service, Westnet scored 75.7 percent, the highest score of any Australian ISP, beating nearest rival Internode by a huge 15.3 percentage points.

When asked if participants would recommend their ISP to other people, Westnet scored a huge 93.4%.

The results follow Westnet's strong showing at the PC Authority awards in late 2007, where they were awarded the 'Best ISP' overall award.

"The Australian Broadband Survey gives Westnet an insight into what customers really think – ours and other providers, in the Australian broadband market. It gives us food for thought for areas where we need to improve, and confirms where we are doing things well. It is really pleasing to fare strongly against such high profile competition – and consolidate previous years' performance as a strong customer service offering for broadband services nationally," said Westnet CEO Peter Brown.

"Feedback we receive from members suggests that customer service is a leading factor in making the decision about which ISP to get broadband from. It's never been more important to have strong customer service from your ISP, given the reliance households now have on their broadband service," added Brown.

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 one of Australia's largest privately owned telecommunications service providers with a business model driven by customer service.
- Three quarters of Westnet's 583 total staff are in customer facing roles.
- Westnet currently has approximately 180,000 internet, 31,000 phone and 11,000 hosting services.

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