



Media Release

Westnet's Seven Year Customer Service Reign

10th March 2010: Westnet has once again topped the customer service category in [Whirlpool's 2009 Australian Broadband Survey](#), claiming the number one spot for the 7th year running.

The annual broadband survey was completed by a massive 23, 683 broadband consumers and industry experts - almost 4,000 more than last year's survey.

"We put a lot of stock in Whirlpool's annual survey – participants are generally tech-savvy and informed internet users, so they really know what they're talking about," says Westnet Advertising and Promotions Manager Dan Scott.

Westnet proved to be a dominant force in areas such as 'support call wait times', 'reliability' and 'time taken to resolve issues'.

In the Overall Customer Service category, a whopping 80.8% of participants rated Westnet's customer service as excellent, over 14% higher than the ISP in second place.

"Achieving such a fantastic result every year since the 2002 survey is a testament to Westnet's commitment to outstanding customer service. We've also been rewarded for our efforts by other industry outlets, claiming the title of "Best Broadband ISP" in the PC Authority Awards for the third consecutive year," adds Mr. Scott.

When asked if participants would recommend their ISP to other people, Westnet scored a huge 90.5%.

"We understand the value of recommendations from our current customers, so it's only logical that we look after them with the best customer service in the industry," concludes Mr. Scott.

To learn more about Westnet, or to view their range of plan options, head to the [Westnet website](#).

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About Westnet

- Westnet is a Western Australian-based internet service provider (ISP), owned 100% by iiNet, with a business model driven by customer service
- 70% of Westnet's 450 total staff occupy customer facing roles
- Westnet currently serves approximately 225,000 members
- Westnet has been named 'Best Broadband ISP' by PC Authority Magazine for 3 years running
- Westnet was recently rated best Australian ISP for customer service for the 7th year running in Whirlpool's 2009 Australian Broadband User Survey

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