



Westnet scoops 'Best ISP' at Australian PC Authority Reliability and Service Awards.

Tuesday 20 November 2007

Westnet was recognised as a leader in the Internet Service Provider (ISP) market at the Australian PC Authority Reliability and Service Awards ceremony, held in Sydney on Tuesday 27th November 2007.

The glittering ceremony at Sydney's Star City Casino saw Westnet recognised as the best ISP above a host of competitors, in front of key players from the Personal Computing (PC) and telecommunications market.

PC Authority magazine polled 14,000 technology buyers and consumers from Australasia to determine 'best in breed' for a range of categories covering all aspects of the PC-related product and service marketplace. It now stands as the biggest technical survey ever attempted in Australia and is an independent guide to the best technical and telecommunications products and services to buy in 2008.

Companies needed to poll at least 100 votes to be recognised in categories ranging from notebooks and monitors, to wireless routers and service providers.

The awards assessed suppliers in terms of Customer Satisfaction, Reliability, Satisfaction and an Overall rating. 95% of Westnet members were satisfied with its Customer Support, 95% with its Reliability, 76% with Value and a top-scoring 93% of members saying they would recommend Westnet to a friend. Westnet was the only ISP to score 6 stars in the Overall category.

Westnet Chief Executive Officer, Peter Brown, attended the ceremony and commented:

"It was a real honour to receive the awards in front of such a large audience representing so many fantastic brands. I couldn't be prouder of our staff, our agents and all our members who have helped put us in this winning position. This accolade means a huge amount to Westnet as it's driven by real experiences in the marketplace, from customers. We are pleased to perform well in categories representing a broad set of criteria, not just customer service, and will now take it upon ourselves to try to maintain this positive experience felt by our members, so we can continue to delight members and rate strongly next year."

Westnet has taken out several ISP customer service awards over the past four years, driven by their strong customer service capability and reputation. Customer Service awards and accolades include: 16 th and 17 th ACNielsen Consult Australian Online Survey, Australian Broadband Survey (2003, 2004, 2005, 2006), Roy Morgan Single Source Telecommunications Monitor 2004 and 2005 and Highly Commended in CSIA's Australian Service Excellence Awards 2006/2007.

Mr Brown went on to say; "Our company has a long history of outstanding customer service and commitment to internet service in regional areas. This award raises the bar in regards to what we need to continue to achieve in the future to sustain this kind of performance."

About the PC Authority Reliability and Service Survey

- 14, 003 ISP customers polled,
- 10% increase in customers polled since 2006,
- 200 survey questions,
- Over 93,000 hardware items rated,

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- 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, and the website is <http://www.pcauthority.com.au>

Westnet products, services and details on awards can be viewed at www.westnet.com.au

About Westnet

Westnet is one of Australia's largest privately owned telecommunications service providers with a business model driven by customer service,

70% of Westnet's 450 total staff are in customer facing roles,

Westnet currently serves approximately 200,000 members,

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