



## Westnet wins 'National Medium Business of the Year' at customer service awards

Thursday 30 October 2008

Westnet has been once again recognised for its exceptional customer service standards, this time when compared to any same-size company in any Australian industry.

Westnet took out the title of 'National Medium Business of the Year' at the 2008 Customer Service Institute of Australia's (CSIA's) Australian Service Excellence Awards, on Wednesday 29th October. The award is significant as it illustrates Westnet's customer service difference – when compared with any industry.

Held at the National Gallery of Victoria, the CSIA's Gala Dinner saw Westnet, one of WA's leading internet service providers, rise above strong competition from such competitors such as TransdevTSL Brisbane Ferries to take home the highly coveted national award. Virgin Blue, Nokia, Mission Australia and BUPA were amongst the notable brands winning other awards on the night. This accomplishment leads from Westnet's win in the state 'WA Medium Business of the Year' awards earlier this month.

Each year, the CSIA Awards aim to showcase the highest standards of customer service achievements in Australia, recognising exceptional customer service across all industries. Previous winners of the Medium Business category include the BT Financial Group, Wotif.com, Menzies Hotel group and Pacific Internet.

"Westnet have always been highly regarded for their customer service standards within the telecommunications industry, but to be recognised across all industries on a national level is a remarkable feat," says Westnet's Chief Operating Officer, Eric Cain.

"Our staff are dedicated to bringing Westnet's resolute customer service ethos to our members, with our success as a business being a true reflection of our staff's dedication and focus on the customer. Thank you to all our staff who worked so hard to get us here," says Cain.

Westnet achieved the runners up position in the same category in the 2007 CSIA awards.

For further information on the CSIA Awards visit [www.csia.com.au](http://www.csia.com.au).

Westnet products, services and details on awards can be viewed at: [www.westnet.com.au](http://www.westnet.com.au)

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### About Westnet

- Westnet is an Australian tier 2 telecommunications company with a business model driven by customer service. Currently serving over 220,000 members across a range of products, Westnet strives to be the best service provider in Australia through outstanding network reliability, great value for money and online security.
- Three quarters of Westnet's 520 total staff are in customer facing roles.
- Westnet currently has approximately 180,000 internet, 40,000 phone and 12,000 hosting services.
- Westnet was named 'Best ISP' in PC Authority magazine's national service and reliability awards in 2007, and has been rated as best in customer service in Whirlpool's annual survey five years running.
- Westnet was acquired by fellow Western Australian internet service provider, iiNet, in May 2008.

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