

Media Release



Satisfy me: iiNet's happy business customers

31 July 2012: The iiNet Group leads the way in the latest Roy Morgan Business Survey, with Internode, Westnet and iiNet topping the results for Fixed Internet Service Provider Satisfaction.

Internode topped the poll with 87% of its business customers very or fairly satisfied with their Fixed Internet service. This result was followed closely by Westnet at 86% and iiNet in third place at 82%.

iiNet's Chief Business Officer, Greg Bader, said customer satisfaction remains the number one priority for iiNet.

"We're committed to providing our business customers with reliable, cost effective products and services, along with round-the-clock, plain speaking customer service," Mr Bader said.

"These results illustrate that our strategy of prioritising customer satisfaction across the Group is spot on."

Andrew Braun, Director Mobile, Internet and Technology, Roy Morgan Research, acknowledged the consistency across the iiNet companies.

"It's interesting that the top 3 Fixed Internet Service Providers – Internode, Westnet and iiNet – collectively operate under the same group, iiNet," Mr Braun said.

The inaugural survey reached more than 5,000 Australian businesses with Fixed Internet services for the period September 2011 to March 2012.

Further information on the results can be found at [Roy Morgan](#).

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About iiNet

iiNet is Australia's second largest DSL Internet Service Provider ([ISP](#)) and the leading challenger in the telecommunications market. We employ more than 2000 inquisitive staff across four countries and support over 1.7 million [broadband](#), telephony and Internet Protocol TV ([IPTV](#)) services nationwide.

We're a publicly listed company and we maintain our own [super-fast broadband](#) network. Our vision is to lead the market with products that harness the potential of the Internet and then differentiate with award-winning customer service.

To achieve this, we employ creative thinkers and true advocates of technology. Our people are a huge part of the iiNet success story, so we've developed a unique and stimulating work culture to ensure they remain engaged and inspired. A lot has changed since our CEO founded iiNet in a suburban garage back in 1993 and the broadband landscape continues to evolve. What hasn't changed is our passion for the transformative benefits of the Internet and our commitment to helping Australians connect better.