

Media Release



Homework pays off for iiNet

12 November 2012: iiNet, Australia's leading challenger in the telecommunications market, has continued to display its leadership credentials on customer service having achieved recognition on the world stage.

iiNet's 'Work from Home' program, which sees 15 per cent of customer service representatives work from the comfort of their homes, has followed up its first place in the Contact Centre Asia Pacific Awards, with an additional Bronze award at the Contact Centre World Awards in Los Vegas.

The 'Work from Home' program has demonstrated a very positive impact on customer service delivery and has also been a driver for increased staff satisfaction. The well-developed program is expected to grow by a further five per cent over the next three years.

Customer service staff working from home are able to work almost exactly as they would from the office – taking customer sales, support and billing queries and completing order processing work. They have the flexibility to work any shifts within a call centre's opening hours and as part of the program can fill in during high call demand periods.

The sophisticated systems used are also widely employed by non-contact centre staff for remote access to the business. As an on-line business, the 'Work from Home' program allows all staff to regularly work away from the corporate offices.

The award recognition comes as the Telecommunications Industry Ombudsman reported a significant reduction in customer complaints as well as recent iiNet success in taking home a swag of awards at the Customer Service Institute of Australia, Service Excellence Awards.

iiNet's General Manager of Customer Service, Mat Conn, said that customers are the driver behind every decision made at the Internet Service Provider.

"Each and every staff member is focused on providing the best service they can on a daily basis, and we're proud of the programs we have in place to help make this happen," Mr Conn said.

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“We’re confident that we provide industry leading customer service and we sincerely appreciate receiving the recognition from the industry both here in Australia and overseas. This proves to us that we are doing something right.”

For more information on iiNet, visit www.iinet.net.au.

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For further information, please contact:

Jane Humphries/Suzi Jose
Communications – iiNet Group
Ph: +61 8 9214 2210
media@staff.iinet.net.au

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 2,000 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.



A full list of current awards can be viewed at iiNet Awards
<http://www.iinet.net.au/about/awards.html>