

Media Release



iiNet collects Roy Morgan customer kudos

21 February 2013: iiNet has collected the Home Phone Provider of the Year award at the Roy Morgan Research Customer Satisfaction Awards in Melbourne.

iiNet's Chief Customer Officer, Maryna Fewster, said the award acknowledges the strong focus of the iiNet Group on delivering services that make customers happy. "While it's great to be recognised, ultimately, it's our customers who are the real winners," Maryna said.

The Roy Morgan Customer Satisfaction Awards are based on the results of monthly surveys among 50,000 customers nationally about their attitudes to service providers and product purchases.

iiNet topped the Roy Morgan Home Phone Provider survey for nine months during 2012.

More details are at www.CustomerSatisfactionAwards.com

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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 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.

