

1 August, 2011



Media Release

COMMSNET GROUP SCORES 96.40% WINNING HIGHLY RECOMMENDED, FOR CUSTOMER SATISFACTION AUSTRALIA'S SECURITY INDUSTRY - IT

The judging process for the 2011 Australian Achiever Awards for Australia's Security Industry was completed on 29th July.

CommsNet Group was awarded Highly Recommended for the Security Industry - IT category.

Now into its fourteenth year, the Australian Achiever Awards are an independent, unbiased award system based on assessment ratings from a businesses' own customers - an indication of a well run business where satisfied customers are a sign that a business is healthy, worthy of praise and increased custom.

The award system focuses on seven criteria, each scored separately, namely: Time Related Service, Addressing Client Needs, Care and Attention, Value, Attitude, Communication and Overall Perception. The criteria are rated individually in percentage terms and the final score is an amalgam of these. Anything above 80% overall is regarded as exceptional and reflects outstanding customer service. A complete list of all businesses who have achieved over the last five years can be viewed at www.achiever.com.au

Some of the comments Australian Achiever received from CommsNet Group clients are:

The staff at CommsNet are very good with our administrative people and their communication with them is excellent. They understand what we need when needed and are always helping out where they can. They are all professional but friendly, with excellent customer service skills and they have a thorough knowledge of everything they deliver.

CommsNet are very personable and have really made our business theirs. They offer us more than is expected and they give me peace of mind. The staff are very professional, knowledgeable and well-trained plus there is an exceptionally low turnover of staff. Their customer service is excellent and we have a great working relationship with them.

The professionalism of CommsNet is outstanding and the knowledge of their staff with the issues we present them is second to none. They always come up with a solution to the problems and their staff are always friendly and polite, with excellent customer service.

ENDS: For verification of this report, please call
Geoff Harwood, Director, Australian Achiever, 1800 638 318.