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Roy Morgan Customer Satisfaction Awards 2020: Australia's telecommunications and utilities winners

The annual Roy Morgan Customer Satisfaction Awards were recently awarded to deserving winners across a range of categories. The telecommunications and utilities category consisted of six awards and there were two first time winners: Aussie Broadband and Elgas.

Aussie Broadband was a first-time winner as the Internet Service Provider of the Year and notched up a perfect record in 2020 winning all 12 monthly customer satisfaction rewards. **Aussie Broadband** also made the top ten of the 'Best of the Best' Award which features all 40 category winners – finishing seventh overall with a brilliant average customer satisfaction rating during 2020 of 91.3%.

The other first-time winner is **Elgas** which won the Gas Provider of the Year for the first time and notched an impressive eight monthly customer satisfaction victories along the way. No other gas provider was able to win more than two monthly customer satisfaction awards.

Internode's second consecutive win as Home Phone Provider of the Year took its annual award tally to eight and a combined total of eleven when subsidiaries iiNet and Westnet are included. **Internode** secured its victory by winning seven monthly customer satisfaction awards during 2020.

One of the most impressive performances was by **Powershop**, the Electricity Provider of the Year for a second straight year after its first win in the category in 2019. **Powershop** was 'undefeated' throughout 2020 winning all 12 monthly customer satisfaction awards – one of only ten winners to achieve this feat.

There was also a repeat winner for in the Mobile Phone Service Provider of the Year award with **ALDImobile** winning the category for the third time after wins in 2015 and 2019. **ALDImobile** has now won this award for three out of the last six years and won nine monthly customer satisfaction awards in 2020.

It was a familiar name returning to the winner's circle as the Mobile Handset of the Year with **Apple iPhone** winning an eighth title after winning every year from 2012-2018 (Google was the exception winning in 2019 with the Google Pixel). No other company has won more annual Customer Satisfaction Awards over the last decade than the **Apple iPhone**.

Telecommunications and utilities category winners for 2020:

Home Phone Provider of the Year	Internode
Internet Service Provider of the Year	Aussie Broadband (NEW)
Mobile Phone Service Provider of the Year	ALDImobile
Mobile Handset Provider of the Year	Apple iPhone
Electricity Provider of the Year	Powershop
Gas Provider of the Year	Elgas (NEW)

Michele Levine, CEO, Roy Morgan, says:

"This year's telecommunications and utilities category has delivered two first-time winners, three winners backing-up and completing a 2019-2020 double, and one returning champion that has now won eight annual awards in the last nine years.

*"Perhaps the most notable victory was by **Aussie Broadband** as the Internet Service Provider of the Year. Not only did **Aussie Broadband** win the category for the first time – in a year in which having a secure Internet connection was more important than ever with millions of Australians spending considerable time working from home – but the 'upstart' (formed in 2008) provider won all 12 monthly customer satisfaction awards and had an average customer satisfaction rating of*

91.3% - enough for seventh in [Roy Morgan's prestigious 'Best of the Best' Award](#) – which compares all winning brands across all 40 categories.

“Also winning all 12 monthly customer satisfaction categories was Electricity Provider of the Year **Powershop** with its second straight victory while **Elgas** was a first-time winner as the Gas Provider of the Year following eight monthly customer satisfaction victories.

“In the competitive Mobile Handset Provider of the Year category it was the **Apple iPhone** that regained its crown and has now won eight out of nine years from 2012-2020. The Mobile Handset category was the only one in which multiple monthly winners achieved an average customer satisfaction rating above 90%. **Apple iPhone's** exceptional average customer satisfaction rating of 94.1% was enough for third overall in the 'Best of the Best' Award.”

To learn more about Roy Morgan's telecommunications and utilities data call (+61) (3) 9224 5309 or email askroymorgan@roymorgan.com.

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About Roy Morgan

Roy Morgan is Australia's largest independent Australian research company, with offices in each state, as well as in the U.S. and U.K. A full-service research organisation, Roy Morgan has over 75 years' experience collecting objective, independent information on consumers.

Margin of Error

The margin of error to be allowed for in any estimate depends mainly on the number of interviews on which it is based. Margin of error gives indications of the likely range within which estimates would be 95% likely to fall, expressed as the number of percentage points above or below the actual estimate. Allowance for design effects (such as stratification and weighting) should be made as appropriate.

Sample Size	Percentage Estimate			
	40%-60%	25% or 75%	10% or 90%	5% or 95%
5,000	±1.4	±1.2	±0.8	±0.6
10,000	±1.0	±0.9	±0.6	±0.4
20,000	±0.7	±0.6	±0.4	±0.3
50,000	±0.4	±0.4	±0.3	±0.2

