

Our Customer Service

How customer service impacts your reputation and revenue

With the rapid growth of social media, a bad customer service experience can have greater impact on a company's reputation than ever before. It's no surprise that customers are quick to leave when they don't get the service they deserve.

But according to research published by the Peppers & Rogers Group:

"81% of companies with strong capabilities and competencies for delivering customer experience excellence are outperforming their competition". Source: Peppers & Rogers Group, 2009 Customer Experience Maturity Monitor

For companies to provide quality service to their customers they need to receive the same from their providers. Great service helps provide a profitable and sustainable system — increasing productivity, efficiency and overall revenue.

Leveraging technology for reduced costs and marketplace advantage

Certainly, you consider price when choosing a service provider, but you also need to evaluate the service level they can provide. The lowest cost provider may not have the resources and expertise to keep you— or your customers—happy. WorldNet delivers a variety of telecommunications and technology solutions at a competitive price to help your business grow while maintaining great quality service in your industry.

Nielsen research supports WorldNet's superior customer service

Nielsen, one of the world's foremost business measurement companies, conducted a study of WorldNet's customers. The results show customers rated us tops in service:

- WorldNet customers gave us a score of 85 in customer satisfaction — 10 points higher compared to the rest of the industry.
- Over 90% of our customers declared they are very satisfied with our services.
- Over 80% of our customers will buy additional services from us.

Customers also appreciated that we...



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