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Roy Morgan Customer Satisfaction Awards 2019: Australia's telecommunications and utilities winners

The annual Roy Morgan Customer Satisfaction Awards were recently presented in Melbourne. The telecommunications and utilities category consisted of six awards, two of which were won by previous award winner, Internode.

Internode's wins in the Internet Service Provider and Home Phone Provider categories took its annual award tally to seven. In both categories it won eight monthly awards, out of a possible twelve, throughout 2019.



Double the happiness! Internode with two Annual Customer Satisfaction awards alongside Roy Morgan CEO, Michele Levine (left).

In the two mobile phone categories, **ALDImobile** narrowly clinched its second annual Mobile Phone Service Provider award, adding to its first win in 2015. **Google Phone** won the Handset Provider of the Year award, becoming the only provider to have ever beaten the iPhone.

In what may be a changing of the guard, both utilities awards went to first-time winners. **Powershop** finished on top in the Electricity Provider of the Year category, after a dominant year which consisted of twelve monthly award wins. **Simply Energy** also won its first annual award in the Gas Provider of the Year category.

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Powershop stuns with Electricity Provider of the Year award.

Telecommunications and utilities category winners for 2019:

Internet Service Provider of the Year	Internode
Mobile Phone Service Provider of the Year	ALDImobile
Handset Provider of the Year	Google Phone
Home Phone Provider of the Year	Internode
Electricity Provider of the Year	Powershop
Gas Provider of the Year	Simply Energy

Click on the winners to view acceptance speeches by representatives of Internode, ALDImobile, Powershop and Simply Energy.

Michele Levine, CEO, Roy Morgan, says:

"This year's telecommunications and utilities category certainly served up some interesting results, including first-time winners, double award winners, and one brand that brought a competitor's seven-year winning streak to an end."

"Internode's double award win in the Internet Service Provider and Home Phone Provider categories points to it being a company that knows how to please its customers. To win one Roy Morgan Customer Satisfaction Award is an achievement, but to win two in the same year is something else."

"After seven long years, we've finally seen a new winner of the Handset Provider of the Year award. Google Phone took out this year's award in fairly convincing fashion, and is now the handset provider with the highest proportion of satisfied customers."

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

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