

How IPSTAR Broadband Is Helping Its Customers in 2020

The team at IPSTAR Broadband is continuously listening to customer feedback and throughout the years, this feedback has helped IPSTAR Broadband to create new customer solutions and improvements.

Throughout 2020 we have implemented a variety of changes to the way we do things at IPSTAR Broadband. These new changes provide a much better customer experience and came about from listening to customer feedback which we strive to listen to and use to make changes for the better.

Here are some highlights of changes that came to IPSTAR Broadband based on customer ideas, experiences and suggestions.

12 Customer Service Improvements

From IPSTAR Broadband



COVID-19 Support

When the COVID-19 pandemic hit, our response to pressure on home internet due to an increase in working from home was to increase the capacity on our networks by 40%. We also provided an extra 10GB of data per week for IPSTAR Broadband customers who use our nbn Sky Muster services as well as financial hardship support for those going through a tough time. This was to ensure our customers had the best at home experience possible to get through the pandemic.



Bushfire support

For those that needed help during the bushfires, we set up a special bush fire hotline, to ensure internet connectivity was still available in bush fire affected areas. In some cases we provided free internet connectivity to bush fire affected areas to support the local communities and the fire brigade there.



Powered by:
amazon

Improved Phone Queues

We introduced a new smart phone system that is powered by Amazon. With this new system we have been able to introduce more smart features into our phone queues such as a call back option that reports the current wait times to deliver a better customer experience and reduced wait times!



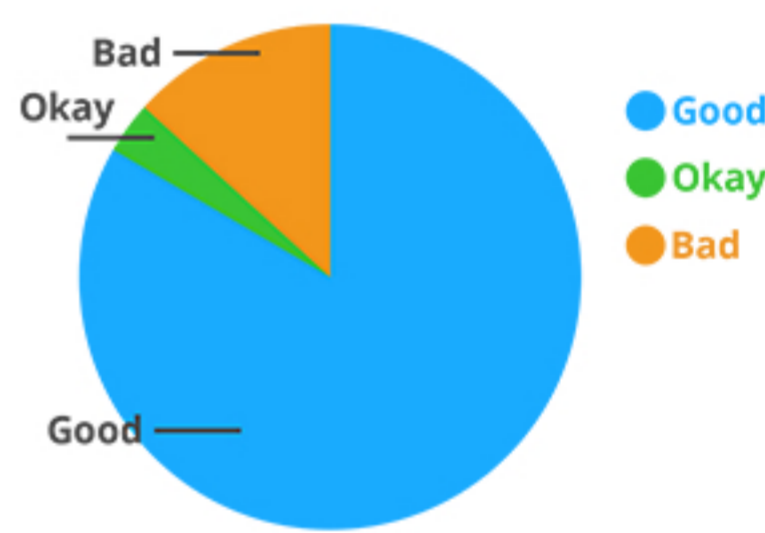
Financial Hardship Support

2020 has been a tough time for many in Australia. IPSTAR Broadband now has programs in place for those experiencing financial hardship. With our financial hardship support, customers will be able to keep up with their bills so they can continue to enjoy our great internet service whilst on a payment plan



Flexi Pay Is Now Available

Traditional monthly billing cycles don't work for everyone and not everyone gets paid on the same day each month. So we've introduced Flexi Pay which allows new or existing customers to have the option to make bi-monthly payments if they find it difficult making monthly payments.



Your Feedback matters

At the center of what we do at IPSTAR Broadband is listening to customer feedback. Every piece of feedback, whether it is good, bad or just okay is monitored daily and reviewed using our internal monitoring systems. Everyday we check what our customers have been saying and we review it so we can be better every time.



New Payment Options

IPSTAR Broadband now offers many ways to pay. We now have payment options such as Direct Debit, the ability to pay your bill on our website and a very secure over the phone payment system that's supported by Westpac so you can always ensure your data is safe.



Pro-rata Billing

We introduced pro rata billing to simplify our billing process and ensure customers can easily identify their billing start and end periods.



Listening Your Reviews

We have seen some great feedback through our customer experience surveys and Product reviews over the last year, with many great reviews. However, we really focus on the negative feedback because as hard as it is to read it, it really gives us an honest view of where we need to focus and plan for future improvements. We appreciate our customers comments and strive to improve the customer experience.



Continuously Improving The Customer Experience

We understand the importance of continual feedback and customer improvement and have learnt to listen to all customer issues and concerns. We have new processes in place for reviewing what went wrong and to create preventive measures so it doesn't happen in the future.



New Staff

We've hired new staff that share our values and have a real passion for customer service. We've also given them more empowerment to make more decisions in real time to remove complexity and allow a smoother experience for all.



Customer Optimisation

We have implemented a new service called "Customer Optimisation" where we call each new customer to ensure they are optimised for the best online and billing experience from IPSTAR Broadband.



In 2020

IPSTAR Broadband

reduced the average phone queue wait times by **95%**!

