

Media Release

BT recognised for service excellence at 2024 Customer Service Institute of Australia awards

Friday, 25 October 2024: BT is proud to announce that its Service and Operations team was recognised at the Customer Service Institute of Australia's 2024 Australian Service Excellence Awards (ASEAs), held in Melbourne last night.

The ASEAs, Australia's premier customer service awards program, celebrate outstanding achievements in best practice, performance, and innovation across the nation. Open to all individuals and organisations serving Australians, the ASEAs acknowledge excellence at every level – from small businesses and individual contributors to large corporations – highlighting the very best in customer service across industries.

BT's Change & Capability team was awarded 'Service Champion' in the 'Customer Service Team of the Year' category for uplifting customer service across BT. The team, formed in October 2023, has played a key role in advancing team capability and knowledge, refining candidate selection processes, strengthening retention of key talent, and driving the successful delivery and integration of change across our teams.

BT was also recognised as finalists in the 'Service Excellence in a Large Contact Centre' and 'Customer Service – Continuous Improvement' categories at last night's awards.

BT Chief Executive Officer Matthew Rady said: "Delivering exceptional service is at the heart of what we do at BT, and I'm immensely proud of the team and all our finalists for their dedication and impact in making service excellence a reality across our business.

"Every interaction, every conversation with our clients counts, and we listen, prioritise, and value service above all else.

"I congratulate the team and all our finalists on this well-deserved achievement and their role in setting a new benchmark for service at BT," Mr Rady said.

BT's Acting Head of Service & Operations Dave Hunt said: "This recognition is a testament to our commitment to service excellence. The Change & Capability team's hard work over the past year has empowered our people to consistently deliver outstanding customer experiences.

BT has previously been awarded 'Service Excellence in a Medium Contact Centre' (BT Platforms Service and Operations Contact Centre, 2023), 'Customer Service Manager of the Year (2022)', and 'Customer Service Executive of the Year' (2021) at the ASEAs. BT was also previously highly commended for 'Customer Service Organisation of the Year – Large' (PSO Platforms Service and Operations, 2023), 'Customer Service Manager of the Year' (2023), 'Service Excellence in a Large Contact Centre' (Customer Relations, 2022).

To find out more about BT's commitment to service, visit: <https://www.bt.com.au/service.html>

-ENDS-

For media enquiries contact
Kate Skokan
+61 403 149 919
kate.skokan@wespac.com.au