Media Release

iinet
connect better

iiNet techii team's takin' IT to the streets of Brisbane

31 January 2013: iiNet has launched a Brisbane-based team of technical experts who can visit its customers' homes to simplify setting up their broadband service and getting devices connected.

iiNet's techii team can set up broadband connections, install modems, connect Internet-ready devices to an iiNet broadband service and make sure that it is delivering the best possible performance.

This new initiative allows iiNet customers to book a technical expert to visit their home to deliver in person the company's renowned customer-friendly technical expertise. As well as getting an ADSL2+ or fibre broadband service up and running, an iiNet techii can configure and secure a customer's wireless network, set up Fetch TV or connect their PCs, laptops, tablets or smartphones to the Internet. They can even provide general tech advice.

iiNet's techii teams will be easy to spot on the streets of Brisbane as they travel around in Toyota Prius hybrid-powered vehicles, distinguished by eye-catching iiNet decalling.

iiNet Chief Customer Officer Maryna Fewster said the launch of the techii team in Brisbane would make life easier for customers. "Some people find connecting broadband and gadgets a little tricky, so our techii team is here to help," she said.

"Whatever the iiNet service or product, our iiNet techii team member will visit your home to offer personalised service to get your broadband up and running. Because our techii team members do this all the time, it's quick and easy for them to get your entire home connected, not just your modem.

"It's worth noting that techii team members are actually iiNet employees, not external contractors, so you get the true experience of iiNet's award-winning customer service."

A one-hour on-site techii team visit costs $99. Initially, the techii team will cover the Brisbane metropolitan area. iiNet customers can book a one-hour techii visit either by booking online at http://www.iiNet.net.au/techii or by calling iiNet on 13 22 58.

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About iiNet

iiNet is Australia's second largest DSL Internet Service Provider (ISP) and the leading challenger in the telecommunications market. We employ more than 2000 inquisitive staff across four countries and support over 1.3 million broadband, telephony and Internet Protocol TV (IPTV) services nationwide.

We're a publicly listed company and we maintain our own super-fast broadband network. Our vision is to lead the market with products that harness the potential of the Internet and then differentiate with award-winning customer service.

To achieve this, we employ creative thinkers and true advocates of technology. Our people are a huge part of the iiNet success story, so we've developed a unique and stimulating work culture to ensure they remain engaged and inspired.

A lot has changed since our CEO founded iiNet in a suburban garage back in 1993 and the broadband landscape continues to evolve. What hasn't changed is our passion for the transformative benefits of the Internet and our commitment to helping Australians connect better.