



Media Release

iiNet offers a helping hand to online shoppers

4 October 2011 – iiNet, Australia's second largest DSL broadband provider, has released a fact sheet as part of its Online Safety Series to help novice online shoppers steer clear of theft or fraud when making purchases over the Internet.

iiNet's Compliance Manager, Rebecca Moonen, said the release of the guide is timely with Christmas fast approaching and the recent surge in the popularity of online shopping.

"Online shopping is a great way to source an unusual product, find a competitive price or browse any time of the day or night, but Internet users need to be aware that extra precautions should be taken when using their credit card for online purchases," Ms Moonen said.

"Exchanging credit card or bank details online increases your vulnerability to theft or fraud. Our online shopping tips show you ways to minimise the risk so you can enjoy shopping without the worry."

- **Size matters** – choosing a secure site to browse is the first step to safe online shopping. Stick to the big names you know and avoid search engine shopping for price comparisons, as they often point to mystery merchants you've never heard of.
- **Plastic Fantastic** – making purchases online often requires a credit card so it's important you choose the right one. Check with your bank and ask for advice on their credit card security features. It's also worthwhile using a card with a lower credit limit to reduce the impact of fraud or theft.
- **Count your cash** – keep a close eye on your bank accounts for any unusual activity and check your statements online as soon as you can after making a purchase. If you spot anything out of the ordinary, contact your bank immediately. If you're unhappy with a transaction, check the seller's website for information on their dispute process.
- **Don't flash your privates** – only provide the details you have to and ignore any additional information requests or personal questions. Never send your credit card details over an email or directly transfer your cash into the account of a business.
- **Secure your PC** – a vulnerable or infected computer will undo all the hard work you've put into avoiding online fraud so ensure automatic updates and scans are done regularly and keep your virus definitions up-to-date. Secure your home wireless network and avoid making purchases using an internet café or public computer.

iiNet's Online Safety Series was introduced to help Australians become more aware of safe practices when surfing the web. Each month, information will be released and made available for download from the iiNet website. Topics covered by the safety series include social networking, online shopping, phishing emails and password security.



WINNER
Partnerships for Growth
(iiNet & fetchtv) and
Communications
Ambassador,
ACOMMS Communications
Alliance & CommsDay
Awards 2011



National Large Business - iiNet
WA Large Business - iiNet
WA Service Excellence in a
Contact Centre – Westnet
Customer Service Institute of
Australia (CSIA)



WINNER
Carrier of the Year Award,
Highly commended - iiNet's
'work from home' program,
Australian Telecommunications
Users Group (ATUG)

A full list of current awards
can be seen at [iiNet Awards](http://iiNetAwards.com)

To download this month's complete factsheet, learn more about iiNet's Online Safety Series or to register interest in an Online Safety Seminar visit www.iinet.net.au/safety.

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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.