

## Media Release

# Get out your cables, iiNet's BoBsquad comes to the rescue

*iiNet's home tech support gurus land in Sydney and Melbourne*

**28 November 2011** – iiNet has today announced that the BoBsquad – an enthusiastic team of tech loving experts – will now be on call to sort out any Internet issues for residential customers in Sydney and Melbourne.

For iiNet customers who don't know their LAN from WiFi or are just too plain busy, the BoBsquad are ready to lend a knowledgeable hand and set-up broadband connections, install BoB modems, connect gaming consoles to iiNet broadband and tackle all things Internet. They'll even make you a cup of tea, if you ask nicely.

Maryna Fewster, Chief Customer Officer of iiNet, said the company has taken the BoBsquad east to meet the growing demand of Sydney and Melbourne based customers looking for onsite tech support.

"Many older Australians or those who are short on time or technical know-how often put Internet installation and everything that goes with it, in the 'too hard' basket. But that doesn't have to be the case. iiNet's BoBsquad does all the dirty work for you, so you can just get on with enjoying your tech devices," said Fewster.

Residential customers in Sydney and Melbourne can call on iiNet's tech gurus for an easy \$99 for the first hour, and \$44 for each hour thereafter.

"Making sure all your gadgets are connected to the Internet seamlessly can now be a thing of the past. Our team of highly qualified support technicians is on-hand to troubleshoot any Internet-related issues and provide general tech advice, so you can be sure everything just works," said Fewster.

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### For further information, please contact:

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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.



QUALITY ISO 9001  
FS 550231



**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](#)

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.