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## **iiNet Hosts Fifth Annual Open Day at Perth Headquarters**

**25 November, 2005** – iiNet Limited (ASX: IIN) will host the fifth annual customer Open Day at its Perth headquarters on Friday, December 2, 2005. The day-long event commences at 10:00 am WST, and enables customers to see and hear what goes on behind the scenes at their favourite ISP and to meet some of the staff who deliver the products and service.

“The iiNet Open Day has become a key event for customers and staff. It provides a great opportunity to share Internet-related knowledge and experience, garner valuable customer feedback, and show our appreciation to our customers,” said Linda French, General Manager, Marketing, iiNet Ltd.

“iiNet fosters a unique and close relationship with its customers, and we don’t know of any other ISPs that open their doors to the public in this manner.”

Open Day events and activities include educational seminars presented by senior staff members, executives and special guests, and staff-guided tours of the Perth customer service centre, the National Operations Centre and other departments. Seminar topics, which cater for a range of Internet experience levels, include:

- Internet basics: What product is right for me? How can I make better use of the Internet?
- DSLAMs and the iiNet National Network
- Customer service and the Virtual Call Centre
- Online gaming: What’s hot, what’s not
- iiNet telephony solutions today and tomorrow
- Triple Play: what is it, hardware requirements and benefits?
- The iiNet Group – what we’re doing, where we’re going – panel discussion

Recorded seminar sessions and an online tour of the Perth headquarters will be posted to the iiNet website shortly after the Open Day for customers unable to attend the event. Two lucky non-Perth customers recently won trips for two people to Perth to attend the Open Day.

Due to an overwhelming response, iiNet has increased the capacity of its seminars with additional places now available. For more information including registration details, please visit: [www.iinet.net.au](http://www.iinet.net.au) or email [openday@iinet.net.au](mailto:openday@iinet.net.au)

### **About iiNet**

iiNet is one of Australia’s Internet service pioneers, having begun in Western Australia in 1993. With the completion of the OzEmail acquisition on February 28, 2005, iiNet became the third largest Internet Service Provider in Australia, and currently has over 690,000 subscribed services across Australia and New Zealand. iiNet has built a reputation for providing innovative, quality and value Internet products, and friendly 24-hour customer service and support. For more information on iiNet, please visit [www.iinet.net.au](http://www.iinet.net.au) or call 131917.

### **Contact:**

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