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Charles Todd Oration 2013 - Michael Malone

Keeping Big Business small: lessons from the garage

Wednesday, 23rd October 2013

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This event is fully booked or has passed.

Twenty years ago, Michael Malone founded one of Australia's earliest ISPs, iiNet, in the garage of his parents' home in Perth. Michael has led iiNet to become Australia's second largest DSL Internet service provider, with annual revenue approaching $1 billion. In 2012 iiNet defeated the might of Hollywood in a High Court decision that has helped protect the rights of all Internet users in Australia.

While Michael has led iiNet from one success to another, the customer remains the centre of his business . From the early days in the garage, Michael has put his customers first ? helping them connect and get the most out of their technology. His steadfast commitment to customer service remains the foundation for iiNet?s success.

Meet iiNet CEO Michael Malone and hear him deliver the telecommunications industry?s prestigious 2013 Charles Todd Oration at Doltone House in Pyrmont, Sydney on Wednesday 23 October. Join industry leaders and your peers at this special annual networking event, to celebrate one of our industry?s great success stories.

Pre-luncheon refreshments will be served from 11.45 am in the forecourt of Doltone House prior to the sit-down luncheon with drinks and coffee etc from 12.30 to 2.30 pm.

The 2013 Charles Todd Oration is brought to you by TelSoc [3], the not-for-profit, telecommunications association formed on 1 July 2013 to serve all members of the Australian telecommunications industry.

Recent Charles Todd Orators have included Mike Quigley (CEO of NBN Co), David Thodey (CEO of Telstra), Chris Chapman (Chair of ACMA) and Robin Eckermann (former Chief Architect of TransAct).

Corporate tables are available seating 10 guests. To book one or more corporate tables follow the Registration directions below or Contact TelSoc [4].

Date and Time

Wed, 23 Oct 2013

11:45 - 14:15 AEDT

Location

Doltone House
The Loft, Jones Bay Wharf
26 Pirrama Road
Pyrmont NSW 2009
Australia

Presenter(s)

Michael Malone - Founder and CEO of iiNet

[5]Born in County Clare, Michael Malone emigrated to Australia with his parents and two brothers in 1978. Michael worked through university as a fencing contractor until 1993 when he founded WA's first Internet Service Provider (ISP) iiNet, in the garage of his parents' home. Since then Michael has led the rapid growth and innovation which has seen iiNet grow from its humble beginnings, into the second largest DSL ISP in Australia with revenues of over $700m.

Michael is currently a Deputy Chairman of Autism West and is on the board of Scitech.

Michael has been recognised with a raft of industry accolades. In 2006 he was the winner of the Business News Award for the most outstanding business leader in WA under the age of 40. In the same year he was named Young Leader of the Year in the JML Australia Human Capital Leadership Awards. 2009 saw Michael pick up CEO of the Year in the Australian Telecom Awards and National Customer Service CEO of the Year in the CSIA's Australian Service Excellence Awards. In 2010, Michael was named a finalist for WA Citizen of the Year and in 2011 he won the Ernst & Young Entrepreneur of the Year Award.

Michael remains passionately committed to the transformative benefits of the Internet and still holds the founding belief that has driven iiNet for 18 years - that awesome customer service is good for business

Presentation Media

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