

Media Release

iiNet and Westnet announce relief options for customers affected by floods in Queensland

7 January 2011: iiNet and Westnet have today announced a relief package for customers affected by the widespread flooding in Queensland.

iiNet and Westnet have also kicked off a fundraising effort with the Internet service providers matching the total amount of money raised by staff for the Queensland Premier's Flood Relief Appeal.

Customers located in areas affected by the floods should contact Westnet or iiNet directly to receive extended payment options. Any associated fees will also be waived.

In areas where customers are unable to return to their homes due to severe damage, both iiNet and Westnet will provide the following relief package:

- Cancellation, without penalty, of the fixed line service and reservation of the customer's telephone number for a period of 3 months.
- Free connection to alternative premises/accommodation while a customer's home is uninhabitable.
- Cancellation, without penalty, of any broadband or Dialup internet service.
- Free installation of any ADSL internet service at the customer's new premises within a 12 month period and continuation of existing contract (where relevant and with no penalty).

Michael Malone, iiNet and Westnet's Chief Executive Officer, said the staff at iiNet and Westnet will do what they can to assist customers during these difficult circumstances.

"Our thoughts are with all those affected by the recent flooding in Queensland. Our customers can take comfort in knowing that we will support them during this difficult time," Mr Malone said.

"While we understand phone and Internet services may not be a top priority at the moment, we'll do what we can to make things a little easier when the time comes to restore household and business services," Mr Malone said.

Westnet customers affected by the floods should call 1300 855 006

iiNet customers affected by the floods should call 13 22 58

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For further information or interviews, 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.

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.

About Westnet

Westnet is a Western Australian-based Internet service provider (ISP), founded in the city of Geraldton back in 1994. Now owned 100% by iiNet, Westnet has around 220,000 members and a proven track record for delivering customer satisfaction.

As a growing national telecommunications service provider, Westnet offers a competitive range of services, including broadband ADSL, broadband ADSL+, mobile broadband, satellite broadband, telephony, web hosting, domain registration, business telecommunication solutions and web-based content across Australia.