

Media Release



iiNet makes getting chatty easier than ever

8 October 2013: iiNet is making it easier than ever for residential and business customers to connect, with the release of three new call packs that keep bills at one simple, fixed monthly fee.

From today, iiNet will offer residential customers a single Home Phone Plan for \$29.95, with the option to add extra value through an International Call Pack for \$10 and a Local, National and Mobile Call Pack for \$20.

Chief Product Officer, Steve Harley, said that the new packs would give customers complete peace of mind while offering flexibility to build a product based on the way they use their home phone.

“We are making it easier for customers to tailor their home phone plan to their needs and eliminate bill shock. Customers have the option to add value, but still keep it simple, with a call pack that includes all calls for that pack type, for one fixed monthly fee.”

“This is the most significant change we have made to our phone service offering and the first time we have included all calls to mobiles in our inclusive home phone plans,” Steve said.

The new Home Phone Plan will now be the only PSTN plan offered to new iiNet and Westnet customers. Existing customers on Phone 2 (Phone Premium at Westnet) have the option of moving to the new Home Phone plan or remaining on their current plan. Customers on iiNet’s Phone 3 plan will be migrated to the new offering, giving them better value for the same price they are already paying.

Business customers will also now be able to combine the iiNet Business Phone plan, which includes all local and national landline calls, with the business Mobile Call Pack for \$20.

Further details and all terms and conditions are available at <http://www.iinet.net.au/phone/home/> or <http://www.iinet.net.au/business/small/phone/pstn/>

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About iiNet

iiNet is Australia's second largest DSL Internet Service Provider and the leading challenger in the telecommunications market. Publicly listed on the ASX 200, our company is now valued at approximately \$1 billion. We employ more than 2000 inquisitive staff across three countries – 80 per cent of whom are employed to directly service our 900,000 customers. We maintain our own super-fast broadband network and support over 1.7 million broadband, telephony and Internet Protocol TV (IPTV) services nationwide.

We're committed to making it simple for all Australians to connect across both our own network and on the NBN. Our vision is to lead the market with products that harness the potential of the Internet and then differentiate with award-winning customer service.

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.

