

Queensland Flood Update

12 January 2011: The iiNet Group, which includes iiNet, Westnet, Netspace, and AAPT Consumer Division, advises that some broadband and telephone services are at risk because of the widespread flooding in Queensland.

Michael Malone, iiNet Chief Executive Officer, said that the staff from an iiNet data centre in Brisbane have been evacuated and there was a chance that flooding of this building would cause further impact on iiNet services in Queensland.

“We estimate that there is about a 20 per cent chance that flooding will force us to shut down our Brisbane data centre,” Mr Malone said.

“Fortunately we should receive enough warning to close down systems cleanly and notify customers in advance. We are keeping a close eye on the situation and will ensure customers are kept updated,” said Mr Malone.

Meanwhile, two of four links between Sydney and Brisbane have been disconnected due to flooding in the area of Toowoomba. An additional link between Sydney and Brisbane has been established.

“Queensland customers may also notice periods of call and data congestion and we thank our customers for their continued patience as we prioritise emergency calls.”

Earlier this week, the group kicked off a fundraising effort for the Queensland Premier’s Flood Relief Appeal with the Internet service providers matching the total amount of money raised by staff.

Customers located in areas affected by the floods should contact their provider 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, customers will have access to benefits which we hope will make the situation a little easier:

- 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).

Customers can find the most updated information at the iiNet and Westnet Facebook and Twitter pages.



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AAPT customers affected by the floods should call 135 005

Netspace customers affected by the floods should call 131 456

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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