

iiNet and Westnet announce Margaret River relief package

28 November 2011: iiNet and Westnet have today announced a relief package for its residential and business customers affected by the bush fires across the Margaret River region of WA.

Customers located in areas affected by fire should contact Westnet or iiNet directly to receive extended payment options.

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.
- The option for free connection to alternative premises, or use of a mobile phone and SIM card 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).

Maryna Fewster, iiNet and Westnet's Chief Customer Officer, said the relief package is available to all customers whose property was damaged by the recent bush fires.

"We understand this is a difficult time for our Margaret River customers and we want to assure them that we'll do what we can to help them stay connected and in touch with family and friends," Ms Fewster said.

iiNet customers affected by the fires should call 13 22 58.

Westnet customers affected by the fires should call 1300 786 068.

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For further information or interviews, please contact:

Anthony Fisk/Jane Humphries

Communications

iiNet and Westnet

08 9214 2210 or media@staff.iinet.net.au



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 across Australia 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 ADSL2+, mobile broadband, satellite broadband, telephony, web hosting, domain registration, business telecommunication solutions and web-based content across Australia.