

Media Release



iiNet Group announces relief options for customers affected by NSW floods

8 March 2012: iiNet and its group of brands, including Westnet, Netspace, AAPT, Internode and TransACT, have announced a relief package for customers affected by the recent flooding in areas of NSW.

Customers located in areas affected by the flooding should contact their Internet Service Provider directly to receive extended payment options. Any associated fees will also be waived.

In areas where homes have been damaged due to flooding, the following relief package will be provided:

- 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 Chief Executive Officer, said staff are on standby to assist customers during these difficult circumstances.

"Challenging weather conditions can cause a lot of inconveniences, so we hope to provide some comfort to those customers affected as they'll have one less thing to worry about," Mr Malone said.

iiNet – 13 22 58
Westnet – 1300 786 068
Netspace – 131 456
AAPT – 135 005
Internode – 1300 663 327
TransACT – 133 061

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For further information, 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.



A full list of current awards can be viewed at iiNet Awards
<http://www.iinet.net.au/about/awards.html>