

Media Release



iiNet offers assistance for customers affected by the NSW bushfires

22 October 2013: The iiNet Group, including Westnet, Internode and TransACT, has announced relief assistance for customers affected by the NSW bushfires.

iiNet staff have also kicked off a fundraising effort, with the company agreeing to match the total amount raised by staff to be donated to the Salvation Army's October 2013 Bush Fire Appeal.

iiNet Chief Executive Officer Michael Malone said the group is ready to support customers in need. "We know this is an extremely difficult time for some of our NSW customers and we hope these relief options help take the pressure off," he said.

As part of the relief package, affected customers will be provided with:

- 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).

"Our thoughts are with all those already affected by the NSW bushfires, and those that may still be impacted as the bushfires continue to burn. We realise phone and Internet services may not be a top priority at the moment, but we want our customers to know that we will support them during this very tough time and will do all we can to make things easier when they are ready to restore their home and business services," Michael said.

NSW customers located in bushfire-damaged areas can contact their Internet Service Provider directly to get access to the relief package.

iiNet – 13 22 58

Westnet – 1300 786 068

Internode – 13 66 33

TransACT – 133 061

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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.

