Media Release

iiNet
connect better

iiNet announces relief assistance for customers affected by Tasmanian bushfires

8 January 2013: The iiNet Group, including Westnet, Netspace, Internode and TransACT, has announced relief assistance for customers affected by the recent Tasmanian bushfires.

iiNet Chief Executive Officer Michael Malone said the Group is ready to support customers in need. "We know this is a really tough time for some of our Tasmanian 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).

Tasmanian 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
Netspace – 131 456
Former AAPT – 13 22 58
Internode – 1300 663 327
TransACT – 133 061

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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 2,000 inquisitive staff across four countries and support over 1.7 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