

iiNet and Westnet announce relief options for customers affected by recent bush fires in Victoria

Tuesday 10 February 2009

iiNet (ASX:IIN) today, in conjunction with Westnet, has announced it will provide a relief package for customers who have been affected by recent bush fires across Australia.

Within areas where iiNet or Westnet customers are not able to use their home phone service due to network issues, customers will be offered free call diversion from their current fixed line to a chosen fixed line or mobile service.

In addition to this, a free dialup account will be offered to allow customers to dial into their existing account from any household, enabling connectivity to the internet.

Both of these services will be offered until the network is repaired or until the customer can safely return to their home.

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.
- Cancellation, without penalty, of any ADSL or Dialup internet service.
- Free installation of a fixed line service at the member's new premises within a 12 month period and continuation of existing contract (where relevant and with no penalty).
- Free installation of any ADSL internet service at the member's new premises within a 12 month period and continuation of existing contract (where relevant and with no penalty).
- An account credit for any additional charges having occurred during the period of disruption.

The staff at iiNet and Westnet would like to extend their deepest sympathy to all who have been affected by these unimaginable events, and will do everything we can to assist.

Michael Malone, iiNet's Managing Director said "We know that for those affected, keeping on top of their phone or internet account may not be a priority at the moment. However, where a customer's circumstances have changed as a result of the bushfires, we'll do everything we can to ensure these transitions take place with as little intrusion as possible, wherever we're involved."

Westnet customers affected by the bushfires should call **1300 855 006**.

iiNet customers affected by the bushfires should call **13 22 58**.



About iiNet

iiNet was established in 1993 and listed on the ASX in 1999, growing from a small Perth business into the third largest Internet Service Provider in Australia. The Company now supports over half a million dial up, broadband and telephony services nationwide, with revenues of over \$400m, and proudly employs more than 1400 people in Perth, Sydney, Auckland and Cape Town.

iiNet's goal is to lead the market with the best internet access products and then differentiate with genuine, plain speaking customer service. The company has its own high speed ADSL2+ network reaching around 4 million households across Australia, the largest Voice over IP network in the country, and is delighted to have led yet again with Naked DSL, recognised by PC User Magazine as the 2007 Product of the Year

About Westnet

- Westnet is a Western Australian-based telecommunications company, owned 100% by iiNet, with a business model driven by customer service,
- 70% of Westnet's 510 total staff are in customer facing roles,
- Westnet currently serves approximately 220,000 members.
- Westnet was recently rated best Australian ISP for customer service for the 5th year running in Whirlpool's 2007 Australian Broadband User Survey, and won PC Authority Magazine's 'Best ISP' award nationally in their service and reliability awards for both 2007 and 2008.

For further information please contact:

James Keulemans

Statecraft
Mobile: 0421 633 841

Michael Malone

Managing Director, iiNet
Phone: (08) 9214 2207

Dan Scott

Marketing Manager
Phone: (08) 6263 6300
Fax: (08) 6263 6366
Email: dan.scott@staff.westnet.com.au
Web: www.westnet.com.au

Westnet Internet Services

Level 7 Central Park, 152 St Georges Terrace, Perth WA 6000 • GPO. Box C121, Perth WA 6839

Telephone (08) 9218 2600 • Facsimile (08) 9218 2666 • Sales 13 19 60 • Support 1300 786 068 • Accounts 1300 855 006

www.westnet.com.au