iiNet offers assistance for customers affected by Parkerville bushfires

13 January 2014: The iiNet Group, including Westnet and Internode, has announced relief assistance for customers affected by the Perth Hills area bushfires. iiNet Chief Customer Officer Maryna Fewster said the group is ready to support customers in need.

"We hope these relief options take some of the pressure off our customers in the Perth Hills area during this extremely difficult time," she 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 three 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 affected by the bushfires. We realise phone and Internet services may not be a top priority for our customers at the moment, but we want them to know we will support them and do all we can to make things easier when they are ready to restore their home and business services," Maryna said.

All iiNet, Westnet and Internode customers located in WA's bushfire-damaged areas can call 1300 336 393 directly to get access to the relief package.

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For further information, please contact:
Tina Liptai or Anthony Fisk
Communications – iiNet Group
Ph: +61 8 9214 2210

Media Release

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.

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