

# Media Release



## **iiNet assistance extended to all customers affected by bushfires**

13 February 2014: The iiNet Group, including Westnet and Internode, has extended fire relief assistance to all customers affected by summer bushfires across Southern Australia.

iiNet Chief Customer Officer Maryna Fewster said the group is ready to support customers in need. "We are opening up extended relief options to take some of the pressure off customers in bushfire zones 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 fixed-line connection to alternative premises/accommodation while a customer's home is uninhabitable
- Complimentary MobiiHotspot and 4G wireless broadband service (20GB per month) for up to three months (for those not choosing fixed-line connection)
- 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 who have been affected by bushfires this summer, including those currently active in Victoria and South Australia. We realise phone and Internet services may not be a top priority for these 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 and Westnet customers located in bushfire-damaged areas can call 1300 336 393 directly to get access to the relief package. Internode customers have a dedicated team available on 1300 66 33 27.

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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 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.

