

## **iiNet completes OzEmail migration**

By Sam Varghese

iiNet has moved all of the 300,000 customers it inherited when it bought OzEmail, over to its own systems, a company official said today.

Andy McIntyre, project manager for integration of the systems, said all customers on the MCI network, which OzEmail had been using, had been moved over [by the deadline of November 30](#).

iiNet bought OzEmail in February.

About two-thirds of the OzEmail customers were on dial-up connections. Mr McIntyre said this was behind a flood of calls to support staff during the transition.

He said many of these customers had not had to change settings for four or five years. Transferring them to a national dial-up number had been a trying experience.

More temporary staff had been recruited to the help desk, and the number of calls was back to a reasonable number, about 40 a day, he said. During the transition, there had been as many as 500 to 600 calls a day.

Mr McIntyre said the 3000-odd wireless customers had been transferred to Sydney-based wireless provider, BigAir.

He said the OzEmail web-based email system, MyMail, had to be rebuilt from scratch and some customers were unhappy with some of the changes.

"A small team will continue to work on the small list of clean-up tasks throughout December," he said.

Freelance journalist Ben Sandilands, who [wrote in to complain](#) about the mail system last week, said in an email today that he had noticed exceptional delays in keeping a stable connection on Broadband 2.

Mr McIntyre said he was surprised to hear of this as there had been no complaints about the Broadband 2 service.

"All project and customer changes were communicated to customers via email and outbound calls in some cases, we also communicated to our customers via the OzEmail website," Mr McIntyre said.

"Customers have been moved over to the new iiNet billing system on their current plans. If they wish to move to one of our new plans they can do so by upgrading their service on-line."

