

## Migration a bumpy road

MOVING most of its newly acquired OzEmail customers across to its network isn't proving as easy as iiNet had hoped.

The service provider has taken on 80 staff to handle the extra workload associated with the transfer, but some customers have complained of poor service during the operation.

Information technology consultant Joseph Stablum he switched his email domain hosting from OzEmail to Optus after becoming frustrated with iiNet support staff.

He says he was left without email for eight days and unable to reach OzEmail staff who had promised to return his calls.

"My concern is they're a large company, they're a publicly listed company and it sounds to me as if

they're really in the shit and they're just not telling anybody," he says.

Managing director Michael Malone denies the migration process is being hampered by systemic problems.

He says iiNet is successfully answering thousands of inquiries each day but concedes there have been some problems communicating with customers during the migration.

"We've given a special number for customers to call when they're having issues, but we're finding a lot of them are still calling the Sydney call centre anyway," he says.

"We've sent out notes to customers and so on, but really it just comes down to things being pretty tough at the moment but it should be back to normal pretty quickly once we get over the hump."