iiNet site report - 13/04/2016 from 10:00am to 11:15am

Greg Smith: Technical Advisor
Michelle Yang: Immigration Officer

Nick Braddock: Senior HR Advisor at iiNet
Garry Jones: Contact Centre Manager / Lead on Product, Differentiate on Service. - iiNet

The following information was gained during the site visit.

All customers based in Australia
Approximately 300 staff based in Auckland Office

Tec Support
70 Sales Persons including manager

3 main areas of specialisation fall under Tec Support:

- Faults

- Provisioning

- Fibre

Majority of customers call in to iiNet, departments do not primarily call customers unless previously contacted.

They all use iiPedia (a Knowledge base system, written by staff) an online encyclopaedia daily, primarily used when troubleshooting during common calls

Faults team provide support to clients when they call up utilising the iiPedia encyclopaedia, dealing with common calls/troubleshooting any device

The **Provisioning** organise services with 3rd parties, like lines in the ground, etc.

Fibre Team arranges for connection of fibre instillation, copper and Hybrid fiber-coaxial (HFC), dealing with companies like Chorus Australia (NBN company) and arranging for technicians if they need to attend a client's house.
(In Australia it will be compulsory to use fibre in 18 months, The National Broadband Network (NBN™) is rolling out fibre-optic, fixed wireless and satellite infrastructure to replace the existing broadband infrastructure with a faster and more reliable broadband service)

ensuring efficient use of applications and equipment
Staff must make sure device dives are up to date, they need to make sure they are achieving what the speed should be for geographical area. They also undertake line speed tests and make sure of optimum modem placement.

Staff can undertake remote access using software called 'log me in' this is not iiNet software (3rd party software) and is free to download from the internet, customers need to provide consent before iiNet staff use this option. They may use this option when checking internet connections, checking modem drivers or assisting with internet based questions like if a website is active or even uploading a job application or troubleshoot emails for clients. (uploading a job applications, and checking if a website is active are not iiNet job requierments)

implementing computer networks
Staff deals with clients home networks, syncing systems, etc providing the client advice and direction.

adapting existing programs to meet users' requirements
Can provide advice on settings etc, staff don't write code or modify existing programs. Staff guide clients within set parameters of the product range. They don't install or reinstall dos programs like windows, iOS, linux etc.

installing and downloading appropriate software
As advised above staff can undertake remote access using software called 'log me in' this is not iiNet software (3rd party software) and is free to download from the internet, customers need to provide consent before iiNet staff use this option.

repairing and replacing peripheral equipment such as terminals, printers and modems
Staff don't do the physical repairing and replacing peripheral equipment, they talk to clients about their needs and tell them how to make the repairs. They provide VoIP, modems and star track

responding to inquiries about software and hardware problems:
Staff provide support for internet connections in relation to the products they provide. They 'can' provide guidance, on off the shelf operating systems like windows, iOS, linux etc.
Staff are not trained on mobile devices, phones, pads etc.

As advised above staff can undertake remote access using software called 'log me in' this is not iiNet software (3rd party software) and is free to download from the internet, customers need to provide consent before iiNet staff use this option.

determining software and hardware requirements to provide solutions to problems
Staffs needs to look at the correct product to provide the client, what modem is the best fit, utilising VoIP, understanding client's home network requirements and issues for a recommended best fit. They also monitor alarms

The Australian market is more complex than the NZ market in terms of Fibre connection. They provide VoIP, modems and star track, In Australia you can't provide fibre to the home, fibre needs to run to node locations before connection to houses. Some locations in the outback have no cable and need satellite connections this is the new startrack option that iiNet sell.

There is also an iiNet Business team who deal with business DSL digital subscriber lines and fibre products, they can provide a static IP address as well as troubleshooting. Products they offer are the same but at a higher specification more expensive. Business customers are more time critical network connections become more complex.

Training
There is no mandatory requirement like qualifications and work experience to undertake the roles within iiNet. Good Customer service and a technical interest with a good aptitude are preferred. Call centre experience is preferred.

It takes 2 weeks to be trained into billing team, training into specialist teams takes about 6 months with 4, 8 and 12 week reviews.

ICT Customer Service Representatives

Set up last year by Garry Jones to sell internet connection, modems, mobile sim cards, Fetch TV and other internet products and services.

compiling lists of prospective client businesses using trade directories and other sources
Staff dealing with residential customers needs to look for leads, internally utilising back end information, they don't cold call they respond to customer enquiries. A small business may call them but they do not deal with the wider business community.

acquiring and updating knowledge of employer's and competitors' goods and services, and market conditions

iiNet try and match products and services agent the competition. This is done at an organisational level (iiNet marketing) in Australia and not by individual staff members however CSR are often first to hear about the competition and feed it back to marketing. The retention team deal with clients who want to leave providing they mix and match deals including their discontinued product and new products, the CSR provided mix and match deals also but on current product ranges. Nether put the packages together this is done by marketing.

visiting regular and prospective client businesses to establish and act on selling opportunities
N/A clients in Australia

promoting employers' ICT goods and services to existing and prospective clients
Dealt with by the retention team, clients shop around; they answer the call from existing clients the ID is done through the phone. New clients go to the general CSR as a first point of call if the client does not specifically request an option. iiNet operate a "follow the sun" model with offices in NZ, OZ and SA so the contact centre is always open.

quoting and negotiating prices and credit terms, and completing contracts and recording orders
Contact centre team may do 2 tasks however negotiating prices and credit terms, and completing contracts (suite of products and broadband spectrum) are put together by the iiNet marketing team in Australia

arranging delivery of goods, installation of equipment and the provision of services
This is an automated service (70 % of back office systems are automated and require date entry only, PTS and Rumba billing) as long as the sales team inputs the correct information into the system, time, and name, address etc. this goes to the provisioning team who then make the bookings with the associated companies.

reporting to sales management on sales made and the marketability of ICT goods and services
Staff use the online system iTrack it's a real time tracking system keeping record of all sales and date entry it is a standalone product. After every sale the staff must input data in order to capture information that can then be utilised by managers.

Following up with clients to ensure satisfaction with ICT goods and services purchased, arranging modifications and resolving any problems arising
Staff do follow up calls primarily in retention, about 20% of calls in iiNet are outbound

preparing sales reports, and maintaining and submitting records of business expenses incurred
iTrack keeps records of team statistics on an national basis

Information gained from online research on their website and the website of Tech2

The iiNet Group is a Retail Service Provider (RSP) of nbn™ services.

Technical Teams

Information Services

Ever wondered how the shopping cart works or who the clever ones are that built Toolbox? The answer: our programmers. Hopefully you're someone who's interested in working with some of the best and brightest peeps in the ISP space. Whether it's working on our code frontline, solving software riddles and launching rockets (well applications, nearly as cool) our team speak fluent .NET, PHP and Perl. Do you?

Network Services

Curious about how a dial tone works or how email is sent? The folk in our Network Services department know all about it and work hard to make sure your VoIP is crystal clear, our systems are secure and email is always available. Whether you're looking to stake your claim as voice engineer, eat pieces of Linux for breakfast (cue systems engineer) or are on your way to becoming our next CCIE (Cisco Certified Internetwork Expert), our Network Services folk are our backbone.

Customer Service Teams

Customer Service

Love customer service and love the internet? You'd be great for our support team. These are the peeps who help our customers out when they need a hand. You don't need to speak geek either. We use good, old fashioned, down-to-earth language when we chat to our residential and business customers. (This appears to be primarily what NZ iiNet staff do?)

Sales

Got the gift of the gab and the integrity to match? You'd be ideal for our sales team. These guys and gals follow up sales leads and help prospective customers work out which of our products best suit them. Don't worry - our sales staff do absolutely no cold

calling so we're free of those awkward 'why are you calling me' moments! (This appears to be primarily what NZ iiNet staff do?)

Service

Next up is our service area – when the going gets tough, it's this team who get thing's going. No problem is too big or small...from moving house to working with our wholesale providers to make sure the lines to our customer's houses are in tip-top condition – it's all part of a normal day for our service crew.

Specialty

Customer Service Reps can supersize their experience and start working on all the latest gadgets and thingamajigs and trouble shoot in lands where no CSR has gone previously. Still absolutely focused on supporting our customers, these guys and gals know their what's-its from their widgets and if they can't make it work, no one can.

What iiNet Sell ?

Internet packages

Looking for fast and great value broadband without having pay for phone line rental? Look no further! All of our **Naked DSL** plans come with Netphone included, offering great value call rates. Thanks to our Liimitless plans offering unlimited broadband data, you'll never have to worry about downloads again.

We're proud to be a national leader in customer service with a commitment to delivering great value, fast broadband internet with options to suit every family's needs. With our new **iiNet NBN**™ plans offering unlimited downloads at an affordable price, there's no time like today to switch providers.

We're proud to be a national leader in customer service with a commitment to delivering great value, fast internet with options to suit every family's needs. With our new iiNet **ADSL2+ broadband** plans offering unlimited downloads at an affordable price, there's no time like today to switch providers.

We're proud to be a national leader in customer service with a commitment to delivering great value, fast internet with options to suit every family's needs. With our **Off-net ADSL2+ broadband** plans offering speeds as fast as your line will go at an affordable price, there's no time like today to switch providers.

With awesome download speeds and great value anytime quota plans, there's no better time to sign up for **VDSL2,** available exclusively on our own network in the ACT.

With ultrafast download speeds, unlimited data and all your local and standard national calls included, there's no better time to grab an **iiNet Cable** plan available exclusively in Geelong, Mildura, and Ballarat.

With mega download speeds of up to 100 Mbps and great value anytime quota plans from $59.90 per month, there is no better time to sign up for **Fibre to the Home**. It doesn't stop there. Our Fibre plans are available with no lock-in contract and include your local and standard national calls.

Available exclusively in South Australia and delivered by iiNet's own Adam Internet, **WiMAX** provides great value high speed broadband in areas where fixed line broadband is not available.

Phone line services

Don't pay for line rental with another provider - bring your phone to iiNet and enjoy the benefits! Our Home Phone plan offers simple, hassle-free service with great call rates, optional call packs for even better value, and sweet rewards for bundling with an iiNet Broadband plan (they're so good together).

Netphone allows you to make cheap phone calls through your broadband connection, instead of your phone line (phone lines are so nineties). To make it even better, all your local and standard national calls are included with Netphone.

With **Fibre Phone**, you can make phone calls over your NBN™ connection and take advantage of awesome savings and features. There's no need to buy a fancy new handset - just plug the one you have now into the dedicated phone socket on your NBN™ box. If that sounds a bit too technical, you can get a clear look at the NBN™ equipment here. The NBN™ equipment also comes with an optional battery backup to keep your Fibre Phone going for up to 11 hours if there's a power outage. Handy!

SIM only plans So you love your mobile and your number, but you're no longer satisfied with your plan. Never fear; you can keep the calls and texts flowing without having to change your handset or number.

TV

Fetch TV with Fetch TV Set Top Box

Hardware for sale

The iiNet TG-789 2.4 GHz 802.11n and 5 GHz 802.11ac wireless VDSL2/ADSL2+ **integrated modem** that allows you to surf the Internet and share files with multiple devices within your network.

iiNet Wireless Bridge

Siemens Gigaset™ A220 handset

iiNet PowerLine Adapter

Home Installations

Need installation help? Call tech2home

Since 1998, when we commenced as a provider of installation and service technicians on the Optus cable network, tech2 has been deploying workforces for the majority of telecommunications organisations across Australia.

tech2 is proud of our group of service offerings. It is our commitment to delivering leading edge, professional technology services and solutions to customers that has resulted in world-class customer satisfaction (Net Promoter Scores).

In September 2014 iiNet Limited ("iiNet") (ASX: IIN) announced that it had acquired a 60% interest in The Tech2 Group (tech2) to partner with founder, Glen Powys.

iiNet noted that "The investment in Tech2 Group represents a unique opportunity to partner with a business with a strong focus on market-leading customer service for nbn installations, in-home audio/visual installations and desktop support."

In August 2015, iiNet was 100% acquired by TPG Telecom Limited with tech2 continuing to operate as a stand alone entity.

Whatever the iiNet product or hardware, our trusted partner, tech2home, is here to help get you up and running in no time. They can visit you at home and set it all up for you or guide you through the tricky bits over the phone. The team at tech2home love all things tech so much that they can connect your entire home, not just your modem.

What's the point of having shiny gadgets if you're not getting the most out of them? Your tech2home tech can help set up your new iiNet broadband service, modem, home network and Fetch. They can also help connect and configure your choice of 3 internet-ready peripherals such as smartphones, tablets, smart TVs, gaming consoles, PCs, laptops and more!

tech2home can help set up a secure wireless network in your home and ensure your wireless-enabled gadgets can connect to the internet. They can also provide recommendations on internet security, network range optimisation and speed.

Home network misbehaving? Computer running slow? tech2home can help troubleshoot and fix any connectivity problems. They can also help optimise your PC or Laptop, curing it of performance issues. If your gadgets need customisation, they can take care of that for you too.

Want to know more about this internet thing? tech2home can help with general 'net and computer advice. They'll explain how you can get the best out of your new broadband connection and show you how to use your computer and other wireless gadgets. The tech2home team has heaps of handy tips and tricks to teach you.

Gregory Smith
TECHNICAL ADVISOR – RESIDENCE TEAM

Auckland Central Area Office – Visa Services, Immigration New Zealand
Ministry of Business, Innovation and Employment

Email: greg.smith@mbie.govt.nz | Ph : + 64 9 9282330 | Fax: +64 9 914 4118
PO Box 76895, Manukau City, Auckland 2241

Feedback – Did we do what we said we would do? Please email any feedback you may
have to – aucklandbranchfeedback@mbie.govt.nz

Date/Time Created: 16/May/2017 11:52 a.m.
Officer: Smith, Gregory
Branch: Auckland Central
Type: Client Notes
Client Id: 38933171
Client Name: IiNet New Zealand Akl Limited,   Laura Helmhout

---

iiNet site report - 13/04/2016 from 10:00am to 11:15am

Greg Smith: Technical Advisor
Michelle Yang: Immigration Officer

Nick Braddock: Senior HR Advisor at iiNet
Garry Jones: Contact Centre Manager / Lead on Product, Differentiate on Service. - ?
iiNet

The following information was gained during the site visit.

All customers based in Australia
Approximately 300 staff based in Auckland Office

Tec Support
70 Sales Persons including manager

3 main areas of specialisation fall under Tec Support:

Faults

Provisioning

Fibre

Majority of customers call in to iiNet, departments do not primarily call customers unless
previously contacted.

They all use iiPedia (a Knowledge base system, written by staff) an online encyclopaedia
daily, primarily used when troubleshooting during common calls

Faults team provide support to clients when they call up utilising the iiPedia
encyclopaedia, dealing with common calls/troubleshooting any device

The Provisioning organise services with 3rd parties, like lines in the ground, etc.

Fibre Team arranges for connection of fibre instillation, copper and Hybrid fiber-coaxial
(HFC), dealing with companies like Chorus Australia (NBN company) and arranging for

technicians if they need to attend a client's house.

(In Australia it will be compulsory to use fibre in 18 months, The National Broadband Network (NBNT) is rolling out fibre-optic, fixed wireless and satellite infrastructure to replace the existing broadband infrastructure with a faster and more reliable broadband service)

ensuring efficient use of applications and equipment
Staff must make sure device dives are up to date, they need to make sure they are achieving what the speed should be for geographical area. They also undertake line speed tests and make sure of optimum modem placement.

Staff can undertake remote access using software called 'log me in' this is not iiNet software (3rd party software) and is free to download from the internet, customers need to provide consent before iiNet staff use this option. They may use this option when checking internet connections, checking modem drivers or assisting with internet based questions like if a website is active or even uploading a job application or troubleshoot emails for clients. (uploading a job applications, and checking if a website is active are not iiNet job requierments)

implementing computer networks
Staff deals with clients home networks, syncing systems, etc providing the client advice and direction.

adapting existing programs to meet users' requirements
Can provide advice on settings etc, staff don't write code or modify existing programs. Staff guide clients within set parameters of the product range. They don't install or reinstall dos programs like windows, iOS, linux etc.

installing and downloading appropriate software
As advised above staff can undertake remote access using software called 'log me in' this is not iiNet software (3rd party software) and is free to download from the internet, customers need to provide consent before iiNet staff use this option.

repairing and replacing peripheral equipment such as terminals, printers and modems
Staff don't do the physical repairing and replacing peripheral equipment, they talk to clients about their needs and tell them how to make the repairs. They provide VoIP, modems and star track

responding to inquiries about software and hardware problems:
Staff provide support for internet connections in relation to the products they provide. They `can' provide guidance, on off the shelf operating systems like windows, iOS, linux etc.
Staff are not trained on mobile devices, phones, pads etc.

As advised above staff can undertake remote access using software called 'log me in' this is not iiNet software (3rd party software) and is free to download from the internet, customers need to provide consent before iiNet staff use this option.

determining software and hardware requirements to provide solutions to problems
Staffs needs to look at the correct product to provide the client, what modem is the best
fit, utilising VoIP, understanding client's home network requirements and issues for a
recommended best fit. They also monitor alarms

The Australian market is more complex than the NZ market in terms of Fibre connection.
They provide VoIP, modems and star track, In Australia you can't provide fibre to the
home, fibre needs to run to node locations before connection to houses. Some locations in
the outback have no cable and need satellite connections this is the new startrack option
that iiNet sell.

There is also an iiNet Business team who deal with business DSL digital subscriber lines
and fibre products, they can provide a static IP address as well as troubleshooting.
Products they offer are the same but at a higher specification more expensive. Business
customers are more time critical network connections become more complex.

Training
There is no mandatory requirement like qualifications and work experience to undertake
the roles within iiNet. Good Customer service and a technical interest with a good
aptitude are preferred. Call centre experience is preferred.

It takes 2 weeks to be trained into billing team, training into specialist teams takes about 6
months with 4, 8 and 12 week reviews.

ICT Customer Service Representatives
Set up last year by Garry Jones to sell internet connection, modems, mobile sim cards,
Fetch TV and other internet products and services.

compiling lists of prospective client businesses using trade directories and other sources
Staff dealing with residential customers needs to look for leads, internally utilising back
end information, they don't cold call they respond to customer enquiries. A small business
may call them but they do not deal with the wider business community.

acquiring and updating knowledge of employer's and competitors' goods and services, and
market conditions
iiNet try and match products and services agent the competition. This is done at an
organisational level (iiNet marketing) in Australia and not by individual staff members
however CSR are often first to hear about the competition and feed it back to marketing.
The retention team deal with clients who want to leave providing they mix and match
deals including their discontinued product and new products, the CSR provided mix and
match deals also but on current product ranges. Nether put the packages together this is
done by marketing.
visiting regular and prospective client businesses to establish and act on selling
opportunities
N/A clients in Australia

promoting employers' ICT goods and services to existing and prospective clients
Dealt with by the retention team, clients shop around; they answer the call from existing
clients the ID is done through the phone. New clients go to the general CSR as a first
point of call if the client does not specifically request an option. iiNet operate a "follow
the sun" model with offices in NZ, OZ and SA so the contact centre is always open.

quoting and negotiating prices and credit terms, and completing contracts and recording
orders
Contact centre team may do 2 tasks however negotiating prices and credit terms, and
completing contracts (suite of products and broadband spectrum) are put together by the
iiNet marketing team in Australia

arranging delivery of goods, installation of equipment and the provision of services
This is an automated service (70 % of back office systems are automated and require date
entry only, PTS and Rumba billing) as long as the sales team inputs the correct
information into the system, time, and name, address etc. this goes to the provisioning
team who then make the bookings with the associated companies.

reporting to sales management on sales made and the marketability of ICT goods and
services
Staff use the online system iTrack it's a real time tracking system keeping record of all
sales and date entry it is a standalone product. After every sale the staff must input data in
order to capture information that can then be utilised by managers.

Following up with clients to ensure satisfaction with ICT goods and services purchased,
arranging modifications and resolving any problems arising
Staff do follow up calls primarily in retention, about 20% of calls in iiNet are outbound

preparing sales reports, and maintaining and submitting records of business expenses
incurred
iTrack keeps records of team statistics on an national basis

Information gained from online research on their website and the website of Tech2

The iiNet Group is a Retail Service Provider (RSP) of nbnT services.

Technical Teams
Information Services
Ever wondered how the shopping cart works or who the clever ones are that built
Toolbox? The answer: our programmers. Hopefully you're someone who's interested in
working with some of the best and brightest peeps in the ISP space. Whether it's working
on our code frontline, solving software riddles and launching rockets (well applications,
nearly as cool) our team speak fluent .NET, PHP and Perl. Do you?
Network Services
Curious about how a dial tone works or how email is sent? The folk in our Network

Services department know all about it and work hard to make sure your VoIP is crystal clear, our systems are secure and email is always available. Whether you're looking to stake your claim as voice engineer, eat pieces of Linux for breakfast (cue systems engineer) or are on your way to becoming our next CCIE (Cisco Certified Internetwork Expert), our Network Services folk are our backbone.

Customer Service Teams

Customer Service

Love customer service and love the internet? You'd be great for our support team. These are the peeps who help our customers out when they need a hand. You don't need to speak geek either. We use good, old fashioned, down-to-earth language when we chat to our residential and business customers. (This appears to be primarily what NZ iiNet staff do?)

Sales

Got the gift of the gab and the integrity to match? You'd be ideal for our sales team. These guys and gals follow up sales leads and help prospective customers work out which of our products best suit them. Don't worry - our sales staff do absolutely no cold calling so we're free of those awkward 'why are you calling me' moments! (This appears to be primarily what NZ iiNet staff do?)

Service

Next up is our service area - when the going gets tough, it's this team who get thing's going. No problem is too big or small...from moving house to working with our wholesale providers to make sure the lines to our customer's houses are in tip-top condition - it's all part of a normal day for our service crew.

Specialty

Customer Service Reps can supersize their experience and start working on all the latest gadgets and thingamajigs and trouble shoot in lands where no CSR has gone previously. Still absolutely focused on supporting our customers, these guys and gals know their what's-its from their widgets and if they can't make it work, no one can.

What iiNet Sell ?

Internet packages

Looking for fast and great value broadband without having pay for phone line rental? Look no further! All of our Naked DSL plans come with Netphone included, offering great value call rates. Thanks to our Liimitless plans offering unlimited broadband data, you'll never have to worry about downloads again.

We're proud to be a national leader in customer service with a commitment to delivering great value, fast broadband internet with options to suit every family's needs. With our new iiNet NBNT plans offering unlimited downloads at an affordable price, there's no time like today to switch providers.

We're proud to be a national leader in customer service with a commitment to delivering great value, fast internet with options to suit every family's needs. With our new iiNet ADSL2+ broadband plans offering unlimited downloads at an affordable price, there's no time like today to switch providers.

We're proud to be a national leader in customer service with a commitment to delivering great value, fast internet with options to suit every family's needs. With our Off-net ADSL2+ broadband plans offering speeds as fast as your line will go at an affordable price, there's no time like today to switch providers.

With awesome download speeds and great value anytime quota plans, there's no better time to sign up for VDSL2, available exclusively on our own network in the ACT.

With ultrafast download speeds, unlimited data and all your local and standard national calls included, there's no better time to grab an iiNet Cable plan available exclusively in Geelong, Mildura, and Ballarat.

With mega download speeds of up to 100 Mbps and great value anytime quota plans from $59.90 per month, there is no better time to sign up for Fibre to the Home. It doesn't stop there. Our Fibre plans are available with no lock-in contract and include your local and standard national calls.

Available exclusively in South Australia and delivered by iiNet's own Adam Internet, WiMAX provides great value high speed broadband in areas where fixed line broadband is not available.

Phone line services

Don't pay for line rental with another provider - bring your phone to iiNet and enjoy the benefits! Our Home Phone plan offers simple, hassle-free service with great call rates, optional call packs for even better value, and sweet rewards for bundling with an iiNet Broadband plan (they're so good together).

Netphone allows you to make cheap phone calls through your broadband connection, instead of your phone line (phone lines are so nineties). To make it even better, all your local and standard national calls are included with Netphone.

With Fibre Phone, you can make phone calls over your NBNT connection and take advantage of awesome savings and features. There's no need to buy a fancy new handset - just plug the one you have now into the dedicated phone socket on your NBNT box. If that sounds a bit too technical, you can get a clear look at the NBNT equipment here. The NBNT equipment also comes with an optional battery backup to keep your Fibre Phone going for up to 11 hours if there's a power outage. Handy!

SIM only plans So you love your mobile and your number, but you're no longer satisfied with your plan. Never fear: you can keep the calls and texts flowing without having to change your handset or number.

TV

Fetch TV with Fetch TV Set Top Box .

Hardware for sale

The iiNet TG-789 2.4 GHz 802.11n and 5 GHz 802.11ac wireless VDSL2/ADSL2+ integrated modem that allows you to surf the Internet and share files with multiple devices within your network.

iiNet Wireless Bridge

Siemens GigasetT A220 handset

iiNet PowerLine Adapter

Home Installations

Need installation help? Call tech2home

Since 1998, when we commenced as a provider of installation and service technicians on the Optus cable network, tech2 has been deploying workforces for the majority of telecommunications organisations across Australia.

tech2 is proud of our group of service offerings. It is our commitment to delivering leading edge, professional technology services and solutions to customers that has

resulted in world-class customer satisfaction (Net Promoter Scores).

In September 2014 iiNet Limited ("iiNet") (ASX: IIN) announced that it had acquired a 60% interest in The Tech2 Group (tech2) to partner with founder, Glen Powys.

iiNet noted that "The investment in Tech2 Group represents a unique opportunity to partner with a business with a strong focus on market-leading customer service for nbn installations, in-home audio/visual installations and desktop support."

In August 2015, iiNet was 100% acquired by TPG Telecom Limited with tech2 continuing to operate as a stand alone entity.

Whatever the iiNet product or hardware, our trusted partner, tech2home, is here to help get you up and running in no time. They can visit you at home and set it all up for you or guide you through the tricky bits over the phone. The team at tech2home love all things tech so much that they can connect your entire home, not just your modem.

What's the point of having shiny gadgets if you're not getting the most out of them? Your tech2home tech can help set up your new iiNet broadband service, modem, home network and Fetch. They can also help connect and configure your choice of 3 internet-ready peripherals such as smartphones, tablets, smart TVs, gaming consoles, PCs, laptops and more!

tech2home can help set up a secure wireless network in your home and ensure your wireless-enabled gadgets can connect to the internet. They can also provide recommendations on internet security, network range optimisation and speed.

Home network misbehaving? Computer running slow? tech2home can help troubleshoot and fix any connectivity problems. They can also help optimise your PC or Laptop, curing it of performance issues. If your gadgets need customisation, they can take care of that for you too.

Want to know more about this internet thing? tech2home can help with general 'net and computer advice. They'll explain how you can get the best out of your new broadband connection and show you how to use your computer and other wireless gadgets. The tech2home team has heaps of handy tips and tricks to teach you.

Gregory Smith
TECHNICAL ADVISOR - RESIDENCE TEAM

Auckland Central Area Office - Visa Services, Immigration New Zealand
Ministry of Business, Innovation and Employment

Email: greg.smith@mbie.govt.nz | Ph : + 64 9 9282330 | Fax: +64 9 914 4118
PO Box 76895, Manukau City, Auckland 2241

Feedback - Did we do what we said we would do? Please email any feedback you may have to - aucklandbranchfeedback@mbie.govt.nz

Date/Time Created: 25/May/2017 11:23 a.m.
Officer: Smith, Gregory
Branch: Auckland Central
Type: Client Notes
Client Id: 38933171
Client Name: IiNet New Zealand Akl Limited,   Laura Helmhout

---

iiNet site report - 13/04/2017 from 10:00am to 11:15am Update

Greg Smith: Technical Advisor
Michelle Yang: Immigration Officer

Nick Braddock: Senior HR Advisor at iiNet
Garry Jones: Contact Centre Manager / Lead on Product, Differentiate on Service. - ?
iiNet

The following information was gained during the site visit.

All customers based in Australia
Approximately 300 staff based in Auckland Office

Tec Support
70 Sales Persons including manager

3 main areas of specialisation fall under Tec Support:

Faults

Provisioning

Fibre

Majority of customers call in to iiNet, departments do not primarily call customers unless previously contacted.

They all use iiPedia (a Knowledge base system, written by staff) an online encyclopaedia daily, primarily used when troubleshooting during common calls

Faults team provide support to clients when they call up utilising the iiPedia encyclopaedia, dealing with common calls/troubleshooting any device

The Provisioning organise services with 3rd parties, like lines in the ground, etc.

Fibre Team arranges for connection of fibre instillation, copper and Hybrid fiber-coaxial (HFC), dealing with companies like Chorus Australia (NBN company) and arranging for

technicians if they need to attend a client's house.
(In Australia it will be compulsory to use fibre in 18 months, The National Broadband Network (NBNT) is rolling out fibre-optic, fixed wireless and satellite infrastructure to replace the existing broadband infrastructure with a faster and more reliable broadband service)

ensuring efficient use of applications and equipment
Staff must make sure device dives are up to date, they need to make sure they are achieving what the speed should be for geographical area. They also undertake line speed tests and make sure of optimum modem placement.

Staff can undertake remote access using software called 'log me in' this is not iiNet software (3rd party software) and is free to download from the internet, customers need to provide consent before iiNet staff use this option. They may use this option when checking internet connections, checking modem drivers or assisting with internet based questions like if a website is active or even uploading a job application or troubleshoot emails for clients. (uploading a job applications, and checking if a website is active are not iiNet job requierments)

implementing computer networks
Staff deals with clients home networks, syncing systems, etc providing the client advice and direction.

adapting existing programs to meet users' requirements
Can provide advice on settings etc. staff don't write code or modify existing programs. Staff guide clients within set parameters of the product range. They don't install or reinstall dos programs like windows, iOS, linux etc.

installing and downloading appropriate software
As advised above staff can undertake remote access using software called 'log me in' this is not iiNet software (3rd party software) and is free to download from the internet, customers need to provide consent before iiNet staff use this option.

repairing and replacing peripheral equipment such as terminals, printers and modems
Staff don't do the physical repairing and replacing peripheral equipment, they talk to clients about their needs and tell them how to make the repairs. They provide VoIP, modems and star track

responding to inquiries about software and hardware problems:
Staff provide support for internet connections in relation to the products they provide. They 'can' provide guidance, on off the shelf operating systems like windows, iOS, linux etc.
Staff are not trained on mobile devices, phones, pads etc.

As advised above staff can undertake remote access using software called 'log me in' this is not iiNet software (3rd party software) and is free to download from the internet, customers need to provide consent before iiNet staff use this option.

determining software and hardware requirements to provide solutions to problems
Staffs needs to look at the correct product to provide the client, what modem is the best
fit, utilising VoIP, understanding client's home network requirements and issues for a
recommended best fit. They also monitor alarms

The Australian market is more complex than the NZ market in terms of Fibre connection.
They provide VoIP, modems and star track, In Australia you can't provide fibre to the
home, fibre needs to run to node locations before connection to houses. Some locations in
the outback have no cable and need satellite connections this is the new startrack option
that iiNet sell.

There is also an iiNet Business team who deal with business DSL digital subscriber lines
and fibre products, they can provide a static IP address as well as troubleshooting.
Products they offer are the same but at a higher specification more expensive. Business
customers are more time critical network connections become more complex

Training
There is no mandatory requirement like qualifications and work experience to undertake
the roles within iiNet. Good Customer service and a technical interest with a good
aptitude are preferred. Call centre experience is preferred.

It takes 2 weeks to be trained into billing team, training into specialist teams takes about 6
months with 4, 8 and 12 week reviews.

ICT Customer Service Representatives
Set up last year by Garry Jones to sell internet connection, modems, mobile sim cards,
Fetch TV and other internet products and services.

compiling lists of prospective client businesses using trade directories and other sources
Staff dealing with residential customers needs to look for leads, internally utilising back
end information, they don't cold call they respond to customer enquiries. A small business
may call them but they do not deal with the wider business community.

acquiring and updating knowledge of employer's and competitors' goods and services, and
market conditions
iiNet try and match products and services agent the competition. This is done at an
organisational level (iiNet marketing) in Australia and not by individual staff members
however CSR are often first to hear about the competition and feed it back to marketing.
The retention team deal with clients who want to leave providing they mix and match
deals including their discontinued product and new products, the CSR provided mix and
match deals also but on current product ranges. Nether put the packages together this is
done by marketing.
visiting regular and prospective client businesses to establish and act on selling
opportunities
N/A clients in Australia

promoting employers' ICT goods and services to existing and prospective clients
Dealt with by the retention team, clients shop around; they answer the call from existing clients the ID is done through the phone. New clients go to the general CSR as a first point of call if the client does not specifically request an option. iiNet operate a "follow the sun" model with offices in NZ, OZ and SA so the contact centre is always open.

quoting and negotiating prices and credit terms, and completing contracts and recording orders
Contact centre team may do 2 tasks however negotiating prices and credit terms, and completing contracts (suite of products and broadband spectrum) are put together by the iiNet marketing team in Australia

arranging delivery of goods, installation of equipment and the provision of services
This is an automated service (70 % of back office systems are automated and require date entry only, PTS and Rumba billing) as long as the sales team inputs the correct information into the system, time, and name, address etc. this goes to the provisioning team who then make the bookings with the associated companies.

reporting to sales management on sales made and the marketability of ICT goods and services
Staff use the online system iTrack it's a real time tracking system keeping record of all sales and date entry it is a standalone product. After every sale the staff must input data in order to capture information that can then be utilised by managers.

Following up with clients to ensure satisfaction with ICT goods and services purchased, arranging modifications and resolving any problems arising
Staff do follow up calls primarily in retention, about 20% of calls in iiNet are outbound

preparing sales reports, and maintaining and submitting records of business expenses incurred
iTrack keeps records of team statistics on an national basis

Information gained from online research on their website and the website of Tech2

The iiNet Group is a Retail Service Provider (RSP) of nbnT services.

Technical Teams
Information Services
Ever wondered how the shopping cart works or who the clever ones are that built Toolbox? The answer: our programmers. Hopefully you're someone who's interested in working with some of the best and brightest peeps in the ISP space. Whether it's working on our code frontline, solving software riddles and launching rockets (well applications, nearly as cool) our team speak fluent .NET, PHP and Perl. Do you?
Network Services
Curious about how a dial tone works or how email is sent? The folk in our Network

Services department know all about it and work hard to make sure your VoIP is crystal clear, our systems are secure and email is always available. Whether you're looking to stake your claim as voice engineer, eat pieces of Linux for breakfast (cue systems engineer) or are on your way to becoming our next CCIE (Cisco Certified Internetwork Expert), our Network Services folk are our backbone.

Customer Service Teams

Customer Service

Love customer service and love the internet? You'd be great for our support team. These are the peeps who help our customers out when they need a hand. You don't need to speak geek either. We use good, old fashioned, down-to-earth language when we chat to our residential and business customers. (This appears to be primarily what NZ iiNet staff do?)

Sales

Got the gift of the gab and the integrity to match? You'd be ideal for our sales team. These guys and gals follow up sales leads and help prospective customers work out which of our products best suit them. Don't worry - our sales staff do absolutely no cold calling so we're free of those awkward 'why are you calling me' moments! (This appears to be primarily what NZ iiNet staff do?)

Service

Next up is our service area - when the going gets tough, it's this team who get thing's going. No problem is too big or small...from moving house to working with our wholesale providers to make sure the lines to our customer's houses are in tip-top condition - it's all part of a normal day for our service crew.

Specialty

Customer Service Reps can supersize their experience and start working on all the latest gadgets and thingamajigs and trouble shoot in lands where no CSR has gone previously. Still absolutely focused on supporting our customers, these guys and gals know their what's-its from their widgets and if they can't make it work, no one can.

What iiNet Sell?

Internet packages

Looking for fast and great value broadband without having pay for phone line rental? Look no further! All of our Naked DSL plans come with Netphone included, offering great value call rates. Thanks to our Liimitless plans offering unlimited broadband data, you'll never have to worry about downloads again.

We're proud to be a national leader in customer service with a commitment to delivering great value, fast broadband internet with options to suit every family's needs. With our new iiNet NBNT plans offering unlimited downloads at an affordable price, there's no time like today to switch providers.

We're proud to be a national leader in customer service with a commitment to delivering great value, fast internet with options to suit every family's needs. With our new iiNet ADSL2+ broadband plans offering unlimited downloads at an affordable price, there's no time like today to switch providers.

We're proud to be a national leader in customer service with a commitment to delivering great value, fast internet with options to suit every family's needs. With our Off-net ADSL2+ broadband plans offering speeds as fast as your line will go at an affordable price, there's no time like today to switch providers.

With awesome download speeds and great value anytime quota plans, there's no better time to sign up for VDSL2, available exclusively on our own network in the ACT.

With ultrafast download speeds, unlimited data and all your local and standard national calls included, there's no better time to grab an iiNet Cable plan available exclusively in Geelong, Mildura, and Ballarat.

With mega download speeds of up to 100 Mbps and great value anytime quota plans from $59.90 per month, there is no better time to sign up for Fibre to the Home. It doesn't stop there. Our Fibre plans are available with no lock-in contract and include your local and standard national calls.

Available exclusively in South Australia and delivered by iiNet's own Adam Internet, WiMAX provides great value high speed broadband in areas where fixed line broadband is not available.

Phone line services

Don't pay for line rental with another provider - bring your phone to iiNet and enjoy the benefits! Our Home Phone plan offers simple, hassle-free service with great call rates, optional call packs for even better value, and sweet rewards for bundling with an iiNet Broadband plan (they're so good together).

Netphone allows you to make cheap phone calls through your broadband connection, instead of your phone line (phone lines are so nineties). To make it even better, all your local and standard national calls are included with Netphone.

With Fibre Phone, you can make phone calls over your NBNT connection and take advantage of awesome savings and features. There's no need to buy a fancy new handset - just plug the one you have now into the dedicated phone socket on your NBNT box. If that sounds a bit too technical, you can get a clear look at the NBNT equipment here. The NBNT equipment also comes with an optional battery backup to keep your Fibre Phone going for up to 11 hours if there's a power outage. Handy!

SIM only plans So you love your mobile and your number, but you're no longer satisfied with your plan. Never fear, you can keep the calls and texts flowing without having to change your handset or number.

TV

Fetch TV with Fetch TV Set Top Box

Hardware for sale

The iiNet TG-789 2.4 GHz 802.11n and 5 GHz 802.11ac wireless VDSL2/ADSL2+ integrated modem that allows you to surf the Internet and share files with multiple devices within your network.

iiNet Wireless Bridge

Siemens GigasetT A220 handset

iiNet PowerLine Adapter

Home Installations
Need installation help? Call tech2home

Since 1998, when we commenced as a provider of installation and service technicians on the Optus cable network, tech2 has been deploying workforces for the majority of telecommunications organisations across Australia.

tech2 is proud of our group of service offerings. It is our commitment to delivering leading edge, professional technology services and solutions to customers that has

resulted in world-class customer satisfaction (Net Promoter Scores).

In September 2014 iiNet Limited ("iiNet") (ASX: IIN) announced that it had acquired a 60% interest in The Tech2 Group (tech2) to partner with founder, Glen Powys.

iiNet noted that "The investment in Tech2 Group represents a unique opportunity to partner with a business with a strong focus on market-leading customer service for nbn installations, in-home audio/visual installations and desktop support."

In August 2015, iiNet was 100% acquired by TPG Telecom Limited with tech2 continuing to operate as a stand alone entity.

Whatever the iiNet product or hardware, our trusted partner, tech2home, is here to help get you up and running in no time. They can visit you at home and set it all up for you or guide you through the tricky bits over the phone. The team at tech2home love all things tech so much that they can connect your entire home, not just your modem.

What's the point of having shiny gadgets if you're not getting the most out of them? Your tech2home tech can help set up your new iiNet broadband service, modem, home network and Fetch. They can also help connect and configure your choice of 3 internet-ready peripherals such as smartphones, tablets, smart TVs, gaming consoles, PCs, laptops and more!

tech2home can help set up a secure wireless network in your home and ensure your wireless-enabled gadgets can connect to the internet. They can also provide recommendations on internet security, network range optimisation and speed.

Home network misbehaving? Computer running slow? tech2home can help troubleshoot and fix any connectivity problems. They can also help optimise your PC or Laptop, curing it of performance issues. If your gadgets need customisation, they can take care of that for you too.

Want to know more about this internet thing? tech2home can help with general 'net and computer advice. They'll explain how you can get the best out of your new broadband connection and show you how to use your computer and other wireless gadgets. The tech2home team has heaps of handy tips and tricks to teach you.

Gregory Smith
TECHNICAL ADVISOR - RESIDENCE TEAM

Auckland Central Area Office - Visa Services, Immigration New Zealand
Ministry of Business, Innovation and Employment

Email: greg.smith@mbie.govt.nz | Ph : + 64 9 9282330 | Fax: +64 9 914 4118
PO Box 76895, Manukau City, Auckland 2241

Feedback - Did we do what we said we would do? Please email any feedback you may have to - aucklandbranchfeedback@mbie.govt.nz

Date/Time Created: 01/Jun/2017 04:21 p.m.
Officer: Stansfield, Matthew
Branch: iBranch
Type: Application Notes
Appln #: 15948910
Application Type: Information request

Application created

Date/Time Created: 01/Jun/2017 04:26 p.m.
Officer: Stansfield, Matthew
Branch: iBranch
Type: Application Notes
Appln #: 15948910
Application Type: Information request

#OIA-S

Tender date:1-Jun-17Due date:30-Jun-17

Information requested:
Michelle Yang (Immigration Officer - Residence Team Central - Auckland Central Area
Office) and her supervisor from Immigration New Zealand conducted an unannounced
site visit to iiNet New Zealand AKL Limited, located at 7 City Road, Auckland on 13
April 2017. During this site visit, they spoke with myself as well as Garry Jones - Contact
Centre Manager. We request under the Official Information Act 1982 transcriptions of the
notes taken by Immigration New Zealand with regards to the responses that were
provided by us during the meeting, as these notes are being utilised as responses on our
Employees' residency applications. However, we wish to review the accuracy of the notes
that were taken by Immigration New Zealand during this visit, due to having some serious
concerns about what INZ is stating as being our responses to their questions.

Notes:

Application:15948910
Related IR:Urgent file?

Date/Time Created: 09/Jun/2017 08:44 a.m.
Officer: Estaci, Maria
Branch: iBranch
Type: Application Notes
Appln #: 15948910
Application Type: Information request

Final letter printed - OIA 7, Letter Withholding Information - 9/06/2017 8:44:21 a.m.

Date/Time Created: 09/Jun/2017 12:14 p.m.
Officer: Estaci, Maria
Branch: iBranch
Type: Application Notes
Appln #: 15948910
Application Type: Information request

---

information request sent via email

From: Maria Estacio
Sent: Friday, 9 June 2017 12:14 p.m.
To: 'nick.b@staff.iinet.net.au'
Subject: OIA Official Information Act Request 15948910 [IN-CONFIDENCE:RELEASE EXTERNAL]

09 June 2017

Application Number: 15948910

Nick Braddock - Senior HR Advisor
iiNet New Zealand AKL Limited
C/o nick.b@staff.iinet.net.au

Dear Nick Braddock

I refer to your Official Information Act request dated 01 June 2017.

I have attached in this email a copy of the site visit report, which is covered by your request.

?Copy of Site Visit Report to iiNet New Zealand AKL Limited made by Immigration Officer Michelle Yang and Technical Advisor Greg Smith, conducted on 13 April 2017

Information relating to internal assessment has been withheld pursuant to Section 6 (a) & (b) of the Official Information Act 1982 (disclosure would be likely to prejudice the maintenance of the law, including the prevention, investigation, detection of offences and the right to a fair trial).

You have the right to contest the decision to withhold information by seeking an investigation and review of that decision by the Ombudsman, whose address for contact purposes is:

The Ombudsman
PO Box 10152

WELLINGTON 6143

You are entitled to request correction of any information you believe is inaccurate or misleading.

If you wish to discuss any aspect of your request or this response, or if you require any further assistance, you are encouraged to contact Maria Estacio, Privacy Officer, and Email: Maria.Estacio@mbie.govt.nz

Yours sincerely

Maria Estacio
Privacy Officer
Immigration New Zealand

Date/Time Created: 09/Jun/2017 12:15 p.m.
Officer: Estaci, Maria
Branch: iBranch
Type: Application Notes
Appln #: 15948910
Application Type: Information request

NOTE: THE CORRECT LETTER SENT TO THE REQUESTOR IS - OIA 7. Letter
Withholding Information - PRINTED ON 9/06/2017

Date/Time Created: 09/Jun/2017 12:15 p.m.
Officer: Estaci, Maria
Branch: iBranch
Type: Application Notes
Appln #: 15948910
Application Type: Information request

info request has been completed and closed off

NOTE: i did not receive yellow page IR from Matt S

Date/Time Created: 22/Jun/2017 02:09 p.m.
Officer: Estaci, Maria
Branch: iBranch
Type: Application Notes
Appln #: 15948910
Application Type: Information request

EMAIL COPIES WITH NICK

From: Maria Estacio
Sent: Thursday, 22 June 2017 2:09 p.m.
To: 'Nick Braddock'
Subject: RE: Regarding OIA Official Information Act Request 15948910 [IN-CONFIDENCE:RELEASE EXTERNAL]

Hi Nick,

I would like to confirm that I have received your email and this will be passed on to Technical Advisor Greg Smith and Immigration Officer Michelle Yang.

Kind Regards,

Maria Estacio
Privacy Officer
Auckland Central Area Office
Immigration Group, Ministry of Business, Innovation and Employment
E-mail: Maria.Estacio@mbie.govt.nz
Level 14, 280 Queen Street, Auckland CBD
PO Box 76895, Manukau City, Auckland 2241
Web: www.mbie.govt.nz

From: Nick Braddock [mailto:nick.b@staff.iinet.net.au]
Sent: Thursday, 22 June 2017 11:57 a.m.
To: Maria Estacio
Subject: Regarding OIA Official Information Act Request 15948910

Dear Maria,

Thank you for providing the notes that contain details of what was recorded on the unannounced site visit by Technical Advisor Greg Smith and Immigration Officer Michelle Yang on 13 April 2017.

We consider that the information recorded is substantially inaccurate. We ask that this inaccurate record not be applied to any pending or current residency applications, as the wrong basis for decisions may be being applied, and that the assessments being made are tainted as a result.

Furthermore those residence applications currently under processing should be halted or alternatively the recorded information should not be applied until this matter is resolved. iiNet is currently formulating a response with corrections that are required to the records that are held and being used by Immigration New Zealand.

I would appreciate a formal response to our concerns.

Thanks and best regards,

Nick Braddock
Senior HR Advisor
Level 5, 7 City Road, Auckland Central, Auckland 1010
ph: (09) 909 7916 ext: 9716 Mob: 021 356207
email: nick.b@staff.iinet.net.au

Date/Time Created: 22/Jun/2017 02:09 p.m.
Officer: Estaci, Maria
Branch: iBranch
Type: Application Notes
Appln #: 15948910
Application Type: Information request

EMAIL COPIE SWITH TA MATT S

From: Maria Estacio
Sent: Thursday, 22 June 2017 2:07 p.m.
To: Matt Stansfield
Subject: RE: Regarding OIA Official Information Act Request 15948910 [IN-CONFIDENCE]

Ok, will do.

Thanks.

Kind Regards,
Maria Estacio
Privacy Officer
Auckland Central Area Office
Immigration Group, Ministry of Business, Innovation and Employment
E-mail: Maria.Estacio@mbie.govt.nz
Level 14, 280 Queen Street, Auckland CBD
PO Box 76895, Manukau City, Auckland 2241
Web: www.mbie.govt.nz

From: Matt Stansfield
Sent: Thursday, 22 June 2017 2:06 p.m.
To: Maria Estacio
Subject: RE: Regarding OIA Official Information Act Request 15948910 [IN-CONFIDENCE]

Hi Maria,

No need to raise any separate request at this stage.

Can you just acknowledge to Nick that we have received his request, and that his email will be passed on to Greg/Michelle (I'll forward it to them).

Kind Regards,
Matt Stansfield
TECHNICAL ADVISOR - PRIVACY TEAM

Auckland Central Area Office - Visa Services, Immigration New Zealand
Ministry of Business, Innovation & Employment

Feedback - Did we do what we said we would do? Please email any feedback you may
have to - aucklandbranchfeedback@mbie.govt.nz

Opening Hours for Public
8:30am - 4:00pm | Monday, Tuesday, Thursday and Friday
10:00am - 4:00 pm | Wednesday

From: Maria Estacio
Sent: Thursday, 22 June 2017 12:33 p.m.
To: Matt Stansfield
Subject: FW: Regarding OIA Official Information Act Request 15948910 [IN-
CONFIDENCE]

Hi Matt,

Just want to let you know that I have received an email from Nick. I think this is about the
Site Visit Report to iiNet New Zealand AKL Limited made by Immigration Officer
Michelle Yang and Technical Advisor Greg Smith, conducted on 13 April 2017. Do we
have to make a new formal response to their concerns?

Kind Regards,

Maria Estacio
Privacy Officer
Auckland Central Area Office
Immigration Group, Ministry of Business, Innovation and Employment
E-mail: Maria.Estacio@mbie.govt.nz
Level 14, 280 Queen Street, Auckland CBD
PO Box 76895, Manukau City, Auckland 2241
Web: www.mbie.govt.nz

From: Nick Braddock [mailto:nick.b@staff.iinet.net.au]
Sent: Thursday, 22 June 2017 11:57 a.m.
To: Maria Estacio
Subject: Regarding OIA Official Information Act Request 15948910

Dear Maria,

.Thank you for providing the notes that contain details of what was recorded on the unannounced site visit by Technical Advisor Greg Smith and Immigration Officer Michelle Yang on 13 April 2017.

We consider that the information recorded is substantially inaccurate. We ask that this inaccurate record not be applied to any pending or current residency applications, as the wrong basis for decisions may be being applied, and that the assessments being made are tainted as a result.

Furthermore those residence applications currently under processing should be halted or alternatively the recorded information should not be applied until this matter is resolved. iiNet is currently formulating a response with corrections that are required to the records that are held and being used by Immigration New Zealand.

I would appreciate a formal response to our concerns.

Thanks and best regards,

Nick Braddock
Senior HR Advisor
Level 5, 7 City Road, Auckland Central, Auckland 1010
ph: (09) 909 7916 ext: 9716 Mob: 021 356207
email: nick.b@staff.iinet.net.au

Date/Time Created: 29/Jun/2017 03:18 p.m.
Officer: Smith, Gregory
Branch: Auckland Central
Type: Client Notes
Client Id: 38933171
Client Name: IiNet New Zealand Akl Limited,   Laura Helmhout

Dear Nick

Thanks for your email and taking the time to clarify the tasks and duties required by your staff at iiNet. If you can provide me a word document of the PDF I will be able to save the document directly into your business client number in our system. In the meantime I will disseminate this document across all the Auckland Immigration Offices today. INZ is obliged to consider any and all information provided to us prior to an application being decided.

Once again thanks for your email and taking the time to clarify the tasks and duties required by your staff at iiNet

Regards

Gregory Smith
TECHNICAL ADVISOR - RESIDENCE TEAM

Auckland Central Area Office - Visa Services, Immigration New Zealand
Ministry of Business, Innovation and Employment

Email: greg.smith@mbie.govt.nz | Ph : + 64 9 9282330 | Fax: +64 9 914 4118
PO Box 76895, Manukau City, Auckland 2241

Feedback - Did we do what we said we would do? Please email any feedback you may have to - aucklandbranchfeedback@mbie.govt.nz

From: Nick Braddock [mailto:nick.b@staff.iinet.net.au]
Sent: Thursday, 29 June 2017 2:10 p.m.
To: Greg Smith
Subject: FW: Request correction to site visit notes - re OIA 15948910 [IN-CONFIDENCE:RELEASE EXTERNAL]

Hello Greg, happy Thursday to you.

Are you able to please advise the process of correcting the site visit notes, and also what will happen to pending/current applications which are being processed using the notes in

dispute?

Best Regards,

Nick Braddock
Senior HR Advisor
Level 5, 7 City Road, Auckland Central, Auckland 1010
ph: (09) 909 7916 ext: 9716 Mob: 021 356207
email: nick.b@staff.iinet.net.au

From: Maria Estacio [mailto:Maria.Estacio@mbie.govt.nz]
Sent: Thursday, June 29, 2017 7:46 AM
To: Nick Braddock
Cc: Matt Stansfield; Michelle Yang; Greg Smith
Subject: RE: Request correction to site visit notes - re OIA 15948910 [IN-CONFIDENCE:RELEASE EXTERNAL]

Hi Nick,

I confirm that I have received your email. I'm not sure about what to advise you on the process from here but I have included our Technical Advisor Matt, Immigration Officer Michelle Yang and Technical Advisor Greg Smith in this email to inform them about your email. I think they can advise you on the process.

Kind Regards,
Maria Estacio
Privacy Officer
Auckland Central Area Office
Immigration Group, Ministry of Business, Innovation and Employment
E-mail: Maria.Estacio@mbie.govt.nz
Level 14, 280 Queen Street, Auckland CBD
PO Box 76895, Manukau City, Auckland 2241
Web: www.mbie.govt.nz

From: Nick Braddock [mailto:nick.b@staff.iinet.net.au]
Sent: Wednesday, 28 June 2017 3:11 p.m.
To: Maria Estacio
Subject: Request correction to site visit notes - re OIA 15948910

Good afternoon Maria,

Please find attached a document containing requests for correction of the site visit notes that were taken during a site visit to our premises on 13 April 2017 by Immigration

  Officer Michelle Yang and Technical Advisor Greg Smith. I have also posted a copy to
your postal address.

Could you please formally acknowledge receipt of this request and advise on the process
from here.

Have a great day.

Thanks and best regards,

Nick Braddock
Senior HR Advisor
Level 5, 7 City Road, Auckland Central, Auckland 1010
ph: (09) 909 7916 ext: 9716 Mob: 021 356207
email: nick.b@staff.iinet.net.au

www.govt.nz - your guide to finding and using New Zealand government services

Any opinions expressed in this message are not necessarily those of the Ministry of
Business, Innovation and Employment. This message and any files transmitted with it are
confidential and solely for the use of the intended recipient. If you are not the intended
recipient or the person responsible for delivery to the intended recipient, be advised that
you have received this message in error and that any use is strictly prohibited. Please
contact the sender and delete the message and any attachment from your computer.

Date/Time Created: 30/Jun/2017 02:50 p.m.
Officer: Smith, Gregory
Branch: Auckland Central
Type: Client Notes
Client Id: 38933171
Client Name: IiNet New Zealand Akl Limited,   Laura Helmhout

Dear Nick

Not a problem I think we have a registered copy of Adobe Acrobat on one of our PCs I will be able to use to copy the PDF, it will just take me some time to set it up. I would suggest that you do provide your correction note information to all your employee's Immigration Lawyers/Advisors so they are informed of all information that may affect them.

Many Thanks

Gregory Smith
TECHNICAL ADVISOR - RESIDENCE TEAM

Auckland Central Area Office - Visa Services, Immigration New Zealand
Ministry of Business, Innovation and Employment

Email: greg.smith@mbie.govt.nz | Ph : + 64 9 9282330 | Fax: +64 9 914 4118
PO Box 76895, Manukau City, Auckland 2241

Feedback - Did we do what we said we would do? Please email any feedback you may have to - aucklandbranchfeedback@mbie.govt.nz

From: Nick Braddock [mailto:nick.b@staff.iinet.net.au]
Sent: Thursday, 29 June 2017 4:36 p.m.
To: Greg Smith
Subject: FW: Request correction to site visit notes - re OIA 15948910 [IN-CONFIDENCE:RELEASE EXTERNAL]

Good afternoon Greg, hope all is going well.

Unfortunately I have not saved the word version because word can be modified after being sent to a receiver. I could use a PDF to word program if you insist on having a MS Word version, however. Just let me know.

Please note that I will be providing the requested correction of notes information for any of my employee's Immigration Lawyers, should they request it from me, so that they are

aware of the specific points that we have made.

Best Regards,

Nick Braddock
Senior HR Advisor
Level 5, 7 City Road, Auckland Central, Auckland 1010
ph: (09) 909 7916 ext: 9716 Mob: 021 356207
email: nick.b@staff.iinet.net.au

From: Greg Smith [mailto:Greg.Smith@mbie.govt.nz]
Sent: Thursday, June 29, 2017 3:18 PM
To: Nick Braddock
Subject: RE: Request correction to site visit notes - re OIA 15948910 [IN-CONFIDENCE:RELEASE EXTERNAL]

Dear Nick

Thanks for your email and taking the time to clarify the tasks and duties required by your staff at iiNet. If you can provide me a word document of the PDF I will be able to save the document directly into your business client number in our system. In the meantime I will disseminate this document across all the Auckland Immigration Offices today. INZ is obliged to consider any and all information provided to us prior to an application being decided.

Once again thanks for your email and taking the time to clarify the tasks and duties required by your staff at iiNet

Regards

Gregory Smith
TECHNICAL ADVISOR - RESIDENCE TEAM

Auckland Central Area Office - Visa Services, Immigration New Zealand
Ministry of Business, Innovation and Employment

Email: greg.smith@mbie.govt.nz | Ph : + 64 9 9282330 | Fax: +64 9 914 4118
PO Box 76895, Manukau City, Auckland 2241

Feedback - Did we do what we said we would do? Please email any feedback you may have to - aucklandbranchfeedback@mbie.govt.nz

Date/Time Created: 05/Jul/2017 01:11 p.m.
Officer: Guo, Betty
Branch: Northern Region Documentation Branch
Type: Application Notes
Appln #: 15948910
Application Type: Information request

RECEIVED: 04/07/2017
FORWARDED TO: Maria E - iBranch

letter fr clt

Date/Time Created: 27/Jul/2017 04:00 p.m.
Officer: Smith, Gregory
Branch: Auckland Central
Type: Client Notes
Client Id: 38933171
Client Name: IiNet New Zealand Akl Limited,   Laura Helmhout

28 June 2017

Maria Estacio
Privacy Officer
Auckland Central Area Office
Immigration Group, Ministry of Business, Innovation and Employment
Level 14, 280 Queen Street, Auckland CBD
PO Box 76895, Manukau City, Auckland 2241

Dear Maria,

iiNet New Zealand hereby requests a correction to the site visit notes that were taken
during an unannounced visit to our premises on 13 April 2017, by Immigration officer
Michelle Yang and Technical supervisor Greg Smith. We have a number of unresolved
issues regarding the notes taken during the visit/interview which contain a number of
inaccuracies, which appear to be having a detrimental effect on our employees who are
applying for residency. Additionally we wish to add to the notes further information that
should be considered -should the notes continue to be used to assess applications from our
staff.

On the site visit notes that were provided to us under Official Information Act request
15948910, the first inaccuracy found is with regards to the actual times that were recorded
on the site visit. The notes state that the meeting took place from 10.00am to 11.15am.
This is substantially incorrect. The site visit commenced shortly after 9.30am and
continued up until lunchtime (around 12.30pm) - it was closer to three hours' in total, not
one hour and 15 minutes as indicated on the notes.

No record was ever provided to iiNet New Zealand Limited until we requested the site
visit notes under the OIA request. We were not presented with any of the findings of the
site visit and at no time signed any declaration about the site visit notes being true and
correct. Overall, in our opinion the notes taken contain selective snippets of the
conversation that took place and miss out important information provided to the
Immigration New Zealand officers. As a result we strongly believe that the notes held
should be completely disregarded when assessing applications, and that assessments
should continue as they were, previous to the site visit.

Corrections/additions/clarifications requested to site visit report

1.Currently stated:

Tec Support
70 Sales Persons including manager
3 main areas of specialization fall under Tee Support:
Faults
Provisioning
Fibre

1.Correction requested:
Firstly, please note that sales are not part of our Technical Support department -e.g ICT
Sales Representatives is not part of the Technical support department. We request that the
notes are changed to:
Our main group of Customer Service Representative's (CSR's) fall within the Technical
Support Department - i.e in our Technical Support Contact Centre. These employees are
also required to respond to billing enquires, which make up approximately 15% of their
calls. Additionally there are 3 specialist areas (separate teams)
Faults
Provisioning
Fibre

2.Currently stated:
Majority of customers call in to iiNet, departments do not primarily call customers unless
previously contacted. They all use iiPedia (a Knowledge base system, written by staff) an
online encyclopaedia daily, primarily used when troubleshooting during common calls.

2.Addition requested to the above notes - as discussed in the site visit
iiPedia is not an exhaustive list of troubleshooting steps, because we cannot foresee all
issues experienced by our customers, nor do we know what products (devices/equipment
etc.) our customers use in their residence. We also do not know the customers technical
expertise skill level is and need to tailor the support provided dependent upon this. As
explained in the meeting, our staff need a good level of technical knowledge, usually
gained through study and they cannot rely on iiPedia for all the answers. Ultimately it is
the technical ability of our Technical Support CSR's that solve our customer's technical
issues that they are experiencing - not iiPedia.

3.Currently stated:
Faults team provide support to clients when they call up utilising the iiPedia
encyclopaedia, dealing with Common calls/troubleshooting any device.

3.Addition requested to the above notes:
iiPedia does not contain an exhaustive list of all faults troubleshooting steps. We are
unable to forsee every reason why a fault may occur in the network. It is the technical
ability of our Technical Support CS R's that solve our customer's technical issues that they
are experiencing - not iiPedia.

4.Currently stated:
The Provisioning organise services with 3rd parties, like lines in the ground, etc.
Fibre Team arranges for connection of fibre instillation, copper and Hybrid fiber-coaxial

(HFC), dealing with companies like Chorus Australia (NBN company) and arranging for technicians if they need to attend a client's house.

4.Further explanation -Correction requested
The fibre installation company in Australia is called the "NBN Co" - Chorus was given as an example because it is the equivalent of NBN in New Zealand. Note that no NZ iiNet employees are fibre optic technicians or fibre optic cable joiners - we provide technical helpdesk support to our customers via our Contact Centre.

5. Currently stated
{In Australia it will be compulsory to use fibre in 18 months, The National Broadband Network (NBN"") is rolling out fibre-optic, fixed wireless and satellite infrastructure to replace the existing broadband infrastructure with a faster and more reliable broadband service).

5.Further explanation:
It will be compulsory to use 18 months after fibre has been installed in the geographical location that the premises resides in (e.g Copper will be taken out of service 18 months after fibre is available in an area). The fibre rollout is not expected to be completed until 2020 so customers will continue to use copper until fibre is laid in their street.

6.Please see corrections/additions required in red font
ensuring efficient use of applications and equipment
Staff must make sure device dives (change this word to "Drivers") are up to date, they need to make sure they are achieving what the speed should be for geographical area. They also undertake line speed tests and make sure of optimum modem placement. Staff can undertake remote access using software called 'log me in' this is not iiNet software (3rd party software) and is free to download from the internet (companies are required to pay licence fees for commercial use), customers need to provide consent before iiNet staff use this option. They may use this option when checking internet connections, checking modem drivers or assisting with internet based questions like if a website is active or even uploading a job application or troubleshoot emails for clients. (uploading a job applications, and checking if a website is active are not iiNet job requiements) Log me in gives control of the Customers computer to our Technical Support CSR's

7.Please see corrections/additions required in red font
implementing computer networks
Staff deals with clients home networks, syncing systems, etc providing the client advice and direction. Staff can both advise how to, or actually perform the setup of the network for the customer (using log me in), which can range from simple (e.g connect an iPAD to the wireless network), to the complex - Multi-Devices, Smart TV's, Netflix, and all manner of devices (see the Internet of Things IOT).

8.Please see corrections/additions required in red font
adapting existing programs to meet users' requirements
Can provide advice on settings etc, staff don't write code or modify existing programs. Staff guide clients within set parameters of the product range. They don't install or

20/12/2017

reinstall dos programs like windows, iOS, linux etc. Remove the word DOS - it is not relevant. Staff may adapt email setup settings and advise on Internet browser use and set up.

9.Please see corrections/additions required in red font
installing and downloading appropriate software
As advised above staff can undertake remote access using software called 'log me in' this is not iiNet software (3rd party software) and is free to download from the internet, customers need to provide consent before iiNet staff use this option. May be required. Staff may assist/perform with installation of licensed or freely available software. Again commercial users can not just download log me in - must pay license fees

10.Please see corrections/additions required in red font
repairing and replacing peripheral equipment such as terminals, printers and modems
Staff don't do the physical repairing and replacing peripheral equipment, they talk to clients about their needs and tell them how to make the repairs. They provide VoIP, modems and star track. iiNet does not tell customers how to make repairs. Staff will troubleshoot equipment and if required - organize for replacement equipment. Star track is the courier service for sending our equipment. Some iiNet customers use a satellite service called Skymuster for their Internet connection, which we support.

11.Please see addition required in red font (this will clarify the scope of support provided)
responding to inquiries about software and hardware problems:
Staff provide support for internet connections in relation to the products they provide. They 'can' provide guidance, on off the shelf operating systems like windows, iOS, linux etc.
Staff are not trained on mobile devices, phones, pads etc.
As advised above staff can undertake remote access using software called 'log me in' this is not iiNet software (3rd party software) and is free to download from the internet, customers need to provide consent before iiNet staff use this option.
Responding to inquiries about software and hardware problems with relation to internet connectivity is the major function of a Technical Support CSR's position. Below is a list of our service scope:
Technical Support
Handling of technical support queries over the phone and via e-mail.
Display an understanding of the delivery method and provisioning steps for the following services to function; ADSL, ADSL2+, ULL, Fibre, VDSL2, Home Phone, VoIP, NBN Wireless, NBN Satellite, Mobile Voice and Cable broadband.
Assess the hardware requirements for the above services, organize the delivery of the following hardware for customers; Cable routers, ADSL/ ADSL2+/VDSL/Fibre modems and routers, wireless network bridges, telephone handsets and power line adapters.
Assist customers with the installation and setup of hardware, including local networking, wireless networking and VoIP as required.
Use our 4 layer OSI model in conjunction with supplied diagnostic tools to identify faults with internet services. Display a clear understanding regarding the use of these diagnostic tools: LogMeln rescue (remote support), NBN Portal (Fibre provisioning

and diagnostics), DSLAM tools (ULL and ADSL2+ port and line diagnostics), Linux on line ordering (Checking raw cable data and provisioning codes for Phone, ADSL2+ and ADSL), ULL Dump (ULL line data and provisioning), Radius logs (tracking authentication attempts), Traffic usage (Tracking data usage) and VoIP tools (VoIP provisioning and diagnostics).

Provide technical support to a range of software, applications and hardware, refer to the support scope below.

SupportedLimited support
OSWindows 10
WindowsB
Windows 7
Windows Vista
Windows XP
Windows 2000
Mac 05 X 10.4.11 and above Android
iOS {iPhone/iPod/iPad)Windows CE
Other Mobile OS including
-Blackberry
-Palm Linux
EmailOutlook
Outlook Express
Windows Mail
Mac Mail
Thunderbird
DavSync/ActiveSync
iiNet WebmailFirewalls
Viruses and virus scanning software Email accounts from other providers Sending attachments
Email rules
Backing up email or contacts
Email filtering applications
Mail server software (e.g. mDaemon, Exchange)
BrowsersEnsuring the customer can view webpages
Ensuring they can access secure pages (webmail, Toolbox, banking, etc)
Web Accelerator configurationFirewalls
Download managers
Netflix
Configuration of Linux gateway/firewall machines
Non-supplied accelerator programs
Non-HTML software {flash, shockwave etc) Application issues
HardwareModems that iiNet have now or in the past soldApple TV
ChromeCast
Airport Express/Extreme/Time Capsule Fax Machines
Printers
Scanners
Dial UpMaking and maintaining a connection
Troubleshooting issues

Ensure modem software is installed Entering connection settings Entering DNS Settings
Troubleshooting connection issues Reinstalling communications if needed
Creating desktop shortcuts to dialler if neededModems not certified for AU/NZ Modems
under 28kbps
OS dialling software
Reinstalling connections
Network connections
DSL ModemsEnsuring DSL connects and works Ensuring speed is correct
Providing troubleshooting
Ensure at least one telephony device works at the same time as DSL Ensuring modem
software is installed Ensuring the customer's IP routes correctly on our network
Wireless setup and securityModems not provided or recommended by us
Networking of modems
Issues with particular telephony devices Firmware upgrades of any modem Internal
networks I LANs
WirelessWireless Connection ta One PC or Mac
Belkin Generation 1 and 2 and BoB Wireless Routers sold by iiNet Netgear DG834GV
and DLink G604T Routers sold by iiNet
iiNet Wireless Extenders
WPA/WPA2 SecurityModems/Routers not purchased through iiNet
non-iiNet Mobile Phones and PDA 's Gaming Consoles {Wii's, PS3's etc) Wireless
extenders/gateways connected to an ADSL Modem
DomainsManaging mailboxes through Toolbox
Sending and receiving emails using domain email addresses
Accessing domain web spaceWeb page configuration and coding
End-user server software (web, email etc)
PhoneMaking and receiving calls
Lodging faults where applicable Ensuring add-on packages working correctly
Telephony hardware issues where iiNet has supplied the hardware (eg 808).
Telephone handset issues where the customer has phone with us, and has a handset rental
charge on their monthly invoices.All other telephony hardware issues
VoIPMaking and receiving calls
Lodging faults where applicable Ensuring add-on packages work correctly
Configuration settings for modems Troubleshooting supplied ATAs Telephony hardware
issues where iiNet has supplied the hardware (eg 808).All other telephony hardware
issues
Non-supplied ATA hardware
Non-supplied software
FTP Accessnsuring the login details are working
Ensuring public access to siteConstruction of pages Uploading of pages
Site issues
Debugging/problem solving
CG I/PERL/HTML
iPassDia/up connectivity Troubleshooting connectivityBroadband connections Ethernet
connections
Wifi connections
SMSSending SMS/MMSSending SMS to premium services

12.Please see corrections/additions required in red font
determining software and hardware requirements to provide solutions to problems
Staffs needs to look at the correct product to provide the client, what modem is the best
fit, utilising Vol P, understanding client's home network requirements and issues for a
recommended best fit. They also monitor alarms. Then need to ensure that monitored
alarms are taking into account when doing troubleshooting and determining hardware and
software solutions. iiNet do not monitor alarms. Monitored alarms need to be taken into
account with a customer's set up as they can influence the products and services the
customer can use.
The Australian market is more complex than the NZ market in terms of Fibre connection.
They provide VoIP, modems and star track (Sky Muster Satellite), In Australia you can't
provide fibre to the home, fibre needs to run to node locations before connection to
houses. Some locations in the outback have no cable and need satellite connections this is
the new startrack Satellite option that iiNet sell. Star track is a courier service not
relevant. Not correct. Fibre to the Home is only one technology used in the "Multi
Technology Mix" used by NBN, which also includes Fibre to the Node, HFC, Satellite
and Fixed Wireless.
There is also an iiNet Business team who deal with business DSL digital subscriber lines
and fibre products, they can provide a static IP address as well as troubleshooting.
Products they offer are the same but at a higher specification more expensive. Business
customers are more time critical network connections become more complex.

13.Please see corrections/additions required in red font
Training
There is no mandatory requirement like qualifications and work experience to undertake
the roles within iiNet. Good Customer service and a technical interest with a good
aptitude are preferred. Call centre experience is preferred.
It takes 2 weeks to be trained into billing team, training into specialist teams takes about 6
months with 4, 8 and 12 week reviews.
Incorrect, what was discussed was as follows:
NZ shares the position description with iiNet sites worldwide - the qualifications stated
on the Position Description are Australian qualifications. The recruitment process for
Technical Support CSR in NZ is as follows. We screen applicants for at least diploma
level ICT qualification. This is because candidates need to understand ICT theory and
internet complexity. However if someone can demonstrate a strong IT aptitude without
qualification, we will consider them
(could be via a hobby or volunteering -e.g the person who has a bank of servers at home).
Also we screen for Customer Service experience as they need to be able to confidently
talk to a wide range of people.
Training is as follows: 2 weeks in the classroom for billing and product training and an
additional 2 weeks for technical support (troubleshooting). This additional 2 weeks is
usually done after the CSR has spent 1 month on the phones doing only billing calls.
Please note that before we allow Technical Support CSR's on the phones answering
technical queries, we required them to pass a technical support ups kill assessment. A
candidate without ICT knowledge is very unlikely to be able to pass the assessment. To
be considered for a specialist team a candidate would need 6 months iiNet experience
minimum. We run a probationary period of 12 weeks with reviews at the 4, 8 and 12 week

periods.

14.Please see corrections/additions required in red font
ICT Customer Service Representatives - {ICT SALES REPRESENTATIVE)
Set up last year by Garry Jones to sell internet connection, modems, mobile sim cards,
Fetch TV and other internet products and services. Incorrect - Garry setup the iiNet site
in 2006.

15.Please see corrections/additions/Clarifications required in red font
acquiring and updating knowledge of employer's and competitors' goods and services, and
market conditions
iiNet try and match products and services agent the competition. iiNet does not try to
match competition products and services - iiNet aims to provide the products and
services to match the customer's needs. This is done at an organisational level (iiNet
marketing) in Australia and not by individual staff members however CSR are often first
to hear about the competition and feed it back to marketing. Correct - the actual products
and services are determined by the Australian based marketing team. The retention team
deal with clients who want to leave providing they mix and match deals including their
discontinued product and new products, the CSR provided mix and match deals also but
on current product ranges. ? Retention team tries to keep iiNet customers from churning
to another provider, finds out what they are looking for and puts together a package based
on this. Nether put the packages together this is done by marketing. The ICT Sales team
need to keep up to date with competitor offering by researching competitors goods and
via enquiries with competitor customers.

16.Please see corrections/additions required in red font
promoting employers' ICT goods and services to existing and prospective clients
Dealt with by the retention team, clients shop around; they answer the call from existing
clients the ID is done through the phone. New clients go to the general CSR as a first
point of call if the client does not specifically request an option. iiNet operate a "follow
the sun" model with offices in NZ, OZ and SA so the contact centre is always open.
This is the primary purpose of the ICT sales team: to promote services to existing and
prospective customers. The NZ contact center is open 8am to 8pm Monday to Sunday.
New clients go to a dedicated new sales team but the ICT sales team also answer these
calls during busy periods.

17.Please see corrections/additions required in red font
Contact centre team may do 2 tasks however negotiating prices and credit terms, and
completing contracts (suite of products and broadband spectrum) are put together by the
iiNet marketing team in Australia. Terms and conditions of products/services developed
by Australia. NZ CSR can negotiate free offerings, reduced or no contract terms. They
advise terms and conditions, go through the customer relationship agreement and
customer relationship guarantee and finalise/complete the contract.

18.Please see corrections/additions required in red font
Following up with clients to ensure satisfaction with ICT goods and services purchased,
arranging modifications and resolving any problems arising
Staff do follow up calls primarily in retention, about 20% of calls in iiNet are outbound.

Staff follow up sales but not just in retention and solicit customer satisfaction via surveys along with resolving any issues or modifications required (often with Technical Support team assistance)

19.Further comment added
Information gained from online research on their website and the website of Tech2
We believe that the information listed below this heading shows how complex iiNet 's products and services are which demonstrate that working in our contact centre's is not a simple job that can be done by anyone off the street.

20.Salary Levels -Note -this was not recorded during the site visit.
a.A number of our Employee's residency PPI's/ residency declines are stating that our staff are currently being paid considerably below the market rate, and that you are using two sources for the salary information - NZ Careers Website and "payscale". We believe that these sources are not official, and that information about salary levels can only be obtained from Statistics New Zealand (which is obtained from the 2013 census). Market rate salary levels range from the lowest rate to the highest rate, hence our employees are paid within the range. Additionally, eighty percent of our approximately 270 employees are New Zealand citizens and/or residents, and they are paid on the same basis as our employees who hold a valid working visa -therefore they are being paid at the market rate. So the basis for declining applications due to salary is being made using inappropriate data.

Again as a result of the site visit notes being substantially inaccurate we believe that the notes held should be completely disregarded when assessing applications, and that assessments should continue as they were, previous to the site visit.

Yours Sincerely

Nick Braddock
Snr HR Advisor
iiNet New Zealand Aki Limited

Penny Hazlett

From:	Greg Smith
Sent:	Friday, 12 May 2017 3:22 p.m.
To:	*Immigration - Visa Services - ACAO - Residence Team South; *Immigration - Visa Services - ACAO - Residence Team North; *Immigration - Visa Services - ACAO - Residence Team Central
Cc:	Linda Yuan; Alla Mankelow; Gabrielle Henshaw; Lauren Burton; Julie Hill
Subject:	FW: Iinet ICT customer support officer and ICT support technicians nec [IN-CONFIDENCE]

Hi Teams   **'OUT OF SCOPE'**

Please find attached the iiNet PPI , this is more complex than the   and will require a lot more editing by IO's.

IOs will still need to send our employer questioners and identify what part of iiNet their ICT customer support officer/ ICT support technicians nec work in. They will then need to add any examples of tasks that were provided to them etc into the PPI. I have included information about a company that was gained via the iiNet website. IO's will need to establish if their clients are working for iiNet as a tech2home technician or not before using the specific information about tech2home technician's that is included in the PPI.

If I have missed anything glaringly obvious please let me know.

Thanks

Gregory Smith
TECHNICAL ADVISOR – RESIDENCE TEAM

Auckland Central Area Office – Visa Services, Immigration New Zealand
Ministry of Business, Innovation and Employment

Email: greg.smith@mbie.govt.nz | Ph : + 64 9 9282330 | Fax: +64 9 914 4118
PO Box 76895, Manukau City, Auckland 2241

Feedback – Did we do what we said we would do? Please email any feedback you may have to –
aucklandbranchfeedback@mbie.govt.nz

```
<<
        iinet site report.docx          (49.1KB)
        iiNet PPI as at 10 05 2017.docx          (47.8KB)

        (96.9KB)
>>
```

Application number: XXXXXXXXXX
Client number: XXXXXXXXXX

XX XX 2017

XXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXX
XXXXXXX
XXXXXXX XXXX
XXXXXXXXXX

Dear XXXXXXXXXXX

Application for a resident visa for:

Applicant: **Date of birth:**
XXXXXXXX XXXXXXXXXX   XX XXXXXXXX 19XX

Thank you for your application for a resident visa – Skilled Migrant. We received your application on XXX XXXX 201X.

Our assessment of your application

We have completed an assessment of your application and have identified the following issues which may have a negative impact on the outcome of your application made under the Skilled Migrant Category (SMC):

- It appears that your current employment does not substantially match the ANZSCO description for ICT Customer Support Officer (313112).
- It appears that your employment creates unacceptable risks to the integrity of New Zealand's immigration or employment laws.

Please find attached the following relevant immigration instructions:
- SM7.10.1 Assessment of whether employment is skilled
- SM7.20 (c / d, you need to check when your application was lodged) Requirements for employers

ANZSCO description for ICT Customer Support Officer (313112)

You have claimed that your current employment with iiNet New Zealand AKLD Limited substantially matches the ANZSCO description for ICT Customer Support Officer (313112). This occupation appears on Part A of the List of Skilled Occupations. As per SM7.10.1(a) employment will be assessed as skilled if the occupation is included in Part A of the List of Skilled Occupations held at Appendix 6 and the principal applicant can demonstrate that their employment *substantially* matches the description for that occupation (including core tasks) as set out in the ANZSCO.

The ANZSCO description for an ICT Customer Support Officer (including core tasks) is as follows:

"Provides support, education and guidance in the deployment and maintenance of computer infrastructure and the diagnosis and resolution of technical problems and issues. May work in a call centre."

- determining software and hardware requirements to provide solutions to problems
- responding to inquiries about software and hardware problems
- adapting existing programs to meet users' requirements
- installing and downloading appropriate software
- ensuring efficient use of applications and equipment
- implementing computer networks
- designing and maintaining websites
- repairing and replacing peripheral equipment such as terminals, printers and modems
- may work in a call centre

Immigration New Zealand conducted an unannounced site visit to iiNet located at 7 City Road, Auckland on 13 April 2017. We spoke to Nick Braddock: Senior HR Advisor & Garry Jones: Contact Centre Manager / Lead on Product about the overall business structure for iiNet Auckland.

The following information was gained during the site visit.

iiNet is Australia's 2nd largest DSL Internet Service Provider, all customers are based in Australia. There are approximately 300 staff based in iiNets Auckland Office. In the Technical Support area there are approximately 70 Sales Persons including the manager. In addition to billing there are 3 main areas of specialisation that fall under Technical Support, they are Faults, Provisioning & Fibre. iiNet also has a Business team.

The *Faults* team provide support to clients when they call up, dealing with common calls/troubleshooting any device. The *Provisioning* team organise services with 3rd parties, like lines in the ground, etc and the *Fibre Team* arranges for connection of fibre instillation, copper and Hybrid fiber-coaxial (HFC), dealing with companies like Chorus Australia (NBN company) and arranging for technicians if they need to attend a client's house. The iiNet Business team provide the same services providing business DSL digital subscriber lines and fibre products, they can provide a static IP address as well as troubleshooting services.

Nick Braddock advised that in Australia it will be compulsory to use fibre within the next 18 months, the National Broadband Network (NBN™) is rolling out fibre-optic, fixed wireless and satellite infrastructure to replace the existing broadband infrastructure with a faster and more reliable broadband service.

Staff use a Knowledge base system called 'iiPedia' which is an online encyclopaedia. There is no a mandatory requirement for staff to hold an IT qualification or have relevant IT work experience in order to be employed by iiNet. Nick Braddock advised iiNet prefer staff that has an aptitude for good customer service and/or an IT technical interest and past call centre work experience is preferred. Nick Braddock advised it takes 2 weeks to be trained into billing team, training into specialist teams takes about 6 months with 4, 8 and 12 week reviews. It was also noted that iiNet advised that if a person had a greater aptitude they could progress to a specialised team at an explicated rate.

INZ has also looked at iiNets website (*www.iinet.net.au*) for further information about the business, we note the following:

iiNet lists *Technical Teams* which includes roles like programmers, voice engineers, systems engineer and CCIE. These roles appear to require technical and specialists skills. We note that Nick Braddock & Garry Jones made no mention that these roles are undertaken in the iiNet Auckland office. Given your claim your role requires a high level of technical skills, it would be logical that your role should fall under the iiNet *Technical Teams* description however it appears your role may actually fall under their customer service teams description which states you "don't need to speak geek" and "use old fashioned, down-to-earth language when chatting to their residential and business customers". This appears to support our concerns that your role may not require technical and specialists skills at the level required by ANZSCO.

==[You need to establish if your PA is working for iiNet as a tech2home technician or not before using the below]==

Furthermore we note that the iiNet website states they have partnered with a business called tech2home. The tech2home technicians are responsible for setting up iiNets clients new iiNet broadband service, modem, home network and Fetch. They can also help connect and configure iiNet client's internet-ready peripherals such as smartphones, tablets, smart TVs, gaming consoles, PCs, laptops etc. Tech2home also set up a secure wireless network in iiNet client's homes and ensure their wireless-enabled gadgets can connect to the internet. They can also provide recommendations on internet security, network range optimisation and speed. Tech2home also help troubleshoot and fix any connectivity problems optimising PC or Laptop, curing it of performance issues as well as providing general 'net and computer advice.

It is also noted that these options are not free and that iiNet charge for the services, In-Home support at $179 and phone support at $99. This fee payment may be indicative of a skilled technical service being provided that your role does not appear to require or provide.

Given the description of the tasks the tech2home technicians undertake, as listed on the iiNet website, it appears that they are undertaking many of the tasks you claim your role requires you to undertake. This publically available information on the iiNet website appears to contradict your claimed roles technical requirements.

Based on the information currently held on file about your role, obtained from verification checks with your employer, online and assessment of your job description, it appears that your role may not substantially match the description for a ICT Customer Support Officer as set out in the ANZSCO. We therefore have concerns you may not be substantially undertaking the following tasks when compared to the skill level required under the ANZSCO.

1) determining software and hardware requirements to provide solutions to problems

iiNet advised staff need to look at the correct product to provide the client, what modem is the best fit, utilising VoIP, understanding client's home network requirements and issues for a recommended best fit. They also monitor alarms. iiNet advised the Australian market is more complex than the NZ market in terms of Fibre connection. They provide VoIP, modems and star track, In Australia you can't provide fibre to the home, fibre needs to run to node locations before connection to houses. Some locations in the outback have no cable and need satellite connections this is the new startrack option that iiNet sell, therefore staff need to determine client's requirements with each and every call. Staff use a Knowledge base system called 'iiPedia' which is an online encyclopaedia when troubleshooting.

We are not satisfied that you perform this task to the extent envisioned by the ANZSCO. It appears that the solution you provide is already predetermined by following selected troubleshooting steps instead of determining the software and hardware requirements independently to find a solution.

It would appear that tech2home technicians may undertake these tasks at a cost to the iiNet clients.

We also note that your role does not require you to hold any specialised IT qualifications and/or work experience. Therefore your involvement in this task does not require any specialist/technical expertise as required by ANZSCO.

2) responding to inquiries about software and hardware problems
iiNet advised staff provide support for internet connections in relation to the products they provide. They 'can' provide guidance, on off the shelf operating systems like windows, iOS, linux etc. staff are not trained on mobile devices, phones, pads etc. Staff can undertake remote access using software called 'log me in' this is not iiNet software (3rd party software) download from the internet, customers need to provide consent before iiNet staff use this option.

Whilst we are satisfied that you perform this task at a basic level, holistically INZ has a concern that you may not undertake this task with the specialist/technical expertise as required by ANZSCO. It is noted that whilst iiNet say you can remote access clients computers using software called 'log me in' in order to respond to inquiries about software and hardware problems, it is noted that the 'log me in' software is not an explicit piece of iiNet kit which indicates remote access is not a required skill/task in order for you to undertake your role.

It would appear that tech2home technicians may undertake these tasks at a cost to the iiNet clients.

It is also noted that your job does not require you to hold any specialised IT qualifications and/or work experience. Therefore your involvement in this task does not require any specialist/technical expertise as required by ANZSCO.

3) adapting existing programs to meet users' requirements
iiNet advised staff can provide advice on settings, etc. Staff don't write code or modify existing programs. Staff guide clients within set parameters of the iiNet product range. They don't install or reinstall dos programs like windows, iOS, linux etc

We are not satisfied that you perform this task. It appears from the task description that your role is to ensure that existing programs are running without problems and that you are maintaining existing software. It appears that you do not make changes to or adapt the software to meet the user's requirements as intended by the ANZSCO.

It would appear that tech2home technicians may undertake these tasks at a cost to the iiNet clients.

Once again your job does not require you to hold any specialised IT qualifications and/or work experience. Therefore your involvement in this task does not require any specialist/technical expertise as required by ANZSCO.

4) installing and downloading appropriate software
iiNet indicated that you assist with the download of browsers, email, firmware upgrades, device driver updates, and OS updates and can utilise remote access using software called 'log me in' which is not iiNet software it's a 3rd party software) which is download from the internet, customers need to provide consent before iiNet staff use this option.

Your employer advised in the employer questionnaire..................

INZ is not satisfied you substantially undertake this task. It is noted that whilst iiNet say you can remote access clients computers using software called 'log me in' in order to respond to inquiries about software and hardware problems, it is noted that the 'log me in' software is not an explicit piece of iiNet kit which indicates remote access is not a required skill/task in order for you to undertake your role. It appears you primarily direct iiNet clients how to install and download software.

It would appear that tech2home technicians may undertake these tasks at a cost to the iiNet clients.

It is also noted that your job does not require you to hold any specialised IT qualifications and/or work experience. Therefore your involvement in this task does not require any specialist/technical expertise as required by ANZSCO.

5) ensuring efficient use of applications and equipment
iiNet advised staff must make sure device dives are up to date, they need to make sure they are achieving what the speed should be for geographical area. They also undertake line speed tests and make sure of optimum modem placement.

Your employer advised in the employer questionnaire..................

This appears to be similar and related to the second task of 'responding to inquiries about software and hardware problems' therefore we are not satisfied that you perform this task for the aforementioned reasons.

6) implementing computer networks
iiNet advised that staff assist clients to set up their own Wi-Fi networks for their devices.

Your employer advised in the employer questionnaire..................

From iiNets description, it appears that you help customers connect to existing LAN networks rather than implement the computer networks yourself. Therefore, we are not satisfied that you perform this task to the extent as envisioned by the ANZSCO.

It would appear that tech2home technicians may undertake these tasks at a cost to the iiNet clients.

Once again it is also noted that your job does not require you to hold any specialised IT qualifications and/or work experience. Therefore your involvement in this task does not require any specialist/technical expertise as required by ANZSCO.

7) designing and maintaining websites

iiNet advised that you do not undertake this task as part of your role. We acknowledge that this particular task is not relevant to that of an ICT Customer Support Officer.

8) repairing and replacing peripheral equipment such as terminals, printers and modems

Staff don't do the physical repairing and replacing peripheral equipment, they talk to clients about their needs and instruct them how to make the repairs. They provide advice on products such as modems and star track etc.

We have considered your employer's comments however we are not satisfied that you perform this task. This is because it appears that you are not physically present and involved in the repairing or replacing of the peripheral equipment at a customer's premises as you work in a fixed location at the call centre.

It would appear that tech2home technicians may undertake these tasks at a cost to the iiNet clients.

It is also noted that your job does not require you to hold any specialised IT qualifications and/or work experience. Therefore your involvement in this task does not require any specialist/technical expertise as required by ANZSCO.

9) may work in a call centre

We are satisfied that you perform this task.

==[Please only use the below information if you have checked the PAs job description matches]==

We note that the Specific Expertise – Technical Skills section of your position description lists the following requirements:

"Demonstrate sound expertise in or understanding of:
- Basic internet/iiNet infrastructure
- iiNet products and services including routers and hardware
- Relevant iiNet policies and procedures
- Basic fault finding procedures or ability to locate at short notice
- Troubleshooting internet problems and faults
- Basic management accounting principles and practices
- Computer networks and various software
- Standard PC and associated packages
- On-line client accounting system
- Phone system"

Based on your job description, the scope of your position appears to be restricted to knowledge of in-house iiNet products and services, and basic operations. We note that your job description includes resolving customers' issues on their first contact with you. Therefore, it appears that the problems you handle may be basic given that you are expected to solve the issue in a short time frame.

==[Please only use the below information if you have checked the PAs remuneration is below the industry standards]==

According to the NZ careers website, IT helpdesk/support technicians usually earn $43,000 - $60,000 per year. Payscale states the average pay for a Support Technician, Information Technology (IT) is NZ$42,949 per year. We note that your annual salary is $XXX. Given that this is lower than the salary market rate, it appears that the salary

offered to you is not commensurate with that of an ICT Customer Support Officer. Immigration instruction SM7.20(c) states that current employment or an offer of employment does not qualify for points if it is not compliant with all relevant immigration and employment laws in force in New Zealand or if INZ considers that the employment of the applicant creates unacceptable risks to the integrity of New Zealand's immigration or employment laws, policies or instructions.

To determine whether an offer of employment creates an unacceptable risk to the integrity of New Zealand's immigration and employment laws, policies or instructions, an Immigration Officer may consider whether the remuneration offered for the position is comparable to the market rate for New Zealand workers in that occupation.

Your current remuneration is considerably below the market rate for New Zealand workers in your occupation and therefore it is considered that your employment creates unacceptable risks to the integrity of New Zealand's immigration or employment laws, policies or instructions. We are not satisfied that your employment meets instruction SM7.20(c) at this stage.

We acknowledge that you perform some of the ANZSCO tasks for an ICT Customer Support Officer. However, it appears that the ANZSCO tasks you do perform are those that do not require highly technical or specialist training which differentiates a skilled role from an unskilled role.

Although you may work in a call centre, we are not currently satisfied that you use your own technical skills to provide support and education to others regarding technical problems and computer infrastructure. You have limited scope to utilise technical knowledge. The fact that there is no requirement for you to hold experience, whether it be through a qualification or work experience, feeds our concerns above. Regardless of whether you hold relevant work experience or an IT qualification, it is not a requirement by iiNet in order for you to undertake your role. Although it may be beneficial, it is not essential. Although you may support customers in the sense that you talk to them, listen and lodge enquiries on their behalf, the majority of what you do appears to be relatively rudimentary and you diagnose issues through prescribed, internal documents [iiPedia]. Your ICT technical skills are restricted by the product range you provide being Internet Services and your working environment being a call centre based in New Zealand servicing Australian customers.

Therefore Immigration New Zealand is currently not satisfied you meet Immigration instructions SM7.10 & SM7.10.1.a and you may not qualify for your claimed skilled employment points.

As your role appears to involve finding suitable options for customers and the sales aspect of your role, it appears that your role may be a more substantial match for one of the two below ANZSCO roles, with a limited specialty in ICT:

541111 Call Or Contact Centre Information Clerks: provide information to customers about goods and services.
- answering customer inquiries for information about goods and services
- resolving customer complaints and problems with goods and services provided
- recording information about inquiries and complaints
- referring complex inquiries to supervisors
- arranging the despatch of information kits and brochures

541112 Call Or Contact Centre Operator
Answers customer telephone, Internet and email inquiries about goods and services, and promotes the goods and services.

- answering incoming calls, emails and messages, and assisting customers with their specific inquiries
- identifying requirements and recording information into computer systems
- coaching staff and assisting call centre operators to resolve problems and customer inquiries (relevant to 541111 Call or Contact Centre Team Leader)
- developing rosters and managing staff numbers to meet work flows (relevant to 541111 Call or Contact Centre Team Leader)
- listening to calls conducted by call centre operators and providing performance feedback (relevant to 541111 Call or Contact Centre Team Leader)
- monitoring and timing calls (relevant to 541111 Call or Contact Centre Team Leader)
- creating further interest in goods and services by offering customers more information about goods and inviting customers to use services on offer
- updating databases to reflect changes to the status of customers and prospective customers
- arranging the despatch of goods, information kits and brochures to customers and interested parties
- undertaking clerical duties, such as faxing, and filling out paperwork, and liaising with other departments associated with completing the customer contact
- issuing invoices and receiving electronic payments for goods and services provided

However, as neither of these roles is included on the List of Skilled Occupations on Appendix 6, we have not awarded points for Skilled Employment at this stage, in accordance with SM7.10.

We have awarded the following points so far:
Age: xx points
Qualification: xx points
Total: xx points

Without points for skilled employment, your application will not meet any application selection point as required by immigration instructions at SM4.5 for your application to be approved. You application may be declined in accordance with the instructions at SM4.15.

As the issues detailed above may affect the outcome of your application, we are bringing them to your attention out of fairness to you.

We have not made a decision on your application at this stage. This letter gives you the opportunity to make any comments and submit any additional evidence or information in relation to these issues.

You may provide further information by XX/XX/XX.
Any comments or further information must be sent to this office by **XX/XX/XX.**

09 June 2017

NEW ZEALAND
IMMIGRATION

Application Number: 15948910

Nick Braddock - Senior HR Advisor
iiNet New Zealand AKL Limited
C/o nick.b@staff.iinet.net.au

Dear Nick Braddock

I refer to your Official Information Act request dated 01 June 2017.

I have attached in this email a copy of the site visit report, which is covered by your request.

 ✍ Copy of Site Visit Report to iiNet New Zealand AKL Limited made by Immigration Officer Michelle Yang and Technical Advisor Greg Smith, conducted on 13 April 2017

Information relating to internal assessment has been withheld pursuant to **Section 6 (a) & (b)** of the **Official Information Act 1982** (disclosure would be likely to prejudice the maintenance of the law, including the prevention, investigation, detection of offences and the right to a fair trial).

You have the right to contest the decision to withhold information by seeking an investigation and review of that decision by the Ombudsman, whose address for contact purposes is:

 The Ombudsman
 PO Box 10152
 WELLINGTON 6143

You are entitled to request correction of any information you believe is inaccurate or misleading.

If you wish to discuss any aspect of your request or this response, or if you require any further assistance, you are encouraged to contact Maria Estacio, Privacy Officer, and Email: Maria.Estacio@mbie.govt.nz

Yours sincerely

Maria Estacio
Privacy Officer
Immigration New Zealand

MINISTRY OF BUSINESS, INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

New Zealand Government

iiNet site report - 13/04/2017 from 10:00am to 11:15am

Greg Smith: Technical Advisor
Michelle Yang: Immigration Officer

Nick Braddock: Senior HR Advisor at iiNet
Garry Jones: Contact Centre Manager / Lead on Product, Differentiate on Service. - iiNet

The following information was gained during the site visit.

All customers based in Australia
Approximately 300 staff based in Auckland Office

Tec Support
70 Sales Persons including manager

3 main areas of specialisation fall under Tec Support:

- Faults

- Provisioning

- Fibre

Majority of customers call in to iiNet, departments do not primarily call customers unless previously contacted.

They all use iiPedia (a Knowledge base system, written by staff) an online encyclopaedia daily, primarily used when troubleshooting during common calls

Faults team provide support to clients when they call up utilising the iiPedia encyclopaedia, dealing with common calls/troubleshooting any device

The **Provisioning** organise services with 3rd parties, like lines in the ground, etc.

Fibre Team arranges for connection of fibre instillation, copper and Hybrid fiber-coaxial (HFC), dealing with companies like Chorus Australia (NBN company) and arranging for technicians if they need to attend a client's house.
(In Australia it will be compulsory to use fibre in 18 months, The National Broadband Network (NBN™) is rolling out fibre-optic, fixed wireless and satellite infrastructure to replace the existing broadband infrastructure with a faster and more reliable broadband service)

ensuring efficient use of applications and equipment
Staff must make sure device dives are up to date, they need to make sure they are achieving what the speed should be for geographical area. They also undertake line speed tests and make sure of optimum modem placement.

Staff can undertake remote access using software called 'log me in' this is not iiNet software (3rd party software) and is free to download from the internet, customers need to provide consent before iiNet staff use this option. They may use this option when checking internet connections, checking modem drivers or assisting with internet based questions like if a website is active or even uploading a job application or troubleshoot emails for clients. (uploading a job applications, and checking if a website is active are not iiNet job requierments)

implementing computer networks
Staff deals with clients home networks, syncing systems, etc providing the client advice and direction.

adapting existing programs to meet users' requirements
Can provide advice on settings etc, staff don't write code or modify existing programs. Staff guide clients within set parameters of the product range. They don't install or reinstall dos programs like windows, iOS, linux etc.

installing and downloading appropriate software
As advised above staff can undertake remote access using software called 'log me in' this is not iiNet software (3rd party software) and is free to download from the internet, customers need to provide consent before iiNet staff use this option.

repairing and replacing peripheral equipment such as terminals, printers and modems
Staff don't do the physical repairing and replacing peripheral equipment, they talk to clients about their needs and tell them how to make the repairs. They provide VoIP, modems and star track

responding to inquiries about software and hardware problems:
Staff provide support for internet connections in relation to the products they provide. They 'can' provide guidance, on off the shelf operating systems like windows, iOS, linux etc.
Staff are not trained on mobile devices, phones, pads etc.

As advised above staff can undertake remote access using software called 'log me in' this is not iiNet software (3rd party software) and is free to download from the internet, customers need to provide consent before iiNet staff use this option.

determining software and hardware requirements to provide solutions to problems
Staffs needs to look at the correct product to provide the client, what modem is the best fit, utilising VoIP, understanding client's home network requirements and issues for a recommended best fit. They also monitor alarms

The Australian market is more complex than the NZ market in terms of Fibre connection. They provide VoIP, modems and star track, In Australia you can't provide fibre to the home, fibre needs to run to node locations before connection to houses. Some locations in the outback have no cable and need satellite connections this is the new startrack option that iiNet sell.

There is also an iiNet Business team who deal with business DSL digital subscriber lines and fibre products, they can provide a static IP address as well as troubleshooting. Products they offer are the same but at a higher specification more expensive. Business customers are more time critical network connections become more complex.

Training
There is no mandatory requirement like qualifications and work experience to undertake the roles within iiNet. Good Customer service and a technical interest with a good aptitude are preferred. Call centre experience is preferred.

It takes 2 weeks to be trained into billing team, training into specialist teams takes about 6 months with 4, 8 and 12 week reviews.

ICT Customer Service Representatives

Set up last year by Garry Jones to sell internet connection, modems, mobile sim cards, Fetch TV and other internet products and services.

compiling lists of prospective client businesses using trade directories and other sources

Staff dealing with residential customers needs to look for leads, internally utilising back end information, they don't cold call they respond to customer enquiries. A small business may call them but they do not deal with the wider business community.

acquiring and updating knowledge of employer's and competitors' goods and services, and market conditions

iiNet try and match products and services agent the competition. This is done at an organisational level (iiNet marketing) in Australia and not by individual staff members however CSR are often first to hear about the competition and feed it back to marketing. The retention team deal with clients who want to leave providing they mix and match deals including their discontinued product and new products, the CSR provided mix and match deals also but on current product ranges. Nether put the packages together this is done by marketing.

visiting regular and prospective client businesses to establish and act on selling opportunities

N/A clients in Australia

promoting employers' ICT goods and services to existing and prospective clients

Dealt with by the retention team, clients shop around; they answer the call from existing clients the ID is done through the phone. New clients go to the general CSR as a first point of call if the client does not specifically request an option. iiNet operate a "follow the sun" model with offices in NZ, OZ and SA so the contact centre is always open.

quoting and negotiating prices and credit terms, and completing contracts and recording orders

Contact centre team may do 2 tasks however negotiating prices and credit terms, and completing contracts (suite of products and broadband spectrum) are put together by the iiNet marketing team in Australia

arranging delivery of goods, installation of equipment and the provision of services

This is an automated service (70 % of back office systems are automated and require date entry only, PTS and Rumba billing) as long as the sales team inputs the correct information into the system, time, and name, address etc. this goes to the provisioning team who then make the bookings with the associated companies.

reporting to sales management on sales made and the marketability of ICT goods and services

Staff use the online system iTrack it's a real time tracking system keeping record of all sales and date entry it is a standalone product. After every sale the staff must input data in order to capture information that can then be utilised by managers.

Following up with clients to ensure satisfaction with ICT goods and services purchased, arranging modifications and resolving any problems arising
Staff do follow up calls primarily in retention, about 20% of calls in iiNet are outbound

preparing sales reports, and maintaining and submitting records of business expenses incurred
iTrack keeps records of team statistics on an national basis

Information gained from online research on their website and the website of Tech2

The iiNet Group is a Retail Service Provider (RSP) of nbn™ services.

Technical Teams

Information Services

Ever wondered how the shopping cart works or who the clever ones are that built Toolbox? The answer: our programmers. Hopefully you're someone who's interested in working with some of the best and brightest peeps in the ISP space. Whether it's working on our code frontline, solving software riddles and launching rockets (well applications, nearly as cool) our team speak fluent .NET, PHP and Perl. Do you?

Network Services

Curious about how a dial tone works or how email is sent? The folk in our Network Services department know all about it and work hard to make sure your VoIP is crystal clear, our systems are secure and email is always available. Whether you're looking to stake your claim as voice engineer, eat pieces of Linux for breakfast (cue systems engineer) or are on your way to becoming our next CCIE (Cisco Certified Internetwork Expert), our Network Services folk are our backbone.

Customer Service Teams

Customer Service

Love customer service and love the internet? You'd be great for our support team. These are the peeps who help our customers out when they need a hand. You don't need to speak geek either. We use good, old fashioned, down-to-earth language when we chat to our residential and business customers. Section 6 (a) and (b)

Sales

Got the gift of the gab and the integrity to match? You'd be ideal for our sales team. These guys and gals follow up sales leads and help prospective customers work out which of our products best suit them. Don't worry - our sales staff do absolutely no cold

Service

Next up is our service area – when the going gets tough, it's this team who get thing's going. No problem is too big or small...from moving house to working with our wholesale providers to make sure the lines to our customer's houses are in tip-top condition – it's all part of a normal day for our service crew.

Specialty

Customer Service Reps can supersize their experience and start working on all the latest gadgets and thingamajigs and trouble shoot in lands where no CSR has gone previously. Still absolutely focused on supporting our customers, these guys and gals know their what's-its from their widgets and if they can't make it work, no one can.

What iiNet Sell ?

Internet packages

Looking for fast and great value broadband without having pay for phone line rental? Look no further! All of our **Naked DSL** plans come with Netphone included, offering great value call rates. Thanks to our Llimitless plans offering unlimited broadband data, you'll never have to worry about downloads again.

We're proud to be a national leader in customer service with a commitment to delivering great value, fast broadband internet with options to suit every family's needs. With our new **iiNet NBN™** plans offering unlimited downloads at an affordable price, there's no time like today to switch providers.

We're proud to be a national leader in customer service with a commitment to delivering great value, fast internet with options to suit every family's needs. With our new iiNet **ADSL2+ broadband** plans offering unlimited downloads at an affordable price, there's no time like today to switch providers.

We're proud to be a national leader in customer service with a commitment to delivering great value, fast internet with options to suit every family's needs. With our **Off-net ADSL2+ broadband** plans offering speeds as fast as your line will go at an affordable price, there's no time like today to switch providers.

With awesome download speeds and great value anytime quota plans, there's no better time to sign up for **VDSL2,** available exclusively on our own network in the ACT.

With ultrafast download speeds, unlimited data and all your local and standard national calls included, there's no better time to grab an **iiNet Cable** plan available exclusively in Geelong, Mildura, and Ballarat.

With mega download speeds of up to 100 Mbps and great value anytime quota plans from $59.90 per month, there is no better time to sign up for **Fibre to the Home**. It doesn't stop there. Our Fibre plans are available with no lock-in contract and include your local and standard national calls.

Available exclusively in South Australia and delivered by iiNet's own Adam Internet, **WiMAX** provides great value high speed broadband in areas where fixed line broadband is not available.

Phone line services

Don't pay for line rental with another provider - bring your phone to iiNet and enjoy the benefits! Our Home Phone plan offers simple, hassle-free service with great call rates, optional call packs for even better value, and sweet rewards for bundling with an iiNet Broadband plan (they're so good together).

Netphone allows you to make cheap phone calls through your broadband connection, instead of your phone line (phone lines are so nineties). To make it even better, all your local and standard national calls are included with Netphone.

With **Fibre Phone**, you can make phone calls over your NBN™ connection and take advantage of awesome savings and features. There's no need to buy a fancy new handset – just plug the one you have now into the dedicated phone socket on your NBN™ box. If that sounds a bit too technical, you can get a clear look at the NBN™ equipment here. The NBN™ equipment also comes with an optional battery backup to keep your Fibre Phone going for up to 11 hours if there's a power outage. Handy!

SIM only plans So you love your mobile and your number, but you're no longer satisfied with your plan. Never fear; you can keep the calls and texts flowing without having to change your handset or number.

TV

Fetch TV with Fetch TV Set Top Box

Hardware for sale

The iiNet TG-789 2.4 GHz 802.11n and 5 GHz 802.11ac wireless VDSL2/ADSL2+ **integrated modem** that allows you to surf the Internet and share files with multiple devices within your network.

iiNet Wireless Bridge

Siemens Gigaset™ A220 handset

iiNet PowerLine Adapter

Home Installations

Need installation help? Call tech2home

Since 1998, when we commenced as a provider of installation and service technicians on the Optus cable network, tech2 has been deploying workforces for the majority of telecommunications organisations across Australia.

tech2 is proud of our group of service offerings. It is our commitment to delivering leading edge, professional technology services and solutions to customers that has resulted in world-class customer satisfaction (Net Promoter Scores).

In September 2014 iiNet Limited ("iiNet") (ASX: IIN) announced that it had acquired a 60% interest in The Tech2 Group (tech2) to partner with founder, Glen Powys.

iiNet noted that "The investment in Tech2 Group represents a unique opportunity to partner with a business with a strong focus on market-leading customer service for nbn installations, in-home audio/visual installations and desktop support."

In August 2015, iiNet was 100% acquired by TPG Telecom Limited with tech2 continuing to operate as a stand alone entity.

Whatever the iiNet product or hardware, our trusted partner, tech2home, is here to help get you up and running in no time. They can visit you at home and set it all up for you or guide you through the tricky bits over the phone. The team at tech2home love all things tech so much that they can connect your entire home, not just your modem.

What's the point of having shiny gadgets if you're not getting the most out of them? Your tech2home tech can help set up your new iiNet broadband service, modem, home network and Fetch. They can also help connect and configure your choice of 3 internet-ready peripherals such as smartphones, tablets, smart TVs, gaming consoles, PCs, laptops and more!

tech2home can help set up a secure wireless network in your home and ensure your wireless-enabled gadgets can connect to the internet. They can also provide recommendations on internet security, network range optimisation and speed.

Home network misbehaving? Computer running slow? tech2home can help troubleshoot and fix any connectivity problems. They can also help optimise your PC or Laptop, curing it of performance issues. If your gadgets need customisation, they can take care of that for you too.

Want to know more about this internet thing? tech2home can help with general 'net and computer advice. They'll explain how you can get the best out of your new broadband connection and show you how to use your computer and other wireless gadgets. The tech2home team has heaps of handy tips and tricks to teach you.

Gregory Smith
TECHNICAL ADVISOR – RESIDENCE TEAM

Auckland Central Area Office – Visa Services, Immigration New Zealand
Ministry of Business, Innovation and Employment

Email: greg.smith@mbie.govt.nz | Ph : + 64 9 9282330 | Fax: +64 9 914 4118
PO Box 76895, Manukau City, Auckland 2241

Feedback – Did we do what we said we would do? Please email any feedback you may
have to – aucklandbranchfeedback@mbie.govt.nz

Penny Hazlett

From:	Greg Smith
Sent:	Friday, 23 June 2017 9:41 a.m.
To:	Paul Arram; Chloe Song; Sonia D'Mello; Rebecca Wilke; Wayne Nahi; Jasmine Kim; Garry Richards; Lori Remedio; Amanda Wang; Chris Adamson; Jameel Dean; Noel Forde; Steven Westwood; Julie Hill; Briar Pelling
Cc:	Catherine Parton; Mark Walley; *Immigration - Visa Services - ACAO - Residence Team South; *Immigration - Visa Services - ACAO - Residence Team North; *Immigration - Visa Services - ACAO - Residence Team Central
Subject:	RE: Iinet Site Report and PPI for ICT Customer Support Officer [IN-CONFIDENCE]

Hi Everyone

FYI, iiNet has come back (to privacy) to advise that the report (attached, including atrocious hand written notes) contains inaccurate information. iiNet indicates that they are preparing a substantive response to the concerns that were raised in the site visit. So this is good news hopefully the iiNet response will clarify the day to day tasks of the call centre staff and how they meet the skill level that is required under the ANZSCO of which they advised an IT qualification or relevant work experience is not a requirement to undertake the role and its associated tasks.

Please let your IOs who are processing iiNet applications be aware that iiNet are preparing a substantive response to the concerns that were raised in the site visit. I think most PPIs were based on a mix of site visit notes as well as employer questionnaire information so I guess it's down to the individual IO if they also want to wait for the iiNet response (No timeframe given when this will be provided). I guess ultimately it is up to iiNet to provide information in response to any PPIs deadlines that we have sent out to them.

Thanks

Gregory Smith
TECHNICAL ADVISOR – RESIDENCE TEAM

Auckland Central Area Office – Visa Services, Immigration New Zealand
Ministry of Business, Innovation and Employment

Email: greg.smith@mbie.govt.nz | Ph : + 64 9 9282330 | Fax: +64 9 914 4118
PO Box 76895, Manukau City, Auckland 2241

Feedback – Did we do what we said we would do? Please email any feedback you may have to –
aucklandbranchfeedback@mbie.govt.nz

<<

    iinet site report.docx   (48.9KB)
    14062017080540-0001.pdf   (3.6MB)

    (3.6MB)
>>

1

iinet
connect better

28 June 2017

Maria Estacio
Privacy Officer
Auckland Central Area Office
Immigration Group, Ministry of Business, Innovation and Employment
Level 14, 280 Queen Street, Auckland CBD
PO Box 76895, Manukau City, Auckland 2241

Dear Maria,

iiNet New Zealand hereby requests a correction to the site visit notes that were taken during an unannounced visit to our premises on 13 April 2017, by Immigration officer Michelle Yang and Technical supervisor Greg Smith. We have a number of unresolved issues regarding the notes taken during the visit/interview which contain a number of inaccuracies, which appear to be having a detrimental effect on our employees who are applying for residency. Additionally we wish to add to the notes further information that should be considered - should the notes continue to be used to assess applications from our staff.

On the site visit notes that were provided to us under Official Information Act request 15948910, the first inaccuracy found is with regards to the actual times that were recorded on the site visit. The notes state that the meeting took place from 10.00am to 11.15am. This is substantially incorrect. The site visit commenced shortly after 9.30am and continued up until lunchtime (around 12.30pm) – it was closer to three hours' in total, not one hour and 15 minutes as indicated on the notes.

No record was ever provided to iiNet New Zealand Limited until we requested the site visit notes under the OIA request. We were not presented with any of the findings of the site visit and at no time signed any declaration about the site visit notes being true and correct. Overall, in our opinion the notes taken contain selective snippets of the conversation that took place and miss out important information provided to the Immigration New Zealand officers. As a result we strongly believe that the notes held should be completely disregarded when assessing applications, and that assessments should continue as they were, previous to the site visit.

Corrections/additions/clarifications requested to site visit report

1. Currently stated:
Tec Support
70 Sales Persons including manager
3 main areas of specialization fall under Tec Support:
• Faults
• Provisioning
• Fibre

iiNet
connect better

iiNet New Zealand Akl Limited
ACN 068 628 937
Auckland Office
Level 5
7 City Road
Grafton 1010
P.O Box 5827
Wellesley Street
Auckland

1. Correction requested:
Firstly, please note that sales are not part of our Technical Support department –e.g ICT Sales Representatives is not part of the Technical support department. We request that the notes are changed to:
Our main group of Customer Service Representative's (CSR's) fall within the Technical Support Department – i.e in our Technical Support Contact Centre. These employees are also required to respond to billing enquires, which make up approximately 15% of their calls. Additionally there are 3 specialist areas (separate teams)
Faults
Provisioning
Fibre

2. Currently stated:
Majority of customers call in to iiNet, departments do not primarily call customers unless previously contacted. They all use iiPedia (a Knowledge base system, written by staff) an online encyclopaedia daily, primarily used when troubleshooting during common calls.

2. Addition requested to the above notes - as discussed in the site visit
iiPedia is not an exhaustive list of troubleshooting steps, because we cannot foresee all issues experienced by our customers, nor do we know what products (devices/equipment etc.) our customers use in their residence. We also do not know the customers technical expertise skill level is and need to tailor the support provided dependent upon this. As explained in the meeting, our staff need a good level of technical knowledge, usually gained through study and they cannot rely on iiPedia for all the answers. Ultimately it is the technical ability of our Technical Support CSR's that solve our customer's technical issues that they are experiencing – not iiPedia.

3. Currently stated:
Faults team provide support to clients when they call up utilising the iiPedia encyclopaedia, dealing with Common calls/troubleshooting any device.

3. Addition requested to the above notes:
iiPedia does not contain an exhaustive list of all faults troubleshooting steps. We are unable to forsee every reason why a fault may occur in the network. It is the technical ability of our Technical Support CSR's that solve our customer's technical issues that they are experiencing – not iiPedia.

4. Currently stated:
The Provisioning organise services with 3rd parties, like lines in the ground, etc.
Fibre Team arranges for connection of fibre instillation, copper and Hybrid fiber-coaxial (HFC), dealing with companies like Chorus Australia (NBN company) and arranging for technicians if they need to attend a client's house.

4. Further explanation -Correction requested:
The fibre installation company in Australia is called the "NBN Co" – Chorus was given as an example because it is the equivalent of NBN in New Zealand. Note that no NZ iiNet employees are fibre optic technicians or fibre optic cable joiners – we provide technical helpdesk support to our customers via our Contact Centre.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

5. Currently stated:
(In Australia it will be compulsory to use fibre in 18 months, The National Broadband Network (NBN™) is rolling out fibre-optic, fixed wireless and satellite infrastructure to replace the existing broadband infrastructure with a faster and more reliable broadband service).

5. Further explanation:
It will be compulsory to use 18 months after fibre has been installed in the geographical location that the premises resides in (e.g Copper will be taken out of service 18 months after fibre is available in an area). The fibre rollout is not expected to be completed until 2020 so customers will continue to use copper until fibre is laid in their street.

6. Please see corrections/additions required in red font

ensuring efficient use of applications and equipment
Staff must make sure device dives (change this word to "Drivers") are up to date, they need to make sure they are achieving what the speed should be for geographical area. They also undertake line speed tests and make sure of optimum modem placement.
Staff can undertake remote access using software called 'log me in' this is not iiNet software (3rd party software) and is free to download from the internet (companies are required to pay licence fees for commercial use), customers need to provide consent before iiNet staff use this option. They may use this option when checking internet connections, checking modem drivers or assisting with internet based questions like if a website is active or even uploading a job application or troubleshoot emails for clients. (uploading a job applications, and checking if a website is active are not iiNet job requierments) Log me in gives control of the Customers computer to our Technical Support CSR's

7. Please see corrections/additions required in red font

implementing computer networks
Staff deals with clients home networks, syncing systems, etc providing the client advice and direction. Staff can both advise how to, or actually perform the setup of the network for the customer (using log me in), which can range from simple (e.g connect an IPAD to the wireless network), to the complex – Multi-Devices, Smart TV's, Netflix, and all manner of devices (see the Internet of Things IOT).

8. Please see corrections/additions required in red font

adapting existing programs to meet users' requirements
Can provide advice on settings etc, staff don't write code or modify existing programs. Staff guide clients within set parameters of the product range. They don't install or reinstall dos programs like windows, iOS, linux etc. Remove the word DOS – it is not relevant. Staff may adapt email setup settings and advise on Internet browser use and set up.

9. Please see corrections/additions required in red font

installing and downloading appropriate software

As advised above staff can undertake remote access using software called 'log me in' this is not iiNet software (3rd party software) and is free to download from the internet, customers need to provide consent before iiNet staff use this option. May be required. Staff may assist/perform with installation of licensed or freely available software. Again commercial users can not just download log me in – must pay license fees

10. Please see corrections/additions required in red font

repairing and replacing peripheral equipment such as terminals, printers and modems
Staff don't do the physical repairing and replacing peripheral equipment, they talk to clients about their needs and tell them how to make the repairs. They provide VoIP, modems and star track. iiNet does not tell customers how to make repairs. Staff will troubleshoot equipment and if required - organize for replacement equipment. Star track is the courier service for sending our equipment. Some iiNet customers use a satellite service called Skymuster for their Internet connection, which we support.

11. Please see addition required in red font (this will clarify the scope of support provided)

responding to inquiries about software and hardware problems:
Staff provide support for internet connections in relation to the products they provide. They 'can' provide guidance, on off the shelf operating systems like windows, iOS, linux etc.
Staff are not trained on mobile devices, phones, pads etc.
As advised above staff can undertake remote access using software called 'log me in' this is not iiNet software (3rd party software) and is free to download from the internet, customers need to provide consent before iiNet staff use this option.
Responding to inquiries about software and hardware problems with relation to internet connectivity is the major function of a Technical Support CSR's position. Below is a list of our service scope:
Technical Support

- Handling of technical support queries over the phone and via e-mail.
- Display an understanding of the delivery method and provisioning steps for the following services to function; ADSL, ADSL2+, ULL, Fibre, VDSL2, Home Phone, VoIP, NBN Wireless, NBN Satellite, Mobile Voice and Cable broadband.
- Assess the hardware requirements for the above services, organize the delivery of the following hardware for customers; Cable routers, ADSL/ADSL2+/VDSL/Fibre modems and routers, wireless network bridges, telephone handsets and power line adapters.
- Assist customers with the installation and setup of hardware, including local networking, wireless networking and VoIP as required.

- Use our 4 layer OSI model in conjunction with supplied diagnostic tools to identify faults with internet services. Display a clear understanding regarding the use of these diagnostic tools: LogMeIn rescue (remote support), NBN Portal (Fibre provisioning and diagnostics), DSLAM tools (ULL and ADSL2+ port and line diagnostics), Linux online ordering (Checking raw cable data and provisioning codes for Phone, ADSL2+ and ADSL), ULL Dump (ULL line data and provisioning), Radius logs (tracking authentication attempts), Traffic usage (Tracking data usage) and VoIP tools (VoIP provisioning and diagnostics).
- Provide technical support to a range of software, applications and hardware, refer to the support scope below.

iinet
connect better

iiNet New Zealand Akl Limited
ACN 068 628 937
Auckland Office
Level 5
7 City Road
Grafton 1010
P.O Box 5827
Wellesley Street
Auckland

	Supported	Limited support
OS	Windows 10 Windows 8 Windows 7 Windows Vista Windows XP Windows 2000 Mac OS X 10.4.11 and above Android iOS (iPhone/iPod/iPad)	Windows CE Other Mobile OS including - Blackberry - Palm - Linux
Email	Outlook Outlook Express Windows Mail Mac Mail Thunderbird DavSync/ActiveSync iiNet Webmail	Firewalls Viruses and virus scanning software Email accounts from other providers Sending attachments Email rules Backing up email or contacts Email filtering applications Mail server software (e.g. mDaemon, Exchange)
Browsers	Ensuring the customer can view webpages Ensuring they can access secure pages (webmail, Toolbox, banking, etc) Web Accelerator configuration	Firewalls Download managers Netflix Configuration of Linux gateway/firewall machines Non-supplied accelerator programs Non-HTML software (flash, shockwave etc) Application issues
Hardware	Modems that iiNet have now or in the past sold	Apple TV ChromeCast Airport Express/Extreme/Time Capsule Fax Machines Printers Scanners
Dial Up	Making and maintaining a connection Troubleshooting issues Ensure modem software is installed Entering connection settings Entering DNS Settings Troubleshooting connection issues Reinstalling communications if needed	Modems not certified for AU/NZ Modems under 28kbps OS dialling software Reinstalling connections Network connections

iiNet New Zealand Akl Limited
ACN 068 628 937
Auckland Office
Level 5
7 City Road
Grafton 1010
P.O Box 5827
Wellesley Street
Auckland

iinet
connect better

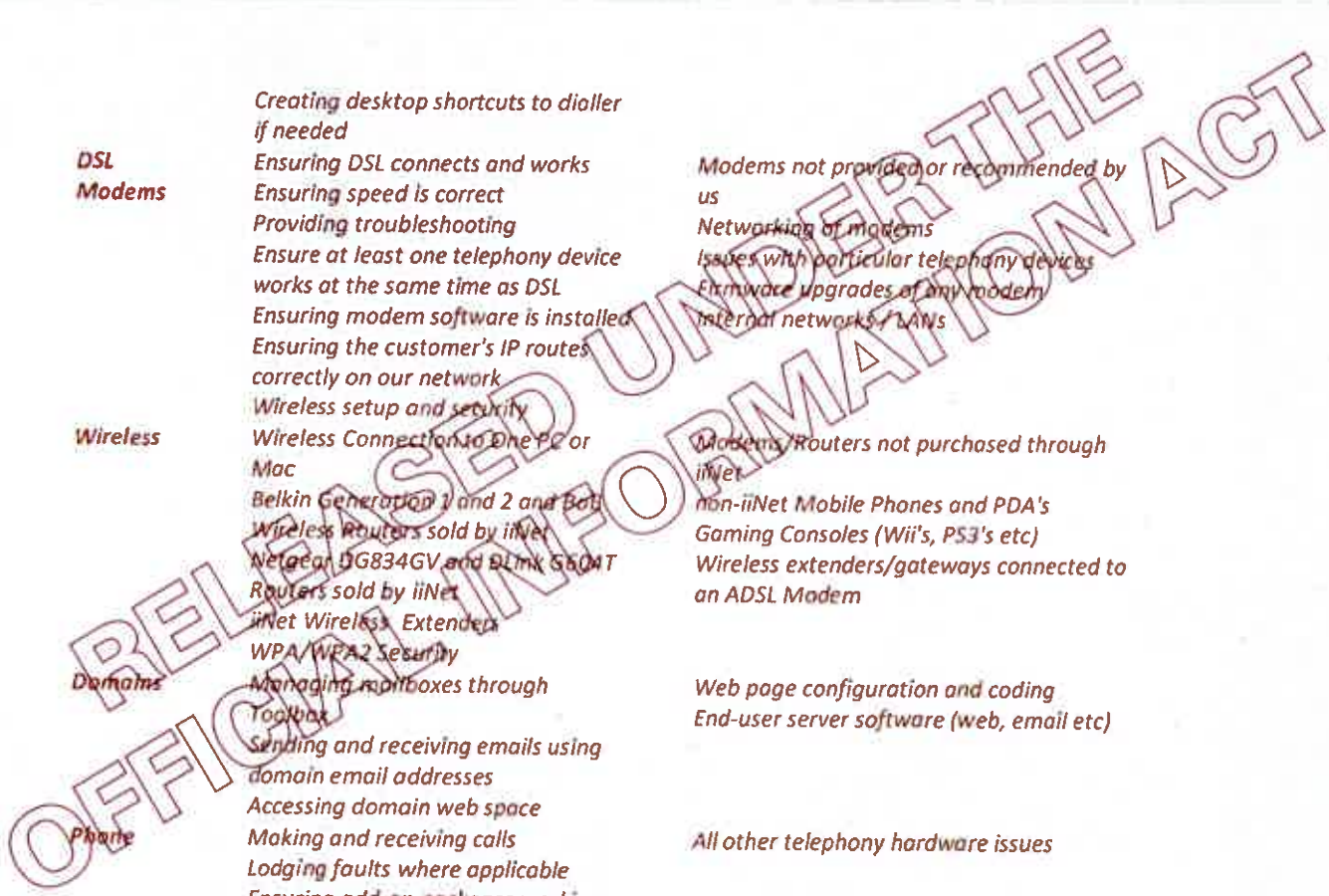|		
	Creating desktop shortcuts to dialler if needed	
DSL Modems	Ensuring DSL connects and works	Modems not provided or recommended by us
	Ensuring speed is correct	
	Providing troubleshooting	Networking of modems
	Ensure at least one telephony device works at the same time as DSL	Issues with particular telephony devices
	Ensuring modem software is installed	Firmware upgrades of any modem
	Ensuring the customer's IP routes correctly on our network	Internal networks / LANs
	Wireless setup and security	
Wireless	Wireless Connection to One PC or Mac	Modems/Routers not purchased through iiNet
	Belkin Generation 1 and 2 and BoB Wireless Routers sold by iiNet	non-iiNet Mobile Phones and PDA's
	Netgear DG834GV and DLink G504T Routers sold by iiNet	Gaming Consoles (Wii's, PS3's etc)
	iiNet Wireless Extender	Wireless extenders/gateways connected to an ADSL Modem
	WPA/WPA2 Security	
Domains	Managing mailboxes through Toolbox	Web page configuration and coding
	Sending and receiving emails using domain email addresses	End-user server software (web, email etc)
	Accessing domain web space	
Phone	Making and receiving calls	All other telephony hardware issues
	Lodging faults where applicable	
	Ensuring add-on packages working correctly	
	Telephony hardware issues where iiNet has supplied the hardware (eg BoB).	
	Telephone handset issues where the customer has phone with us, and has a handset rental charge on their monthly invoices.	
VoIP	Making and receiving calls	All other telephony hardware issues
	Lodging faults where applicable	Non-supplied ATA hardware
	Ensuring add-on packages work correctly	Non-supplied software
	Configuration settings for modems	
	Troubleshooting supplied ATAs	
	Telephony hardware issues where iiNet has supplied the hardware (eg BoB).	

FTP Access	Ensuring the login details are working	Construction of pages
		Uploading of pages
	Ensuring public access to site	Site issues
		Debugging/problem solving
		CGI/PERL/HTML
iPass	Dialup connectivity	Broadband connections
	Troubleshooting connectivity	Ethernet connections
		Wifi connections
SMS	Sending SMS/MMS	Sending SMS to premium services

12. Please see corrections/additions required in red font

determining software and hardware requirements to provide solutions to problems
Staffs needs to look at the correct product to provide the client, what modem is the best fit, utilising VoIP, understanding client's home network requirements and issues for a recommended best fit. They also monitor alarms. Then need to ensure that monitored alarms are taking into account when doing troubleshooting and determining hardware and software solutions. iiNet do not monitor alarms. Monitored alarms need to be taken into account with a customer's set up as they can influence the products and services the customer can use.
The Australian market is more complex than the NZ market in terms of Fibre connection. They provide VoIP, modems and star-track (Sky Muster Satellite), In Australia you can't provide fibre to the home, fibre needs to run to node locations before connection to houses. Some locations in the outback have no cable and need satellite connections this is the new starttrack Satellite option that iiNet sell. Star track is a courier service not relevant. Not correct. Fibre to the Home is only one technology used in the "Multi Technology Mix" used by NBN, which also includes Fibre to the Node, HFC, Satellite and Fixed Wireless.
There is also an iiNet Business team who deal with business DSL digital subscriber lines and fibre products, they can provide a static IP address as well as troubleshooting. Products they offer are the same but at a higher specification more expensive. Business customers are more time critical network connections become more complex.

13. Please see corrections/additions required in red font
Training
There is no mandatory requirement like qualifications and work experience to undertake the roles within iiNet. Good Customer service and a technical interest with a good aptitude are preferred. Call centre experience is preferred.
It takes 2 weeks to be trained into billing team, training into specialist teams takes about 6 months with 4, 8 and 12 week reviews.
Incorrect, what was discussed was as follows:
NZ shares the position description with iiNet sites worldwide – the qualifications stated on the Position Description are Australian qualifications. The recruitment process for Technical Support CSR in NZ is as follows. We screen applicants for at least diploma level ICT qualification. This is because candidates need to understand ICT theory and internet complexity. However if someone can demonstrate a strong IT aptitude without qualification, we will consider them (could be via a hobby or volunteering –e.g the person who has a bank of servers at home). Also we screen for Customer Service experience as they need to be able to confidently talk to a wide range of people.
Training is as follows: 2 weeks in the classroom for billing and product training and an additional 2 weeks for technical support (troubleshooting). This additional 2 weeks is usually done after the CSR has spent 1 month on the phones doing only billing calls. Please note that before we allow Technical Support CSR's on the phones answering technical queries,

we required them to pass a technical support upskill assessment. A candidate without ICT knowledge is very unlikely to be able to pass the assessment. To be considered for a specialist team a candidate would need 6 months iiNet experience minimum. We run a probationary period of 12 weeks with reviews at the 4, 8 and 12 week periods.

14. Please see corrections/additions required in red font

ICT Customer Service Representatives – (ICT SALES REPRESENTATIVE)
Set up last year by Garry Jones to sell internet connection, modems, mobile sim cards, Fetch TV and other internet products and services. Incorrect – Garry setup the iiNet site in 2006.

15. Please see corrections/additions/Clarifications required in red font

acquiring and updating knowledge of employer's and competitors' goods and services, and market conditions

iiNet try and match products and services agent the competition. iiNet does not try to match competition products and services – iiNet aims to provide the products and services to match the customer's needs. This is done at an organisational level (iiNet marketing) in Australia and not by individual staff members however CSR are often first to hear about the competition and feed it back to marketing. Correct - the actual products and services are determined by the Australian based marketing team. The retention team deal with clients who want to leave providing they mix and match deals including their discontinued product and new products, the CSR provided mix and match deals also but on current product ranges. ? Retention team tries to keep iiNet customers from churning to another provider, finds out what they are looking for and puts together a package based on this. Nether put the packages together this is done by marketing. The ICT Sales team need to keep up to date with competitor offering by researching competitors goods and via enquiries with competitor customers.

16. Please see corrections/additions required in red font
promoting employers' ICT goods and services to existing and prospective clients
Dealt with by the retention team, clients shop around; they answer the call from existing clients the ID is done through the phone. New clients go to the general CSR as a first point of call if the client does not specifically request an option. iiNet operate a "follow the sun" model with offices in NZ, OZ and SA so the contact centre is always open.
This is the primary purpose of the ICT sales team: to promote services to existing and prospective customers. The NZ contact center is open 8am to 8pm Monday to Sunday. New clients go to a dedicated new sales team but the ICT sales team also answer these calls during busy periods.

17. Please see corrections/additions required in red font
Contact centre team may do 2 tasks however negotiating prices and credit terms, and completing contracts (suite of products and broadband spectrum) are put together by the iiNet marketing team in Australia. Terms and conditions of products/services developed by Australia. NZ CSR can negotiate free offerings, reduced or no contract terms. They advise terms and conditions, go through the customer relationship agreement and customer relationship guarantee and finalise/complete the contract.

18. Please see corrections/additions required in red font
Following up with clients to ensure satisfaction with ICT goods and services purchased, arranging modifications and resolving any problems arising
Staff do follow up calls primarily in retention, about 20% of calls in iiNet are outbound. Staff follow up sales but not just in retention and solicit customer satisfaction via surveys along with resolving any issues or modifications required (often with Technical Support team assistance)

19. Further comment added
Information gained from online research on their website and the website of Tech2

We believe that the information listed below this heading shows how complex iiNet's products and services are which demonstrate that working in our contact centre's is not a simple job that can be done by anyone off the street.

20. Salary Levels – Note – This was not recorded during the site visit.

a. A number of our Employee's residency PPI's/ residency declines are stating that our staff are currently being paid considerably below the market rate, and that you are using two sources for the salary information – NZ Careers Website and "payscale". We believe that these sources are not official, and that information about salary levels can only be obtained from Statistics New Zealand (which is obtained from the 2013 census). Market rate salary levels range from the lowest rate to the highest rate, hence our employees are paid within the range. Additionally, eighty percent of our approximately 270 employees are New Zealand citizens and/or residents, and they are paid on the same basis as our employees who hold a valid working visa – therefore they are being paid at the market rate. So the basis for declining applications due to salary is being made using inappropriate data.

Again as a result of the site visit notes being substantially inaccurate we believe that the notes held should be completely disregarded when assessing applications, and that assessments should continue as they were, previous to the site visit.

Yours Sincerely,

Nick Braddock
Snr HR Advisor
iiNet New Zealand Akl Limited

Penny Hazlett

From:	Greg Smith
Sent:	Thursday, 29 June 2017 3:18 p.m.
To:	Nick Braddock
Subject:	RE: Request correction to site visit notes - re OIA 15948910 [IN-CONFIDENCE:RELEASE EXTERNAL]

Dear Nick

Thanks for your email and taking the time to clarify the tasks and duties required by your staff at iiNet. If you can provide me a word document of the PDF I will be able to save the document directly into your business client number in our system. In the meantime I will disseminate this document across all the Auckland Immigration Offices today. INZ is obliged to consider any and all information provided to us prior to an application being decided.

Once again thanks for your email and taking the time to clarify the tasks and duties required by your staff at iiNet

Regards

Gregory Smith
TECHNICAL ADVISOR – RESIDENCE TEAM

Auckland Central Area Office – Visa Services, Immigration New Zealand
Ministry of Business, Innovation and Employment

Email: greg.smith@mbie.govt.nz | Ph : +64 9 9282330 | Fax: +64 9 914 4118
PO Box 76895, Manukau City, Auckland 2241

Feedback – Did we do what we said we would do? Please email any feedback you may have to –
aucklandbranchfeedback@mbie.govt.nz

From: Nick Braddock [mailto:nick.b@staff.iinet.net.au]
Sent: Thursday, 29 June 2017 2:10 p.m.
To: Greg Smith
Subject: FW: Request correction to site visit notes - re OIA 15948910 [IN-CONFIDENCE:RELEASE EXTERNAL]

Hello Greg, happy Thursday to you.

Are you able to please advise the process of correcting the site visit notes, and also what will happen to pending/current applications which are being processed using the notes in dispute?

Best Regards,

Nick Braddock
Senior HR Advisor
Level 5, 7 City Road, Auckland Central, Auckland 1010
ph: (09) 909 7916 **ext:** 9716 **Mob:** 021 356207
email: nick.b@staff.iinet.net.au

From: Maria Estacio [mailto:Maria.Estacio@mbie.govt.nz]
Sent: Thursday, June 29, 2017 7:46 AM
To: Nick Braddock
Cc: Matt Stansfield; Michelle Yang; Greg Smith
Subject: RE: Request correction to site visit notes - re OIA 15948910 [IN-CONFIDENCE:RELEASE EXTERNAL]

Hi Nick,

I confirm that I have received your email. I'm not sure about what to advise you on the process from here but I have included our Technical Advisor Matt, Immigration Officer Michelle Yang and Technical Advisor Greg Smith in this email to inform them about your email. I think they can advise you on the process.

Kind Regards,
Maria Estacio
Privacy Officer
Auckland Central Area Office
Immigration Group, Ministry of Business, Innovation and Employment
E-mail: Maria.Estacio@mbie.govt.nz
Level 14, 280 Queen Street, Auckland CBD
PO Box 76895, Manukau City, Auckland 2241
Web: www.mbie.govt.nz

From: Nick Braddock [mailto:nick.b@staff.iinet.net.au]
Sent: Wednesday, 28 June 2017 3:11 p.m.
To: Maria Estacio
Subject: Request correction to site visit notes - re OIA 15948910

Good afternoon Maria,

Please find attached a document containing requests for correction of the site visit notes that were taken during a site visit to our premises on 13 April 2017 by Immigration Officer Michelle Yang and Technical Advisor Greg Smith. I have also posted a copy to your postal address.

Could you please formally acknowledge receipt of this request and advise on the process from here.

Have a great day.

Thanks and best regards,

Nick Braddock
Senior HR Advisor
Level 5, 7 City Road, Auckland Central, Auckland 1010
ph: (09) 909 7916 **ext:** 9716 **Mob:** 021 356207
email: nick.b@staff.iinet.net.au

Penny Hazlett

From:	Greg Smith
Sent:	Thursday, 29 June 2017 4:50 p.m.
To:	Nick Braddock
Subject:	RE: Request correction to site visit notes - re OIA 15948910 [IN-CONFIDENCE:RELEASE EXTERNAL]

Dear Nick

Not a problem I think we have a registered copy of Adobe Acrobat on one of our PCs I will be able to use to copy the PDF, it will just take me some time to set it up. I would suggest that you do provide your correction note information to all your employee's Immigration Lawyers/Advisors so they are informed of all information that may affect them.

Many Thanks

Gregory Smith
TECHNICAL ADVISOR – RESIDENCE TEAM

Auckland Central Area Office – Visa Services, Immigration New Zealand
Ministry of Business, Innovation and Employment

Email: greg.smith@mbie.govt.nz | Ph : + 64 9 9282330 | Fax: +64 9 914 4118
PO Box 76895, Manukau City, Auckland 2241

Feedback – Did we do what we said we would do? Please email any feedback you may have to –
aucklandbranchfeedback@mbie.govt.nz

From: Nick Braddock [mailto:nick.b@staff.iinet.net.au]
Sent: Thursday, 29 June 2017 4:36 p.m.
To: Greg Smith
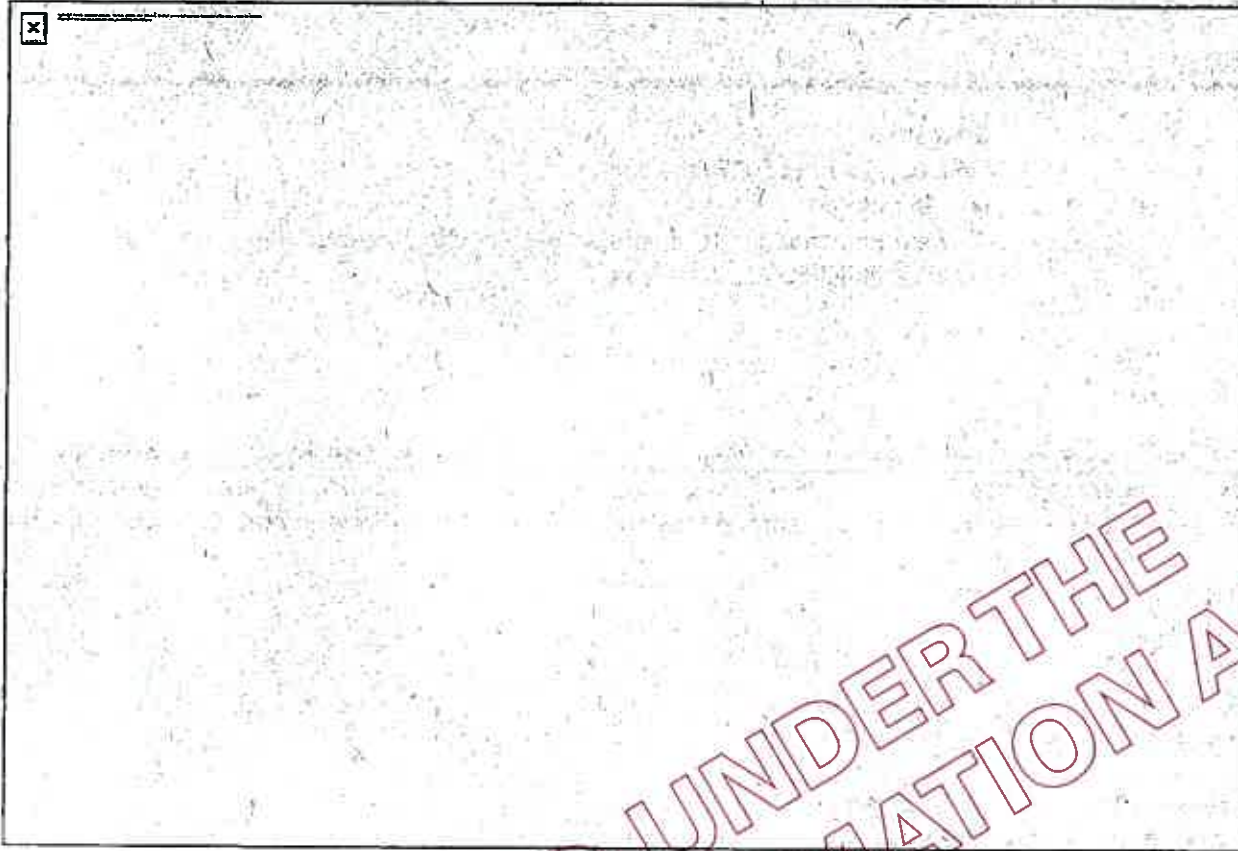**Subject:** FW: Request correction to site visit notes - re OIA 15948910 [IN-CONFIDENCE:RELEASE EXTERNAL]

Good afternoon Greg, hope all is going well.

Unfortunately I have not saved the word version because word can be modified after being sent to a receiver. I could use a PDF to word program if you insist on having a MS Word version, however. Just let me know.

Please note that I will be providing the requested correction of notes information for any of my employee's Immigration Lawyers, should they request it from me, so that they are aware of the specific points that we have made.

Best Regards,

Nick Braddock
Senior HR Advisor
Level 5, 7 City Road, Auckland Central, Auckland 1010
ph: (09) 909 7916 **ext:** 9716 **Mob:** 021 356207
email: nick.b@staff.iinet.net.au

1

From: Greg Smith [mailto:Greg.Smith@mbie.govt.nz]
Sent: Thursday, June 29, 2017 3:18 PM
To: Nick Braddock
Subject: RE: Request correction to site visit notes - re OIA 15948910 [IN-CONFIDENCE:RELEASE EXTERNAL]

Dear Nick

Thanks for your email and taking the time to clarify the tasks and duties required by your staff at iiNet. If you can provide me a word document of the PDF I will be able to save the document directly into your business client number in our system. In the meantime I will disseminate this document across all the Auckland Immigration Offices today. INZ is obliged to consider any and all information provided to us prior to an application being decided.

Once again thanks for your email and taking the time to clarify the tasks and duties required by your staff at iiNet

Regards

Gregory Smith
TECHNICAL ADVISOR – RESIDENCE TEAM

Auckland Central Area Office – Visa Services, Immigration New Zealand
Ministry of Business, Innovation and Employment

Email: greg.smith@mbie.govt.nz | Ph : + 64 9 9282330 | Fax: +64 9 914 4118
PO Box 76895, Manukau City, Auckland 2241

Feedback – Did we do what we said we would do? Please email any feedback you may have to –
aucklandbranchfeedback@mbie.govt.nz

2

From:	Greg Smith
Sent:	Thursday, 29 June 2017 4:14 p.m.
To:	Paul Arram; Chloe Song; Sonia D'Mello; Rebecca Wilke; Wayne Nahi; Jasmine Kim; Garry Richards; Lori Remedio; Amanda Wang; Chris Adamson; Jameel Dean; Noel Forde; Steven Westwood; Julie Hill; Briar Pelling; Daniel Strong
Cc:	Catherine Parton; Mark Walley; Gabrielle Henshaw; Lauren Burton; Julie Hill
Subject:	RE: Iinet Site Report Response from iiNet 29/06/2017 [IN-CONFIDENCE]

Hi Everyone

Please find attached the official response to the iiNet site visit report dated 13/04/2017 from iiNet . I have had a quick look at the response, the main concerns I see is that they are now stating that there is a qualification requirement. They have said that in NZ they screen for staff that have an ICT qualifications, they however contradict this by stating that they can also hire staff with a good aptitude. I looked at my hand written notes to double check exactly what they said, my notes state they said that there is no mandatory level of qualification but if they don't have a diploma level they may struggle. I am still satisfied that a qualification is not a "requirement" to undertake the role. For the tasks they have provided more technical jargon, I am not sure if this will really change our concerns however it is up to the IO to review.

Interestingly, with regards to Tech2 Home (whom we suspect are undertaking the real technical tasks) iiNet have not really provided much comment other than to state that the information on their website shows how complex iiNets products and services are which demonstrate that working in the contact centre is not a simple job that can be done by anyone of the street. It would appear iiNet have acknowledged Tech 2 as having its own website/being its own business, but they have deflected any mention of the service that Tech2 Home provides iiNet customers.

Please pass this document on to your IOs who are processing iiNet applications. If you have any questions or IOs have questions please feel free to call or email me

Thanks

Gregory Smith
TECHNICAL ADVISOR – RESIDENCE TEAM

Auckland Central Area Office – Visa Services, Immigration New Zealand
Ministry of Business, Innovation and Employment

Email: greg.smith@mbie.govt.nz | Ph : + 64 9 9282330 | Fax: +64 9 914 4118
PO Box 76895, Manukau City, Auckland 2241

Feedback – Did we do what we said we would do? Please email any feedback you may have to –
aucklandbranchfeedback@mbie.govt.nz

```
        <<
                    Requested corrections to iiNet New Zealand Akl Limited site visit notes
....pdf              (3.1MB)

                    (3.1MB)
        >>
```