



A Division of Xplornet Communications Inc.

# Information for former No Limits Internet Solutions Inc. customers

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## GENERAL

### ***Who is NetSet Communications – A Division of Xplornet Communications Inc.?***

Headquartered in Brandon, Manitoba, NetSet Communications has a long history in Manitoba with a simple mission: to bring reliable, high speed Internet to rural residents. Joining Xplornet Communications Inc. in November 2017, NetSet is now a proud member of Canada's leading rural broadband service provider, with customers in every province and territory.

### ***Will I need to sign a contract?***

NetSet does not require customers to sign contracts. We are committed to providing the latest technology and best possible customer experience, with no contract required.

### ***Who do I contact with any issues or questions regarding my service?***

While the team at No Limits will continue to provide billing and technical support for your service until July 20, 2018, you can contact us if you have any questions about this transition process. Please email us at [technicalsupport@netset1.ca](mailto:technicalsupport@netset1.ca) or call us anytime, 24/7 at 877.638.7381 and we will be happy to help.

### ***When will my services move to NetSet?***

All billing and technical support for your Internet service will transition to NetSet, on July 20, 2018.

### ***Do I need to replace my equipment?***

You can continue to use the same Internet service equipment that you currently have in your home or business. We've designed the transition to be as seamless and easy for you as possible. However, if you choose an upgraded new LTE package, an equipment upgrade will be required at no charge. You can find more details at <http://netset1.ca/NoLimits>

## SERVICES

### ***Will there be any changes to my Internet plan and fee?***

Your Internet plan and fee for your current plan will not change as part of this transition. We've designed the transition to be as seamless and easy for you as possible.

### ***Will my email address change?***

Your email address will remain the same; there will be no changes to your email address as part of this transition.

### ***How do I access my No Limits email?***

You can continue to access your email address through your usual way. In the future, we will work with you to migrate your email service, and your email address will remain the same following this migration. More details will be emailed to you once they're available.

### ***Will all of my Internet services switch to NetSet?***

NetSet will become your new Internet service provider for your current services.

### ***Where can I find more details about policies on my Internet service?***

To help you become familiar with the policies that apply to your service, we've placed this information in one convenient place. [Click here](#) to review policies such as the Terms of Service, Privacy Policy and Traffic Management Policy.

### ***If part of my current plan, will I still have Data Caps?***

As part of this transition, there is no change to your service, including your package's data usage allotment. Your Internet plan and fee will not change as part of this transition. However, Netset has introduced new LTE packages and it will be your option to select a new plan. These plans are available [here](#).

### ***Will I be able to upgrade my service with NetSet?***

You will be able to upgrade to other NetSet services as they become available in your area.

## INVOICING & BILLING

### ***Will my credit or owing balance transfer to NetSet?***

Yes, your balance will seamlessly transfer to NetSet's billing systems.

### ***When will NetSet start to invoice me?***

Your last invoice from No Limits will depend on when you typically receive your invoice. Your first NetSet invoice will be emailed to you 1 month following your last No Limits invoice.

### ***Will my payment information transfer over? Do I need to update my method of payment?***

Your current payment information will not transfer over to NetSet. We will need your up-to-date payment information and will be contacting you over the coming weeks to confirm contact and payment information.

### ***Will there be any changes to my billing period?***

If you are on monthly billing, there will be no changes to your billing period and dates. The difference is your payment is due 5 days after the invoice date.

For other billing frequencies (such as quarterly, semi-annual, or annual), your account will be transitioned to monthly billing and charges will begin after your current billing period ends.

No Limits currently sends you your invoice and takes your payment on the same day. NetSet will be billing you on your bill cycle day and payment will be due 5 days later.

For example:

If previously you received your invoice on the 5<sup>th</sup> of the month, No Limits would also process your payment on the 5<sup>th</sup>.

Now, when you will receive your invoice on the 5<sup>th</sup>, we will process your payment for that invoice on the 10<sup>th</sup> of the month.

### ***Will the charges for additional activities, such as moving my service, remain the same?***

Once we have transitioned your services over to the NetSet Communications systems, the [Netset Communications service fees and policies](#) for items will be in effect.

## **Do you have any other questions?**

We're always here to help. Please email us at [membercare@netset1.ca](mailto:membercare@netset1.ca) or call us anytime, 24/7 at 1.877.638.7381