



In November 2017, Xplornet Communications Inc. welcomed Netset Communications to the Xplornet family. Since then, Netset has operated as a division of Xplornet. In an effort to provide a better email experience to our Netset customers, we're happy to announce that we will begin to migrate all @goinet.ca and @inethome.ca email addresses over to the Xplornet email service on Tuesday, February 26th, 2019, at 10:00 p.m. CST.

### **What does this mean for you?**

You may continue to use your existing @goinet.ca and @inethome.ca email addresses as normal until 10:00 p.m. CST on February 26, 2019. Please review the Freeze Period discussion below for services that may be temporarily impacted by the transition process. [Click here](#) to see our FAQ's about the changes you can expect after February 26.

**The new email service will provide you with many great features**, including:

- A reliable, stable and secure email service that Xplornet has been operating for over a decade.
- A large 10 GB mailbox.
- Contacts and a calendar that can be synced to a mobile device.
- Cloud storage for files: A simple way to manage your files and have access to them anywhere. You can even share your files stored in webmail via links.
- An RSS component which allows you to view news or content feeds to which you're subscribed.

**Freeze Period:** Any changes you make to your webmail data and settings (specifically contacts, documents, whitelist and blacklist, forwarding address, and autoresponder) on February 25 and 26 will not be reflected following the transition process to the Xplornet email service. Accordingly, we recommend making any updates to this data and settings prior to February 25, 2019.

**Maintenance Window:** Between 10 p.m. CST on February 26th and 6am CST on February 27th, your email service may be unavailable while we complete the transition process to the Xplornet email service.

You will need to make changes to your email client settings after the transition process. Detailed instructions to change your third party email program settings will be provided in the FAQs when we get closer to February 26.

Please watch your inbox for more information as we approach the email service transition date of February 26, 2019. Should you have any questions or if you need help with your Netset services, we are always available by email at [emailsupport@netset1.ca](mailto:emailsupport@netset1.ca) or by phone at 877.638.7381.

We look forward to continuing to connect you to what matters with your Netset service.  
Sincerely,  
The Netset Team