



## Information for Former Netset Customers

On October 31<sup>st</sup>, 2017, Xplornet Communications Inc. purchased Netset Communications, and welcomed the Netset team to the Xplornet family! Since then, Netset has been continuing to provide next generation broadband services throughout the Province of Manitoba. We are pleased to inform you that on May 31<sup>st</sup>, 2019, Netset Communications will be fully transitioned into the Xplornet team. This transition will bring increased support and opportunities for additional services to Netset customers while maintaining a high quality online experience.

Below is a list of Frequently Asked Questions (FAQs) detailing what you can expect with this transition.

Looking for something specific? Use the quick links below to jump to that section on this page:

- [GENERAL](#)
- [SERVICES](#)
- [INVOICING & BILLING](#)
- [OTHER](#)
- [EMAIL TRANSITION](#)

### **GENERAL**

#### ***Who is Xplornet?***

Headquartered in Woodstock, New Brunswick, Xplornet Communications Inc. is Canada's leading rural broadband service provider. We believe everyone should have access to the transformative benefits of broadband, so we make our service available everywhere in Canada, including the hard-to-reach places. Our customers live in the farthest reaches of the country and just outside of major urban centres, and through our coast-to-coast network of local dealers we connect them to what matters. [Click here for more information on our services.](#)

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

There is no need for you to sign a new contract under your existing service. However, as we continue to innovate using the latest technology and upgrade and replace older technology, we may provide you with alternate Internet solutions that may require you to sign a contract.



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

Up until May 31<sup>st</sup>, the Netset customer service team will continue to provide support for your service. If you have any questions regarding this transition, please email us at [membercare@netset1.ca](mailto:membercare@netset1.ca) or call us 24/7 at 1.877.638.7381 and we will be happy to help.

Starting June 1st, you can call Xplornet Communications Inc. at 1.866.841.6001 or email us at [support@xplornet.com](mailto:support@xplornet.com). Whether you have questions about your service or need technical help, our friendly bilingual Customer Care team is available 24/7 to help you.

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

No, you can continue to use the same Internet service equipment that you currently have in your home or business.

**SERVICES**

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

No. Your current Internet plan and fee will not change. Your upload and download speeds and your monthly service fee will all remain the same. If at any time, you would like to discuss your Internet plan or other available Xplornet plans, you may do so by contacting the Xplornet Customer Care team.

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

No, your email address will remain the same.

***How do I access my Netset email?***

You can continue to access your Netset email address through the [webmail login page](#).

***Will all of my Internet services switch to Xplornet?***

Yes, Xplornet will become your new Internet service provider for your services.

***What will happen to my static IP service?***

If you have a static IP, there will be no changes at this time.



***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, and Privacy Policy.](#)

***If my current plan includes unlimited data usage, will I continue to receive unlimited usage?***

Yes, there will be no change to your current plan, including your plan's usage allotment as a result of the transition. Xplornet has a variety of plans to suit your needs and may introduce new plans in the future. You may choose from the plans offered from Xplornet at any time.

***Do I still have access to my customer portal?***

Up until May 31<sup>st</sup>, you will still have access to your Netset portal. You will receive instructions in June on how to login to the Xplornet portal at MyXplornet.com.

***Will I be able to upgrade my service with Xplornet?***

Xplornet offers a range of packages to suit a variety of customer needs. You will be able to upgrade to additional Xplornet services as they become available in your area.

## **INVOICING & BILLING**

***Will my credit or owing balance transfer to Xplornet's billing system?***

Yes, your credit or owing balance will transfer to Xplornet's billing systems.

***When will I receive my first Xplornet invoice?***

Your last invoice from Netset will be issued in May 2019. Your new simplified Xplornet invoice will be emailed to you on your regular invoice date. [Click here for a sample of an Xplornet invoice.](#)

***Will my payment information migrate to Xplornet? Do I need to update my method of payment?***

If your current payment method is **pre-authorized credit**, your credit card information will be securely transferred to Xplornet.



If you currently use the **pre-authorized debit** option, we will need updated payment information.

Please complete the [Xplornet Pre-authorized Debit Form](#) and return it to Xplornet by:

- Email to [billing@xplornet.com](mailto:billing@xplornet.com)
- Fax to 1.866.510.2232
- Mail to P.O. Box 9060, Woodstock, NB E7M 6B5

If you currently pay via **online banking**, you will be required to update your online banking information. You will need the following information to make payments via online banking after May 31<sup>st</sup>, 2019:

- Payee: Xplornet Communications Inc.
- Account ID Number (will appear on your first Xplornet invoice)

***Can I continue to pay for or inquire about my services at the Brandon Netset Office?***

No. However, Xplornet accepts all major credit cards, pre-authorized debit, cheque and online banking.

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

There will be no changes to your billing period or dates. However, you will receive your invoice the same day as your payment is processed.

For example:

If previously you received your invoice on the 5<sup>th</sup> of the month, Netset would process your payment on or around the 10<sup>th</sup> of the month.

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

If you wish to change your payment date we can easily do that for you by emailing us at [support@xplornet.com](mailto:support@xplornet.com)

**OTHER**



***What can I expect in regards to customer service and support after the transition to Xplornet?***

Whether you have questions about your service or need technical support, our friendly bilingual Customer Care team is available 24/7 to help you at 1.866.841.6001.