



Welcoming You to Xplornet

We are writing today with some exciting news regarding your Internet service. In 2017, we shared news that Netset would be joining the Xplornet family. Today, we are excited to announce the next step in this transition: on May 31, 2019, Netset customers will officially become part of Xplornet.

You're probably asking: what does this transition mean for me?

We are working hard to ensure this transition is as smooth as possible. When it comes to your Internet service, there will be no changes to your current plan or your monthly bill. Your upload and download speeds and monthly service fees will all remain the same. In fact, the intent for this transition is to provide you with better customer support, and the ability to access new products and services.

Here's what you can expect:

- Access to a larger Customer Care team for any inquiries and support;
- New and simplified invoice with your monthly account details;
- A new and improved online Customer Portal, MyXplornet, with the ability to view your account details, monitor your usage, and make changes to your payment method;

You can find a list of Frequently Asked Questions (FAQs) detailing what to expect with this transition [here](#).

We know you are likely to have questions, or even concerns. We want you to know we are here to help.

The team at Netset will continue to provide customer support until May 31st, 2019. If you have any questions regarding this transition, please email us at membercare@netset1.ca or call us anytime, 24/7, at 1.877.638.7381.

Starting June 1st, you can call Xplornet Communications Inc. at 1.866.841.6001 or email us at 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.

Sincerely,

