

## Subject line- **Transition to Google Apps is almost complete**

Dear Subscriber,

Speednet is pleased to announce that we will start to transition **keenebroadband.com** mail and portal services to Google Apps over the next 24 hours. Google Apps will allow you to communicate over the Internet more effectively and will provide you with more web mail space. Please note that only people with **keenebroadband.com** email addresses are being moved to Google at this time. This change will not impact virtual domain customers or any aspect of your Internet connection.

To ease the transition, you will continue to be able to access your mail from the legacy ERF Wireless mail servers. However, we strongly encourage you to transition to Google Apps immediately. The legacy ERF Wireless mail servers will be shut down within 30 days. Please note that there are several changes that need to be made that will allow your system to access mail via Google. We strongly encourage you to make these changes immediately to avoid any downtime. The changes are as follows:

### **Password**

An important change to your account is the length of your password. If your password is less than eight characters, we have appended the word **password** to the end of your password. For example, if my password was john the password was changed to **johnpassword**. This is the password that you will need to enter in order to access your mail via Google.

### **Webmail**

You can access your mail via Google on the web at <http://webmail.keenebroadband.com>. The web mail URL of <http://mail.keenebroadband.com> is pointed to the old mail server. Mail will start getting delivered to Google's servers beginning **5/3/2011**. Your contacts and mail that existed on the old mail server will be ported over to the Google Mail service within the next 7 business days. We encourage you to start accessing your mail via Google as soon as the transition is complete. By using the webmail interface provided by Google, you will have over 7 GB of storage space. This is over 20 times the space than before.

### **POP and IMAP Mail Settings**

With the extra storage space, it is no longer necessary for you to access all of your mail using an Email client (Outlook, Outlook Express, Apple Mail, Entourage, Thunderbird, etc). While this option is still available to you, you will need to change your email client settings in order to for your client to work with Google.

If you would like to see a step by step video, you can click here <http://mail.google.com/support/a/google.com/bin/answer.py?answer=33384> to see a video on instructions. Additionally, you can find detailed instructions on how to configure various email clients for POP access here <http://mail.google.com/support/bin/answer.py?answer=13287> or IMAP access here <http://mail.google.com/support/bin/answer.py?answer=78799>.

If you prefer to configure your Email client program manually, or you cannot find instructions at the previously listed websites for configuring your client, please note that the following settings must be used:

Incoming Mail Server: pop.gmail.com  
Use SSL: YES  
Port 995

Outgoing Mail Server: smtp.gmail.com  
Use Authentication: YES  
Port for SSL: 465

Account Name: Your full email address (Example: [jonsmith@keenebroadband.com](mailto:jonsmith@keenebroadband.com))  
Email Address: Your full email address (Example: [jonsmith@keenebroadband.com](mailto:jonsmith@keenebroadband.com))  
Password: Your previous ERF Password (if less than 8 characters, append "password")

To help identify which accounts are actually still in use, with in the next 7 business days, please send an email to [speednetsupport@keyon.com](mailto:speednetsupport@keyon.com) from your new Google Email Account. Provide us with your **name only**. Additionally, you can call our Support Center at 1-800-847-5231 and provide us with the information. Do not send any sensitive information such as credit card numbers, address, etc. SpeedNet will never ask you for sensitive information via email.

We hope you enjoy your new Google Apps email account! If you have any questions or concerns regarding this change, please let us know. We are interested in getting your feedback.

Sincerely,

Speednet Customer Service  
1-800-847-5231