

Westnet Email is Over...

ISP stands for Internet Service Provider. An email address provided by your ISP has 2 major problems:

- what if you want to switch to a different ISP?
- modern email is a specialty service which global giants like Google, Microsoft and Apple do well and ISPs do badly.

Anyone who has visited us for advice on their Westnet email over the past few years has hopefully received the same advice: ditch your Westnet email. The CRC switched away from Westnet 5 years ago. Compared to modern email providers like outlook.com or gmail.com, Westnet email setups have been more and more obsolete and buggy.

As if acknowledging the years of harsh criticism, Westnet has now announced it will stop providing email altogether. This change will not effect Westnet internet services.

Westnet have a process which will allow people to keep their old email addresses. Those who opt into this process will now have their email managed by a separate company called 'The Messaging Company'. Important caveats:

- You will no longer be able to ring Westnet about email problems.
- You will be paying separate, extra, fees to this company probably starting from around September 2024. Fees are expected to be around \$60 per annum but it won't surprise us if 'The Messaging Company' will also charge for any support phone calls you make to them. The Messaging Company appears to be an offshoot of a Brisbane based email provider called Atil. We couldn't find a lot of information about them but based on experiences with

a little CRC

similar products and companies, our expectations are low.

There are three main advantages to opting into Westnet's proposal to move you to 'The Messaging Company':

- you get to keep your old email address
- extra time to transition to a new email address
- Westnet is planning to move your old emails and email contacts over to the new provider.

Is There a Better Way?

Yes. You should get a new email address with one of the large cloud email providers. Three free options worth considering are gmail.com, outlook.com and proton.me. Visit any of those internet addresses to sign up for a free account.

Once you have your new email address, it's time to start the hard process of contacting your friends, your bank and your utilities, and letting them know your new email address.

Don't forget to change your email on ALL your online accounts including MyGov/ Centrelink. Do this while your old Westnet email is still running—it could become impossible if you wait until the old email is closed down.

Backing up your old Westnet emails can be a clumsy, difficult and error prone process. Consider an easier approach:

1. print out important emails out as 'pdfs' (electronic documents)
2. Export your Westnet email address book and import it to your new email provider.

Ask us for help at Northcliffe CRC.

Northcliffe's Bean Bag Cinema presents...

VIVARIUM

7pm Saturday 23rd September

A relentless sci-fi horror from Irish Director Lorcan Finnegan. A young couple looking for the perfect home find themselves trapped in a labyrinth-like neighborhood of identical houses.

Free event. No bookings required. Popcorn supplied. Presented by Northcliffe Library, Northcliffe CRC and SFA.

Monday, Tuesday, Wednesday 10am to 5pm | Thursday, Friday 10 am to 6pm