

Q. Why is my mail being migrated?

A. In an ongoing effort to enhance the hosted email service, Fusion is migrating your existing email platform to a new platform that will enhance security, performance, reliability while enabling higher capacity mailbox storage plans.

Q. Is there anything I have to do?

A. Yes, prior to your migration DNS, changes will need to be made by your provider and you will need to reconfigure your email clients and any devices you receive email on (i.e. Outlook, mobile devices).

Q. Why do I have to make DNS changes, can't you do that for me?

A. If Birch is your DNS provider, we will make the required DNS changes for you, however if Birch is not your DNS provider you will need to contact your DNS provider and ask them to make the required changes prior to your scheduled migration in order for your email to continue to work. This will ensure that you have a smooth transition.

Q. When do I have to make the DNS changes?

A. You will receive an email notification that explains the date your email is scheduled to migrate to the new platform. The changes will need to be made prior to your scheduled migration date.

Q. Where do I find information on how to make my DNS changes?

A. Please refer to the [Customer Migration Steps](#).

Q. What other changes do I have to make?

A. The day after your migration, you will need to reconfigure your email client and any other devices you receive email on (i.e. Outlook, mobile devices). Please follow the [Mail Client Setup Instructions](#) to ensure you have uninterrupted access to your email on all devices.

Q. What happens if I don't make any changes?

A. If you do not make the required changes to your DNS records and reconfigure your email client and other devices, you will not be able to receive email and your email will send a return to sender bounce back notification to anyone that sends you email.

Q. How long will the migration take?

A. Migration time depends on the amount of data that needs to be transferred to the new system. Your data will be migrated on your scheduled migration date beginning at 8:00 p.m. ET and could take 2 to 4 hours to complete.

There will not be an interruption in email services at any time. You will continue to receive email through your migration. During the migration window your mailboxes will go through a synchronization process, at the end of the migration window all of your data will be available.

Q. Will my mailbox be accessible during the migration?

A. Yes! But you will need to make sure you review the [Customer Migration Steps](#) prior to your migration to ensure a successful migration.

Q. Can my company Admin set passwords or does each individual user need to do it.

A. If your company Admin previously had permissions to manage all mailboxes, he or she will also have the ability to set passwords for all mailboxes in the new control panel. Individual users can only set passwords for their specific mailbox.

Q. Will I still receive emails that were sent to me during the time my mailbox was being migrated?

A. Yes! You will receive them on your new client as long as you have made the required DNS changes to our DNS records

Q. Do I have to migrate?

A. Yes, the existing platform is being retired. We are confident that, once migrated, you will see the value of our in-house platform.

Q. We just went through this 2 years ago. Why do we have to do this again?

A. We are always looking for ways to improve the products and services offered to our customers. We believe this email platform is a better fit for our customer base.

Q. Will I still be able to access my email over the internet using the Outlook Web App?

A. Yes you can access the Outlook Web App at <https://mail.h02.fusionemail.net>

Q. What happens if I cannot connect to my email after migration?

A. If you are unable to connect to email please review the [Customer Migration Steps](#) to make sure all settings are correct. You can also access your email online at <https://mail.h02.fusionemail.net> If you are still unable to connect to email please call us at 877-486-8046.

You can find more helpful resources by visiting www.fusionconnect.com/emailmigration.

Thank you for the opportunity to serve you.