FAQ: MORENET BUSINESS CUSTOMERS

WHAT DOES THIS MEAN FOR YOU?

1. OCTOBER 30TH, 2019
   The final day for Morenet is October 30, 2019. After that day Morenet will no longer be functional so you will need to connect to a different Internet Service Provider (ISP) in order to access the internet.

2. HERE ARE SOME OPTIONS
   Here are some options for alternative ISP’s locally:
   - Bell MTS (BELLMTS.CA/MORDEN) 1-888-234-6552
   - Xplornet (XPLORNET.COM) 1-877-959-5717
   - VISP (GETVISP.CA) 1-888-755-1820

3. WHAT SHOULD I SAY TO THESE ISP’S?
   The city has been in contact with each of these three providers and they are aware that there will be former Morenet customers looking for a new service.

4. WHAT DO I DO WITH MY EXISTING HARDWARE?
   The hardware is yours to use as you’d like. We recommend asking a local ISP if it could work with their service, or you can sell the equipment to a third party to recoup some of your investment. The city will not be purchasing any used equipment.

5. WHO SHOULD I CONTACT IF I HAVE QUESTIONS?
   If you have further questions you can contact the city in person at the Civic Centre, by phone at 822-4434, or by email at info@mordenmb.com