

READY TO SAY GOODBYE

TO

XTRA MAIL?



If you're thinking about closing your Xtra Mail, use our checklist to help you get sorted.

Before you get started

Once you close your Xtra Mail, you'll no longer be able to send or receive emails like you do now. So before you say goodbye, we recommend these three steps.

✓ Save anything personal

Your email can hold some special memories. So if there's anything important, like photos or contacts, make sure you download them to your computer or forward them to your new email to keep them.

✓ Take a look at other email providers

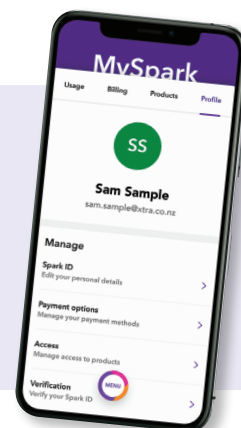
You could switch to a free email provider, like **Gmail** or **Microsoft Outlook**. So find one that suits you and sign up. Just remember, different platforms have different features, so it won't be the exact same experience.

✓ Check your other services

As well as letting your friends and family know, here's some other places you might want to update to your new email address.

- Utilities and insurance company accounts
- MyIR account and online banking details
- Doctor's surgery or local clinic
- Library account
- Any subscriptions, like online newsletters
- Streaming platforms, like Netflix, Neon or Sky
- Social media accounts, like Facebook
- Charities, churches or other community groups

If your Xtra Mail is linked to your Spark account, you'll need to update this to your new email address too. You can do this in MySpark. Just select '**Bill preferences**' or '**MySpark settings**', and enter your new email address.

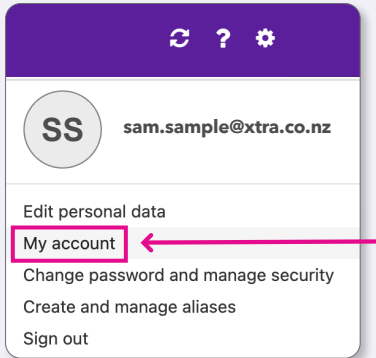


Need help? Call 123 or visit www.spark.co.nz/xtramail-changes

How to close your Xtra Mail

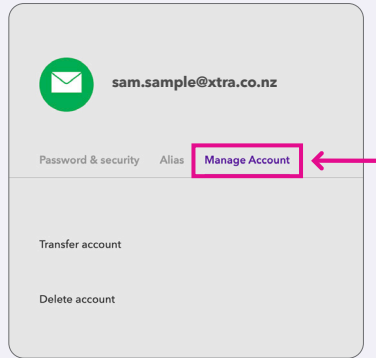
Once you've ticked off everything in the 'before you get started' section, you're ready to close your Xtra Mail. It takes just three steps.

1



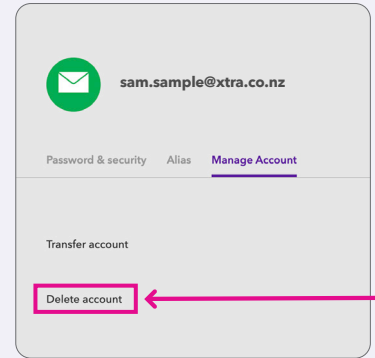
Head to www.xtramail.co.nz and sign in. Then select your profile initials in the top right corner and select 'My account'.

2



Select 'Manage Account' from the options on the top right-hand side.

3



Select 'Delete account' and confirm you'd like to permanently delete your email account.

Changed your mind?

If you change your mind and want to keep Xtra Mail, you'll have **90 days** to recover your account. Just a heads up, Xtra Mail subscription fees will apply. To recover your Xtra Mail, get in touch with us at www.spark.co.nz/message-us

Need more support?

- Call **123** or visit www.spark.co.nz/xtramail-changes for more information and support.
- Drop into your local Spark store and chat to our team.



Talk to a 'Stepping UP' digital skills provider

There are over 350 Stepping UP digital skills providers throughout New Zealand, including public libraries who can help you set up a new email with another provider. Contact your local library or visit www.steppingup.nz to find a provider near you.

