

## **AUTOFORWARDING**

### **If I have set up an auto-forward on my which.net account, will this still continue to work?**

If you have autoforwarding already set up before the end of 24th May, 2018, this will continue to work. Autoforwarding will be available to all which.net users until 30 November 2018. An active Which? subscription is not a condition of the service.

### **If I have set up an auto-response on my which.net account, will this still continue to work?**

Yes, if you have an auto-response set up on your which.net account, this will continue to work.

### **If someone tries to email me on my which.net account after 24th May, will they get a message telling them that it's closed?**

If you have an auto-response set up on your which.net account, this will continue to work. A system-generated bounceback will only occur if an email is sent to a non-existent email account.

### **When will autoforwarding stop?**

Where it has been set up, autoforwarding will be available 30 November 2018.

### **I was expecting an email that was sent to my which.net address, but it doesn't seem to have arrived at my new email address. Why not?**

Although we try to ensure the best possible service, we are unable to guarantee that all emails will arrive at their destination. This is due to a number of reasons, including how different services send emails, and the techniques used to reduce the number of unsolicited emails, such as spam filtering.

### **I didn't manage to set up autoforwarding before you closed the service. Can I still do so?**

Our which.net helpline team may be able to help you with this. You can contact them via email on [which.netsupport@which.co.uk](mailto:which.netsupport@which.co.uk), or by calling **01992 825013** (phonelines are open Monday to Friday 8.30am to 6.00pm and Saturday 9.00am to 1.00pm; appointments can be made for Monday to Friday 9.00am to 5.00pm).

If they are able to make a change to your account, please be aware that changes made to the account may take up to 3 working days to implement.

## **GENERAL QUERIES**

### **Why did you close the service?**

We began running which.net before some of today's established companies were in the market and at a time when the way in which email was provided was quite different. Our mission is to offer services, information and solutions to consumers that address needs and problems that are not met elsewhere. As technology has advanced in the last 20 years, other providers and services in the market have become stronger – to the extent that this is now a market where consumers are well served.

We believe that Which? should only offer the best quality services and those that we would recommend if they weren't our own. The which.net service was increasingly out of date and risked not being fit for purpose. Keeping it a service that was of the standard you'd expect

from Which? would have required major resource investment, not least to ensure users' data was kept safe in an increasingly complex environment. And we could not justify this as part of our overall mission to empower consumers.

**I haven't yet set up a new email address. Who can I use?**

There are a number of email providers. Gmail or Outlook.com are two of the most popular, free email providers, with lots of storage and effective anti-spam tools.

**I haven't managed to transfer all my emails that I need. And now the service is closed. What can I do?**

Unfortunately, since you are no longer be able to access the account, these emails are no longer recoverable.

**I haven't managed to transfer my website. And now the service is closed. What can I do?**

The closure of which.net also means the closure of your website. Unfortunately, therefore, you will no longer be able to access it.

**What will you do with all my data/emails at the end of the autoforwarding service?**

When the service has been closed - after 30th November 2018 - all the data will be deleted in line with our internal data retention and deletion policies.

All information is kept in line with our [Privacy Policy](#) and the [Terms and Conditions](#).

**Contacting us**

**I'm a Which? member. Who can I speak to/contact about my membership now I know about this change?**

Please call our Member Services Centre on 01992 822 800 (Monday to Friday 8.30am to 6pm, or Saturday 9am to 1pm). It helps our team if you have your membership number to hand when you call.