

Subject: Important changes at inReach Canada
From: inReach Canada <campaign@roadpost.com>
Date: 2017-09-15 07:01
To: <pcsar-board@castrov.cuug.ab.ca>

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Dear PCSAR,

We want to advise you of some upcoming changes and how they affect you as an inReach subscriber.

Our name is changing

You may know that Garmin acquired DeLorme and the inReach product line in 2016. As the Canadian master distributor for inReach, Roadpost has been doing business under the name inReach Canada since 2011. With the acquisition, our master agreement is ending and Garmin will assume responsibility for future consumer retail sales. We expect this change to take place on September 20, 2017.

As part of that transition **we are retiring the inReach Canada name**; however, we'll continue to support our entire community of inReach users just as before and with Garmin's full backing, except now under the Roadpost banner.

How do these changes affect me?

Your inReach services and support will not be affected by this change. Whether active, suspended or deactivated, as a current or past subscriber nothing will change other than you'll see the inReach Canada name and logo replaced with Roadpost.

- You can still expect the same standard of service and access that you have always enjoyed, but when we answer your email or call it will be as Roadpost.
- If you need 24/7 technical support, customer care or invoicing support you

can count on us as always.

- If you need to make changes to your account, add a device, change plans, suspend or reactivate an inReach device, simply [log in to your account](#) as usual.
- When you visit the inReach Canada website or Facebook page in the future, you'll see the Roadpost logo but you'll still find the same helpful people and info.

It's a pleasure to have you as a member of our large inReach community in Canada. Rest assured that we remain just as committed to maintaining your complete satisfaction, as we have been over our 25-year history! We also distribute a wide range of mobile satellite solutions that we hope you'll explore should a future need arise.

Should you have any questions or require further information, please do not hesitate to contact us via email: inreachcare@roadpost.com

All the best,

Roadpost Customer Care

(formerly inReach Canada)

FAQs:

Will there be any changes to current pricing?

As an existing or past subscriber, you can continue to take advantage of our affordable Standard Consumer Plans, and all the flexibility you currently enjoy with being able to change, cancel or suspend your service.

Can I add additional devices to my existing account?

Yes, if you need to activate another inReach on your current account just visit inreach.garmin.com and activate online as usual. Check out our [knowledge](#)

[base article](#) for info on how to add a device.

If I have a friend that's new to inReach, can they sign up with inReach Canada/Roadpost?

Anyone creating a new consumer account will automatically be directed to Garmin for activation and support. However, if they had an inReach account *at any time* prior to the transition, they can continue to enjoy Roadpost support and monthly plans when logging in with their same email address.

Anyone using inReach for business will continue to be able to create new enterprise/government accounts with Roadpost after the transition. Under the terms of a new agreement with Garmin, Roadpost Inc. will distribute and support the [inReach Enterprise](#) solution, and support inReach devices activated on our proprietary [GeoPro Work Alone Solution](#) platform.

If I had an active device with inReach Canada in the past, can I reactivate with you in the future?

Yes! If you are a past subscriber, you will still be able to take advantage of the same great rate plans and service simply by logging into your existing account. Note that you may need to update your credit card information.

What will happen to the inReach for business product line?

New and existing enterprise solution customers can continue to sign up for new accounts and services with Roadpost Inc. Roadpost will offer the full suite of [inReach Enterprise](#) services on behalf of Garmin, as well as continue to service and support inReach devices activated on Roadpost's proprietary [GeoPro Work Alone Solution](#) platform.

- To learn more about using inReach for communication, safety or location awareness in a business or government organization, please call 1.800.337.3155 or email: inreachcare@roadpost.com

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