Dear Town of Srdjan,

I would like to personally inform you about an important change regarding our email service. Because you and your municipality are trusted clients of ours, I want to formally inform you about upcoming changes to your email service.

Town Web strives to provide white-glove service to each of our clients. I want you to continually receive a great experience with each of our vendors.

However, late last year my team and I saw that one of our email vendors did not live up to our (or your) expectations of providing great reliability, security and uptime. I ultimately decided to make the decision to transition to a different vendor. The goal is to pick a vendor that can provide greater service, reliability and security for your municipal emails.

Your current email provider is Rackspace. However, over the next several months we will start migrating our clients over to Google Workspace.

This transition requires changes to the technical details of your email and domain name settings. The transition to Google Workspace also means a change in price. In short, the price will go up.

I want to make sure that you can pick and choose the best method going forward for your emails. Therefore you have three different options. They are outlined below to help you decide which way to go.

1. Town Web Migrates You to Google Workspace. Town Web is Your Main Point of Contact for Email Support

We will migrate your Rackspace emails to Google Workspace. The cost per email address will be the retail rate of Google Workspace (currently $6.00/month per email address). With email archiving, the total cost per email address will be $18.00/month. Town Web would charge a 30% support fee.

2. You Can Pick an Alternative Email Vendor. Town Web is Not Your Main Point of Contact for Email Support.

You have the option to work with another email vendor. Town Web will assist you in migrating your emails from Rackspace. You will instead work with an alternative email vendor to set up your email addresses and for on-going support.

If your municipality has already pre-paid for your Rackspace email addresses through Town Web, we will keep your email active through the term. However, you would need to switch to a new vendor by your next billing cycle.

Your Rackspace emails will remain active through Town Web until January 15, 2024, or up to the length for which you have pre-paid, whichever is later.

3. You Stick with Rackspace. But Rackspace Becomes your Vendor and your main point of contact for email support

An individual from your municipality will be added as the main point of contact with Rackspace. Your account with Rackspace will transfer from Town Web to Rackspace. This means your billing and support would be directly with Rackpace.

Your Rackspace emails will remain active through Town Web until January 15, 2024, or up to the length for which you have pre-paid, whichever is later. Your account with Rackspace will need to be set up beforehand.

There is a lot of information and we want to keep you informed the best way we can. To make it as efficient as possible, we are hosting two webinars to answer your questions. The first one will be **Wednesday, August 31st at 12 PM ET / 11 AM CT / 10 AM MT**. Visit this page to register for the next webinar: https://help.townweb.com/ [[ADD QR CODE]]

Below are details of your email account
Number of Email Users: 7
Number of Email Users with Email Archiving: 5
Next Billing Date for Email Addresses: 11/21/2026
Current Annual Cost for Emails: 1000$
Future Costs for 5 with Archiving & Support with Google Workspace and Town Web: 1399$
Future Costs for 7 without Archiving & Support with Google Workspace and Town Web: 1100$

In summary:
SOME REASON
11/21/2026
[CTA - Webinar]
Link to download the latest FAQs about the migration

We have a lot of Frequently Asked Questions available here:
https://help.townweb.com.

This includes information about each of the three choices above. It also includes more updated information about out upcoming webinars.

The first webinar will be on Wednesday, August 30th. However we will host another one for those who could not attend the live webinar.

If you have any questions, please FIRST check out the support article at help.townweb.com and please also register for the webinar on August 30th.

Sincerely,
Dustin Overbeck, President/Founder
Town Web Design, LLC