

Product & Service Changes FAQs

Q. What products/services are discontinuing?

A. The list of products no longer offered are:

- **Hosted SharePoint** – service will end on April 30, 2023
- **Hosted DNS** – service will end on June 30, 2022

Q. Is there anything I have to do if I have discontinued services?

A. Yes, if you wish to keep using any of the services that are discontinuing, you need to find another provider for those services.

Q. What if I have Hosted SharePoint (collaboarationhost.net)?

A. If you have Hosted SharePoint via our Parallels control panel, you will need to move/copy your content to another location by April 30, 2023. Due to the many incompatibilities between SharePoint 2010 and newer versions, we are unable to migrate the sites. The platform will be shut down and unavailable after April 30, 2023, with no exceptions.

In addition, if you have flows or other items in your site that rely on the SharePoint URL, you will have to change them to reflect the new URL. Some of the Fab40 templates and Bamboo web parts may not work as support for those ended a while ago.

Q. How do I move my Hosted DNS to another provider?

A. You may contact a DNS registrar such as Wild West or GoDaddy and let them know that you need to move your DNS. They will provide instructions and assist you in moving your zone.

Q. What happens if I don't find other providers?

A. After April 30, 2023, these services will go offline, and they will no longer function.

If you would like to speak to us about options, please call us at 1-866-428-0131

You can find more helpful resources by visiting the [Migration Support Page](#)

Thank you for the opportunity to serve you.

Fusion Connect