

Dear Reseller,

We regret to inform you that on Sunday, March 31st, 2024, the Ricoh Hosted Exchange email platform (GroupSpark and 123Together) will be shutting down permanently. Our records indicate that you are a Reseller of this service and your attention to this platform shutdown / timeline is required.

We suggest that you start the search for a replacement as soon as possible to avoid any migration issues or delays. On March 31st, 2024, this service will be shut down and both you and your clients will no longer have access to your email, or any services still enabled.

We recommend you start looking for a new vendor and work with that vendor to migrate your services off this platform. Once you have migrated your clients' services, please delete the clients' services from the control panel and billing will stop. Please note you must delete all services for your clients to stop billing. Additionally, all invoices must be kept current or risk suspension during your transition.

Terms of service can be found at https://groupspark.com/docs/groupSPARK_Terms_and_Conditions.pdf

We greatly appreciate your business and support, unfortunately this platform and its offerings no longer fit into the current Ricoh portfolio.

As always, thank you for being a valued Ricoh customer. If you have any questions, please feel free to email Support@groupspark.com or call 877-546-7227.

Best regards,
RicoH IT services