

Important information regarding your Vonex telephony service - Technology Migration Project

Vonex <residential@vonex.com.au>

Thu 1/06/2023 8:04 AM

To: Cooperative Secretary <secretary@dte.coop>;

Dear Gary,

NOTICE OF MIGRATION & CHANGE OF PLAN

We are writing to inform you about an upcoming technology migration that will transfer Residential VoIP Services from a legacy server to Vonex.

All services will be migrated between Thursday, 25th May and Saturday, 1st July 2023.

Your migration is scheduled for 9pm AEST, Monday, 12th June, 2023.

What does this mean for you?

You'll receive a brand new phone plan, loaded with inclusions, and \$5 bonus credit to really get you talking!*

The table below outlines your current plan/s and our recommendation for your most comparable Vonex Plan/s.

Please note: The data in the table has been automatically generated and is best viewed on a desktop device. Should your account information display incorrectly or not appear, please contact our Consumer Support Team immediately.

Phone Number (DID)	Legacy Plan	Vonex Plan
61390051025	Aussie Hero \$20.00	Aussie Hero \$19.95

Additional DIDs

Vonex's Residential Plans have one phone number (DID) included as standard. Should you have additional DIDs linked to your Plan, not stated above, please note that a fee of \$2 applies to each additional DID per month. Please contact the Consumer Support Team for more information.

Click the button below to view a summary of Vonex's Residential VoIP Phone Plan inclusions and other charges for Migrating Customers.

Vonex Migrating Residential Customer Information Summaries

The data in the table above has been automatically generated. Should your account information be displaying incorrectly or not appearing, please get in touch with Consumer Support immediately.

Hardware requirements

Your hardware (i.e. your phone handset) will need to be operating on a SIP Proxy, not an IP Address. Simply reply to this email for assistance with configuring your phone service. We're here to help.

What else do you need to know?

We'll automatically replace your plan once the transfer of your service/s is complete. Rest assured that any existing call credits will be retained.

If your legacy plan was not originally linked to a phone number, denoted as 'TBA' in the table above, a phone number will be randomly selected and allocated on your behalf in due course.

The legacy customer portal has been retired to make way for the new Vonex Customer Portal. We'll be back in touch to showcase your new account management tools shortly after your service/s has been migrated. Should you require assistance during the transition period, please contact Consumer Support.

Service migration is expected to take 24 hours, during which you may experience temporary, intermittent service interruptions of up to 2 hours in total. If you have several services with us, migration may occur at different times for each of your services. To ensure you are prepared for this minor disruption, we will endeavour to notify you in advance of each service's migration.

Vonex will notify you once the transfer of all of your service/s is complete.

Find out more about the technology migration, changes to billing, answers to frequently asked questions (FAQs), and read our terms and conditions here:

[Knowledge Base & FAQs](#)

[Want to discuss your options?](#)

We understand that you may no longer require all of your services or that our recommendations may not suit your needs. Simply reply to this email or call [1300 731 048](tel:1300731048) to chat with our dedicated Consumer Support Team. Please see our FAQs for additional information.

We look forward to hosting your service on our servers so you, like our many Business Customers Australia-wide, can also experience the Vonex difference.

Best regards,
Team Vonex

Get support
Vonex Consumer Support Team
Phone: [1300 731 048](tel:1300731048)
Email: residential@vonex.com.au

Monday to Friday: 8am - 8pm AEST
Saturday & Sunday: 8am - 6pm AEST

This is an important service message. Please do not unsubscribe.

**Terms and conditions apply. Please see www.vonex.com.au/migration for details.*

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Sent to: secretary@dte.coop

[Unsubscribe](#)

Vonex, Level 6/303 Coronation Drive, Milton QLD 4064, Australia