

# Updates to billing and payments – Vonex Technology Migration Project

Vonex <residential@vonex.com.au>

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

Dear Gary,

Your first post-migration bill will be generated on Saturday, July 1, and can be viewed in the Vonex Customer Portal. As a once-off, this first bill has been charged pro-rata, calculated from your legacy plan's billing date to the date your service was migrated.

You may notice that some of your services have yet to appear in the portal and on your invoice. If this is the case, they will appear after they have been migrated.

### **\$5 bonus credit to really get you talking!**

During the migration to Vonex, your existing call credits were transferred, and we've rewarded your loyalty with an additional \$5 bonus credit\*

### **Making your first payment**

If you had a direct debit set up with the legacy system, an Auto Top-Up should occur on your behalf on the day that your bill is generated. If you receive notification that the payment has failed, please contact our Consumer Support Team to update your payment details.

If you are yet to set up an Auto Top-Up payment arrangement, you may contact our Consumer Support Team anytime before the 1st of the month to nominate a Visa or Mastercard Credit Card or Debit Card. Otherwise, manual payment via the Vonex Customer Portal is required each month.

### **Accessing the Customer Portal for the first time?**

Click the button below to retrieve your new username and password.

**Retrieve your credentials**

### **Logged into the Customer Portal previously?**

Click the button below to access the Portal via the Vonex website.

**Access the Portal**

Should you experience any difficulty accessing the portal or making a payment, please don't hesitate to contact our dedicated Consumer Support Team by **simply replying to this email** or calling 1300 731 048.

Best regards,  
Team Vonex

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## General Billing FAQs

### When will I receive my bills?

Vonex has proudly implemented a paperless billing system. Bills are generated at the start of the month and can be viewed via the Vonex Customer Portal.

### How do I pay?

Auto Top-Up:

Our set-and-forget option, Auto Top-Up, is the easiest and most convenient way to ensure you always have enough call credit. Please contact our Consumer Support Team on 1300 731 048 to arrange for Auto Top-Ups to be made from your preferred Credit Card or Debit Card (Visa or Mastercard). Unfortunately, direct debit from a bank account is not possible.

Manual Payment:

If you have not set up an Auto Top-Up, you can manually top-up your Vonex Prepaid Account online via the Vonex Customer Portal or by calling the Consumer Support Team. You may also need to top up your account manually if your auto top-up fails.

### Is there a minimum call credit requirement?

Yes, all Vonex Prepaid Residential Plans must maintain a minimum call credit balance of \$5, allowing calls not included in your Plan to be made.

### I need more than \$5 in call credits. What do I do?

Add extra credits to your account anytime by logging into the Vonex Customer Portal or calling the Consumer Support Team on 1300 731 048 to pay over the phone.

### What happens with my call credits when my bill is calculated?

When your bill is calculated, available call credits will be used to offset the amount owing on the monthly plan fee. The \$5 minimum call credit balance must also be replenished at the time of payment.

### My account is suspended. What should I do?

You will receive a warning message when your call credit balance falls below \$1 and another when the balance hits \$0.00. At a \$0.00 credit balance, all calls not included in your Plan will be blocked other than 000 Emergency and the Vonex Customer Support Team. To derestrict your account and continue making calls, make a payment as soon as possible via the Vonex Customer Portal or with the assistance of our Consumer Support Team by calling 1300 731 048.

### What happens if my account is not paid?

If your bill is not paid on the first of the month, you cannot make calls from your service until the account is paid in full, including \$5 minimum in call credit. If your account is still outstanding after 14 days, your account will be cancelled, and your number may be lost.

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### Want to learn more?

[Click here](#) for more information on billing and payments, answers to frequently asked questions (FAQs), and to read our terms and conditions.

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Get support

**Vonex Consumer Support Team**

Phone: 1300 731 048

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](http://www.vonex.com.au/migration) for details.*

Sent to: [secretary@dte.coop](mailto:secretary@dte.coop)

[Unsubscribe](#)

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