

# Service Migration Rescheduled – Vonex Technology Migration Project

Vonex <[residential@vonex.com.au](mailto:residential@vonex.com.au)>

Thu 8/06/2023 4:45 PM

To: Cooperative Secretary <[secretary@dte.coop](mailto:secretary@dte.coop)>;

Dear Gary,

## **New Migration Date:**

9pm AEST, Tuesday, 13 July 2023

We are writing to advise you that the previously communicated migration of your service/s has been rescheduled to **9pm AEST, Tuesday, 13 July 2023**. We apologise for this delay and any inconvenience this may cause.

The migration phase is expected to take 24 hours, during which you may experience temporary, intermittent service interruptions of up to 2 hours in total. To ensure you are prepared for this minor disruption, we will notify you approximately 24 hours before the migration and when the process 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**

Best regards,  
Team Vonex

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Get support

### **Vonex Consumer Support Team**

Phone: [1300 731 048](tel:1300731048)

Email: [residential@vonex.com.au](mailto: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)

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