

Upcoming VoIP Service Disruption Tuesday, 13th June 2023 – Vonex Technology Migration Project

Vonex <residential@vonex.com.au>

Mon 12/06/2023 2:32 PM

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

Dear Gary,

PLANNED SERVICE DISRUPTION 9:00pm AEST, Tuesday, 13th June 2023

We are writing to remind you of the technology migration, which has been scheduled for tomorrow evening, **9:00pm AEST, Tuesday, 13th June 2023**.

It has been brought to our attention that some customers may have received a notice stating a later date. Please accept our sincere apologies for the error and any inconvenience it may cause.

The migration is expected to take approximately 24 hours, during which you may experience temporary, intermittent service interruptions of up to two hours in total.

Whilst this process is crucial to ensure the uptime and stability of your service/s moving forward, we understand that any disruption to your service, for whatever reason, is an inconvenience. You can trust that every effort has been made to minimise downtime and that we'll keep you informed throughout this period.

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

We will be back in touch upon completion of your service's migration. However, should you have any questions or concerns at any stage, as always, our dedicated Consumer Support Team is only a call or email away.

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.

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Sent to: secretary@dte.coop

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