

# Service migration update – Vonex Technology Migration Project

Vonex <residential@vonex.com.au>

Fri 16/06/2023 5:32 PM

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

Dear Gary,

We have migrated selected services to Vonex's systems, and they are now ready for configuration in your new Customer Portal.

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So, what's next?

## Performing a power cycle

Please unplug your hardware, wait 30 seconds and plug it back in to resume making and receiving calls as usual.

## Introducing your new Vonex Customer Portal

- 24/7 access from any smart device
- View and download your account
- Make a payment
- Update your personal details
- Configure your phone settings
- Setup your voicemail
- Listen to, download and delete voicemail messages

Here's some handy instructions to get you started:

Gain access to your new portal by clicking the button below.

[Access the Portal](#)

Find out more about changes to billing and read our FAQs.

[Knowledge Base & FAQs](#)

Should you experience any difficulty accessing the portal, our Consumer Support Team is here to help.

**Simple reply to this email.**

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You may notice that some of your services have yet to appear in the Customer Portal. If this is the case, they will appear once migrated at a later date.

[Click here](#) for answers to frequently asked questions (FAQs) and to read our terms and conditions.

We will be back in touch shortly with an overview of the updates to billing and payments.

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.

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

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