



A message from

## Customer Network Solutions

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**15/2024**

### Connection Portal login issue

3 May 2024

We'd like to inform you that our Connections Portal is currently experiencing login issues, impacting some registered users.

Our technical team is actively investigating the root cause of this problem to ensure a swift resolution. However, in the meantime, we understand the inconvenience this may be causing and apologise for any disruption.

Please be assured that we are addressing this matter with high priority and will keep you informed of our progress.

Should you require further assistance, feel free to contact us at (02) 9853 7977 or via email at [cwadmin@endeavourenergy.com.au](mailto:cwadmin@endeavourenergy.com.au).

Thank you for your patience and understanding as we work to resolve this matter as quickly as possible.

Kind regards,

**Customer Network Solutions**