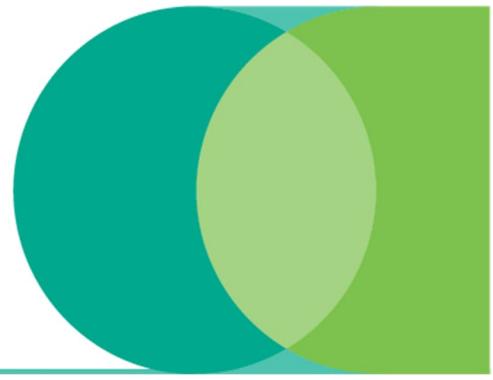


A message from

Customer Network Solutions



05/2025

eNOSW App Upgrade and Mandatory Password Reset

12 February 2025

We are pleased to inform you about an upcoming upgrade to the eNOSW application which is needed to improve the security of the application. The application will be temporarily unavailable on **13th February 2025, from 6:00 PM to 8:00 PM** while the upgrade takes place.

All eNOSW users must download the latest version of the eNOSW application from:

- **Google Play Store** (for Android devices)
- **Apple App Store** (for iOS devices)

Once this upgrade is completed and the updated version of the app is available in your app store, you will need to complete the following actions in order to continue using the eNOSW application:

1. **Download the updated version of the app.**
2. **Reset your password** to comply with Endeavour Energy's updated password policy, which requires:
 - A password length of **12 to 30 characters**.
 - At least **one symbol** (e.g., !, #, \$, etc.).
 - At least **one uppercase letter** (A-Z).
 - At least **one lowercase letter** (a-z).
 - At least **three of the following five character types**:
 - Uppercase letters (A-Z)
 - Lowercase letters (a-z)
 - Numbers (0-9)
 - Symbols (!, #, \$, etc.)
 - Other language characters

We strongly encourage you to complete these steps promptly to ensure uninterrupted access to the app and avoid any disruptions.

If you have any questions or require assistance, please contact our Customer Network Solutions team at
cwadmin@endeavourenergy.com.au

Kind regards,

Customer Network Solutions