



A message from

## Customer Network Solutions

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**39/2025**

### Support over the holiday period

27 November 2025

As we approach the holiday period, we recognise that many of you will be enjoying a well-deserved break. Our Customer Network Solutions team will also be taking time off between **22 December and 12 January**, with a core team remaining available to address urgent matters. During this time, many other parts of the business will also be operating with reduced staffing, so response times may be slower than usual. We appreciate your understanding during this period.

If you require assistance, please email [cwadmin@endeavourenergy.com.au](mailto:cwadmin@endeavourenergy.com.au) or call our Contact Centre on 131 003. For IT-related issues, please contact our HelpDesk on 02 9853 6888.

We look forward to continuing our partnership in 2026. Wishing you a joyful holiday season and a prosperous New Year!

Kind regards,

**Customer Network Solutions**