

Bereavement Notification Form

We're sorry for your loss. This form helps our team support you in managing a Vonex or OntheNet account during this difficult time.

Deceased Customer Details

Full Name of Deceased:

Date of Birth (if known):

Date of Death:

Vonex/OntheNet Account Number(s):

Service Address:

Services Held:

Person Notifying Us

Full Name:

Relationship to the Deceased:

Contact Phone Number:

Email Address:

Preferred Contact Method:

Authority to Act (if applicable)

Please indicate what you can provide:

Death Certificate

Will / Grant of Probate

Other supporting document

Funeral Notice

Letter from Solicitor or Executor

Requested Action

Place account(s) on temporary hold

Transfer services

Other

Close the account(s)

Discuss billing or balances

Outstanding Balances & Billing Preferences

Contact me to discuss options

Request review or adjustment

Request payment pause

Transfer billing responsibility

Signature

Name:

Signature

Date:

Our friendly support team will respond within 2 business days to assist with your enquiry.

Submission Options

 residential@vonex.com.au
business-accounts@vonex.com.au

 Vonex Bereavement Team
 PO Box 1488, MILTON QLD 4064

 Submit Via Live Chat
 On vonex.com.au