

May 15, 2023



1 Email 1 Case

Dear Valued Customers,

We are pleased to advise that from **Monday 22nd May** our AU Customer Care Team will be using a smart 'Case Management' solution for managing email enquiries sent to australia.customercare@one-line.com.

For each email enquiry we generate a unique case ID number and as a result, we request that when sending emails to our Customer Care Team that you use the principle of sending "**1 email for 1 case**".

Please avoid sending 1 email with multiple cases.

Once your single email and case have been attended to and resolved by our Customer Care Team, our system will automatically close the case after a prescribed period of time.

Please do not re-use emails for previous cases that have been resolved by modifying or altering the mail subject or body because our system will identify the email as a closed case and our Customer Care team will not be able to attend the case.

Please ensure to compose a new email for each new case when sending it to australia.customercare@one-line.com and use the "1 Email for 1 Case" principle.

If you have any questions, please contact your local ONE Customer Care Team or email australia.customercare@one-line.com.

Thank you for your support to **ONE**.

Yours sincerely,

Ocean Network Express (Australia) Pty Ltd

Website: <https://au.one-line.com>

Head Office

Suite 2 Level1, 100
Pacific Highway, North
Sydney NSW, 2060

02 9056 9900

Melbourne

Level 4. 06, 210
Kingsway, South
Melbourne, VIC 3205

03 9068 0900

Brisbane

Suite 4.01, Level 4/15
Astor Terrace, Spring
Hill, Brisbane QLD 4000

07 3186 2100

Adelaide

25 Aberdeen Street, Port
Adelaide, SA 5015

08 8119 0900

Fremantle

Suite 6 Level 1, 1 High
Street, Fremantle,
WA 6160

08 6223 0620