



DIRECT DEBIT REQUEST

Name of Customer(s) giving the DDR

Customer's Authority

I/We

Of Address:

Authorise Aussie Broadband Pty Ltd

To arrange for funds to be debited from my/our account at the financial institution identified below and as prescribed below through the Bulk Electronic clearing system (BECS). This authorisation is to remain in force in accordance with the terms described in the Aussie Broadband Direct Debit Service Agreement.

Signature _____ Date _____

Signature _____ Date _____

Details of the account to be Debited – All Details MUST be Supplied

Name of Financial Institution (ie. name of bank)

Savings Account

Account name (ie. your name or joint name)

Cheque Account

BSB number

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Account number

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I/We request that you debit my/our account in accordance with the Aussie Broadband Direct Debit Service agreement

I/We authorize the following:

1. Aussie Broadband to verify the details of the above mentioned account with my/our Financial Institution.
2. The Financial Institution to release information allowing Aussie Broadband to verify the above mentioned account details.

Signed by the Customers(s)

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Direct Debit Request Service Agreement

1. Debiting details:
 - a. The contracted Plan with monthly payments in advance will be debited to the customer's account upon connection with Aussie Broadband Pty Ltd Trading as .Aussie Broadband
 - b. An Excess Data Charge if applicable.
 - c. Other charges including VOIP services, Pay TV or other additional services will be debited to the customer's account as per the separate individual contract
 2. The Customer will be advised 14 days in advance of any changes to the Credit Card/Direct Debit arrangements.
 3. For all matters relating to the Credit Card/Direct Debit arrangements, the Customer will need to:
 - a. Call our Customer Information line on 1300 880 905 and/or:
 - b. Visit our office (Information supplied as above) and/or:
 - c. Email us at accounts@aussiebroadband.com.au and/or:
 - d. Send written correspondence outlining the request/issue to the above address and:
 - e. Allow 7 working days for the amendments to take effect.
 - 3A. The customer should be aware that:
 - a. Direct Debiting through BECS is not available on all accounts; and,
 - b. Account details should be checked against a recent statement from their Financial Institution.

If you are in any doubt, you should check with your Ledger Financial Institution before completing the drawing authority.
 4. It is your responsibility to ensure sufficient cleared funds are in the nominated debiting account when the payments are to be drawn.
 5. If the due date for payment falls on a non-working day or public holiday, the payment will be processed on the next working day. If the Customer is in any doubt, please refer to point 3 for further clarifications.
 6. For returned unpaid transactions, the following procedures will apply:
 - a. The Customer will be emailed to advise that the payment has been rejected within 2 working days.
 - b. If no response has been received within a period of 2 working days, the Customer's account will be suspended until the matter has been resolved.
- Fees and charges:
- a. \$5.50 Returned Unpaid Transaction Fee applies.
 - b. \$11.00 Resumption Fee (If account has been suspended and customer wishes to reopen their account) applies.
 - c. \$5.50 Administration fee for all Credit Card/Direct Debit transactions retried for payment applies.
 - d. Any costs associated with the return of unpaid transaction fees that our bank may charge to Aussie Broadband Ltd, will be charged directly to the Customer.
7. All customer records and account details will be kept private and confidential to be disclosed only at the request of the Customer or Financial Institution in connection with a claim made to an alleged incorrect or wrongful debit.

Customer Copy