

## 2.1 Direct Debit Detail

Business Name \_\_\_\_\_ Trading as \_\_\_\_\_ ACN \_\_\_\_\_ ABN \_\_\_\_\_  
 Customer Name \_\_\_\_\_ Date of Birth \_\_\_\_\_ Passport Number \_\_\_\_\_ Licence Number \_\_\_\_\_  
 Customer Number \_\_\_\_\_ Dealer Code \_\_\_\_\_

By signing this document, I/We authorise Commschoice Operations Pty Ltd to debit my/our account, detailed in the Schedule below, with any amount and at the time due according to the arrangement between us, via Telecommunications Payment Services, using the Direct Debit System, for charges incurred for services provided by The Company. In addition, I/ We affirm that I/We have read and agree to the Direct Debit Request Terms and Conditions. This authority is to remain in force until notice is received by The Company.

Direct Debit my Bank Account

Name of Financial Institution \_\_\_\_\_ Name on Account \_\_\_\_\_  
 BSB \_\_\_\_\_ Account Number \_\_\_\_\_

Direct Debit my Debit/Credit Card

Type of Card: Visa  MasterCard  American Express  Diners Club

Name on Card \_\_\_\_\_ Credit Card Number \_\_\_\_\_  
 Expiry Date \_\_\_\_\_ Account Number \_\_\_\_\_

## 2.2 Direct Debit Terms &amp; Conditions

When we are bound by this agreement and what we agree and what we can do 1. We agree to be bound by this agreement when we receive your Direct Debit Request complete with the particulars we need to draw an amount under it. 2. We only draw money out of your account in accordance with the terms of your Direct Debit Request. 3. On giving you at least 14 days' notice, we may: Change our procedures in this agreement; Change the terms of your Direct Debit Request; or Cancel your Direct Debit Request. 4. You may ask us to: Alter the terms of your Direct Debit Request; Defer a payment to be made under your Direct Debit Request; Stop a drawing under your Direct Debit Request; or Cancel your Direct Debit. 5. You may dispute any amount we draw under Direct Debit Request by contacting us, detailing your (customer reference details) and your bank account number. You will also be required to provide a detailed explanation of the dispute to assist in a resolution. 6. We deal with such any dispute by the following procedure: a. We will investigate the dispute, and where necessary you are expected to provide your cooperation. This cooperation may include contacting your bank, providing account statements, or other means of substantiating a dispute. b. While a dispute is being investigated, you may request that we suspend pending payments until a resolution is reached. Please note that we will keep written record of dispute proceedings to assist in dispute resolution. 7. Payments will be made on 15th of each month, or otherwise in accordance with your contract. If the day on which you must make any payment to us is not a business day, we draw on your account under your Direct Debit Request on the following business day institution rejects any of our attempts to draw an amount in accordance with your Direct Debit Request, we may continue to seek that payment and recoupment of any fees incurred by us as a consequence of that rejection until all amounts due are paid. 9. We will not disclose to any person any information you give us on your Direct Debit Request, which is not generally available, unless: You dispute any amount we draw under your Direct Debit Request and we need to disclose any information relating to your Direct Debit Request or to any You to ensure the details on your Direct Debit Request are completed correctly an amount we draw under your Direct Debit Request on a day which is not a business day account, by the due date on which we draw any amount under your Direct Debit Request, to enable us to obtain payment in accordance with your Direct Debit Request. 14. To contact us in accordance with the above, please use the contact details available on our website by clicking on the link titled "Contact Us".

## 2.3 Authorisation to Direct Debit

Authorised Representative Name \_\_\_\_\_ Position (if Business) \_\_\_\_\_

Authorised Representative Signature \_\_\_\_\_ Date \_\_\_\_\_

I understand that all bills are delivered by email delivery and that Direct Debit from either a bank account or credit card is required. I have read & understood the Master Services Agreement which is available on our website.

Your services and prices are conditional upon Direct Debit being in place. Itemised invoices are issued around the 1st of each month and Direct Debits are deducted on the 15th of each month. A late payment fee is \$15 is payable for accounts not cleared by the 20th of each month.

Direct Debit surcharges  
 Bank Account 0%  
 Amex 3.5%  
 MasterCard 0%  
 Visa 0%