

## DIRECT DEBIT SERVICE

V2.1 February 2008

### DIRECT DEBIT REQUEST (Fields Marked with a \* are Mandatory)

Customer Name: \_\_\_\_\_

To: Bell Networks Voice & Data Pty Ltd

I/We Request that moneys due in terms of the monthly bill received from you, covered by this document be drawn by Bell Networks Voice & Data Pty Ltd, User ID 321395 under the Direct Debiting System from my/our account conducted with:

Financial Institution Name:(\*) \_\_\_\_\_  
 Branch Name:(\*) \_\_\_\_\_  
 Account Name: (\*) \_\_\_\_\_  
 BSB: (\*) \_\_\_\_\_ OR Credit Card Number \_\_\_\_\_  
 Account Number:(\*) \_\_\_\_\_ CVV# \_\_\_\_\_ Expiry Date: \_\_\_\_\_

I/We acknowledge that this direct debiting system is governed by the terms of the Direct Debit Service Agreement received from you.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Name(Please Print): \_\_\_\_\_

Position: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Name (Please Print): \_\_\_\_\_

Position: \_\_\_\_\_

Are two signatures required for Joint or Business accounts? (please tick)  YES  NO

### DIRECT DEBIT CUSTOMER SERVICE AGREEMENT

#### Our commitment to you

#### **Drawing arrangements:**

- Our monthly invoice to you provides in writing, with 10 working days notice, the details of Bell Networks direct debit (amount and date of the direct debit).
- Where the due date falls on a non-business day, we will draw the amount on the next business day.
- We reserve the right to cancel the drawing arrangements if three or more drawings are returned unpaid by your nominated Financial Institution and to arrange with you an alternative payment method. We also reserve the right to charge to you any fees charged to Bell Networks for dishonoured direct debits.
- We will not change the amount or frequency of drawing arrangements without providing you with ten days notice.
- We will keep all information pertaining to your nominated account at your Financial Institution, private & confidential. Details of our privacy policy can be found at <http://www.bellnetworks.com.au>

#### **Your rights:**

- You may terminate the direct debiting arrangement at any time by giving written notice to us. Such notice should be received by us at least 10 business days prior to the due date.
- You may stop payment of a direct debit payment under this arrangement by giving written notice to us. Such notice should be received by us at least 10 days prior to the due date.
- Where you consider that a drawing has been initiated incorrectly (outside normal arrangements) you should take the matter up directly with us in writing.
- You may request change to the drawing amount and/or frequency of Bell Networks Direct Debit Service drawings by contacting us and advising your requirements no less than 10 business days prior to the due date.

#### Your commitment to us

#### **Your responsibilities:**

- It is your responsibility to ensure that sufficient funds are available in the nominated account to meet a drawing on its due date.
- It is your responsibility to ensure that the authorisation given to draw on the nominated account is identical to the account signing instruction held by the Financial Institution where the account is based.
- It is your responsibility to advise us if the account nominated by you to receive the direct debit drawing is transferred or closed.
- It is your responsibility to arrange with us a suitable alternative payment method if this arrangement is cancelled either by yourselves or the nominated Financial Institution.