

# Direct Debit Authorisation

## Agreement with FTTB Wholesale Pty Ltd (ABN 18 087 533 328)

This Direct Debit Authorisation ('DD Authorisation') and Service Agreement is issued by FTTB Wholesale Pty Ltd. (User ID 498768)

The Service Agreement and the DD Authorisation contain the terms and conditions on which you authorise FTTB Wholesale to debit money from your account and the obligations of FTTB Wholesale and you under this agreement. You should read through the Service Agreement carefully to ensure you understand these terms and conditions before signing the DD Authorisation.

### A. Direct Debit Service Agreement

#### 1. Our commitment to you

We will not change the amount or frequency of drawing arrangements without your prior approval.

FTTB Wholesale will not disclose your details except where necessary to FTTB Wholesale's financial institution and for the purposes of conducting direct debits with your financial institution.

FTTB Wholesale will give you at least 14 days notice in writing if there are changes to the terms of the drawing arrangements.

FTTB Wholesale will draw from your nominated financial institution account on the business day normally 7 days prior to the expiry of your current internet account's subscription period. If the due drawing date is not a business day, FTTB Wholesale will draw on the business day before or after that date.

#### 2. Your commitment to us

It is your responsibility to:

- Ensure your nominated account can accept direct debits.
- Ensure there are sufficient funds available in the nominated account to meet each drawing on the due date.
- Advise us if the nominated account is transferred or closed, or the account details change.
- Arrange an alternative payment method acceptable to FTTB Wholesale if FTTB Wholesale cancels the drawing arrangements.
- Ensure that all account holders on the nominated financial institution account sign the Direct Debit Authorisation.

A fee of \$50 applies if the financial institution rejects a Direct Debit transaction.

If you choose to cancel your Direct Debit payment, please contact FTTBW Customer Service in order to arrange Credit Card payment.

#### 3. Your rights

You should contact FTTB Wholesale if you wish to alter the drawing arrangements. This includes:

- stopping an individual drawing
- altering the DD Authorisation
- cancelling the DD Authorisation

Where you consider that a drawing has been initiated incorrectly, you should firstly contact FTTBW Customer Service on the number appearing above. If you are not satisfied with the response, please write to us. Your letter should be marked "Notice of Complaint" and addressed to: **FTTB Wholesale** at the address appearing above.

FTTB Wholesale will respond within 7 days of receiving your letter. FTTB Wholesale has formal procedures for dealing with a complaint.

#### 4. Other information

FTTB Wholesale reserves the right to cancel drawing arrangements if drawings are dishonoured by your financial institution.

Your drawing arrangements are also governed by the terms and conditions of your FTTB Wholesale account.

### B. Contact Details

Company Name	<input type="text"/>		
ABN	<input type="text"/>		
Address	<input type="text"/>		
Suburb	<input type="text"/>		
State	<input type="text"/> <input type="text"/> <input type="text"/>	Post Code	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Contact Person	<input type="text"/>		
Title	<input type="text"/>		
Phone	<input type="text"/>		
Email	<input type="text"/>		

### C. Direct Debit Details

Please provide details of the account you wish to debit.

- I/We request FTTB Wholesale Pty Ltd (ABN 18 087 533 328) to draw money from my/our account conducted with:

BSN Number	<input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/>
Account Number	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Name of Financial Institution	<input type="text"/>
Branch	<input type="text"/>
Account-Holder's Name(s)	<input type="text"/>

### D. Agreement and Authorisation

- I/We declare that I/We have read, understood and agree to abide by the terms of the Direct Debit Service Agreement and Terms and Conditions of my/our FTTB Wholesale account, and verify that I/We are over 18 years of age and able to enter into legally binding contracts.

Signature	<input type="text"/>
Full Name	<input type="text"/>
Title	<input type="text"/>
Date	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/>
Signature	<input type="text"/>
Full Name	<input type="text"/>
Title	<input type="text"/>
Date	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/>