

Direct Debit Request

Service Agreement



Direct Debit allows Internode to automatically debit the funds directly from your bank account when your account is due to be paid.

The date your payment will be taken will appear on the first page of your invoice. It is your responsibility to ensure sufficient cleared funds are in the nominated debiting account when the payments are to be drawn.

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.

For more information see www.internode.on.net/directdebit

Incomplete forms will not be accepted.

Submit your completed and signed form to Internode by:

email	billing @internode.com.au
fax	1300 848 699
post	PO Box 284 Rundle Mall Adelaide SA 5000

1. Customer's Authority

Please type in your responses, answering all relevant questions. If filling in by hand, please print neatly using the spacing provided.

*Required fields

Name of Internode Account Holder(s)*	Date of Birth*
I/We* <input type="text"/>	<input type="text" value="d d / m m / y y y y"/>
Name of Debit User	ACPA User ID Number
authorise you <input type="text" value="Internode Pty Ltd"/>	<input type="text" value="301249"/>

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 Direct Debit Request Service Agreement.

Signature (Customer 1)*	Date*
<input type="text" value="X"/>	<input type="text" value="d d / m m / y y y y"/>
Signature (Customer 2)	Date
<input type="text" value="X"/>	<input type="text" value="d d / m m / y y y y"/>

2. Details of the account to be debited

All details must be supplied

Name of the Financial Institution*		
<input type="text"/>		
Account Name*		
<input type="text"/>		
BSB Number*	Account Number*	Branch Name*
<input type="text"/>	<input type="text"/>	<input type="text"/>

3. Payment Details

This payment is for identified by*

I/We authorise and request Internode to debit my/our account in accordance with the Direct Debit Request Service Agreement set out below.

Signature (Customer 1)*

X
.....

Date*

Signature (Customer 2)

X
.....

Date

Direct Debit Request Service Agreement (“DDRSA”)

1. Authorisation to Charge

- a. By agreeing to the Direct Debit Request, by the method presented, you authorise us to arrange for funds to be debited from your account in accordance with your service Agreements with us and this DDRSA.
- b. You acknowledge that direct debiting through BECS is not available on all accounts. If this is not available for your account we will contact you.
- c. The amounts to be debited will depend on the value of the goods and services that you have agreed to receive from us. This amount will include:
 - i. for the initial debit (for new users): equipment costs, setup fees and your first and second regular monthly charge; and
 - ii. for ongoing monthly debits (for established customers): advance payment of regular monthly charges (e.g. your plan fee) plus any variable charges for the previous month (such as call costs or excess fees if applicable).
- d. You will receive a bill indicating the amount to be debited from your account 28 days in advance. Payments that are due on a day that is not a business day will be drawn on the next business day.

2. Changes and Cancellations

- a. We may make changes to this DDRSA by providing you 14 days written notice. If you disagree with a change or you wish to stop or defer a direct debit for any other reason, you may cancel the DDRSA by notifying us 3 days before your next payment is due. You can also notify your financial institution.
- b. If you cancel this DDRSA or we are unable to debit your account for any reason you will still be responsible for the Charges relating to your Internode account.

3. Account Information

- a. You must ensure that the Account details you provide are accurate and checked against a recent statement from your Financial Institution. If you are in any doubt, you should check with your financial institution before signing this DDRSA.

4. Your responsibilities

It is your responsibility to:

- a. ensure sufficient cleared funds are in the relevant account when payments are to be drawn. Your financial institution may charge a fee if you have insufficient funds; and
- b. notify us if you wish to change your bank account details, at least 28 days before your next payment is due.

5. Your Information

- a. Personal information that you provide to us is subject to our Privacy Policy available on our website at www.internode.on.net
- b. The information provided by you and any relevant account records will be provided to our bank for operational reasons, including account verification and to investigate disputed payments.

6. Failed Transactions

- a. For returned unpaid transactions the following procedure will apply:
- b. we will contact you either via e-mail, phone, or post;
- c. a ten dollar (\$10.00) dishonour fee will be charged to your next Internode account. Additional fees may also be payable to your financial institution;
- d. a suspension of services may occur for non-payment, in accordance with our Customer Relationship Agreement; and
- e. normal debt collection procedures will then follow.

7. Enquiries

- a. To discuss any matters relating to Direct Debit arrangements, you will need to:
 - i. Call our Customer Information Line on 13N0DE (13 66 33) - Option 2; and/or
 - ii. Visit our office at 150 Grenfell Street, Adelaide, SA, 5000; and/or
 - iii. Send written correspondence to PO Box 284, Rundle Mall, Adelaide, SA, 5000;
- b. If you have a dispute in relation to the charges debited to your account, you can contact us or your Financial Institution. Please also refer to Internode’s complaint handling process: www.internode.on.net/about/legal/complaints_handling/