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|------------------------|--|----------------------|
| Office Use Only | | Customer ID : |
| Officer : | | |
| Date : | | |

DIRECT DEBIT REQUEST AUTHORISATION FORM

ACCOUNT DETAILS

| | | |
|----------------------|----------------------|----------------------|
| Username | Password | |
| <input type="text"/> | <input type="text"/> | |
| First Name | Surname | |
| <input type="text"/> | <input type="text"/> | |
| Street address | | |
| <input type="text"/> | | |
| City/ Suburb | STATE | Post Code |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |

Please Select ONE of the Following Payment Options

CREDIT CARD DETAILS

NOMINATED CREDIT CARD

Mastercard Visa Amex

Cardholder's Name - (Please print clearly)

Card Number

Expiry Date (Month/ Year)

 /

Cardholder's Signature

BANK ACCOUNT DETAILS

Account Holder's Name

Financial Institution Name

BSB Number

 -

Account Number

Account Holder's Signature

DECLARATION

I authorise TEL.PACIFIC Pty Limited to debit the credit card or bank account nominated above for the payment of my TEL.PACIFIC Internet or Telephone account on the due date.

Applicant Signature

Date

 / /

Customer DDR Service Agreement

OUR COMMITMENT TO YOU

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Tel.Pacific Pty Ltd and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

Initial Terms of the Arrangement

In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the full amount as shown on your monthly account statement.

Drawing Arrangements

1 The first drawing under this Direct Debit arrangement will occur on the 6th of the month thereupon.

2 If any drawing falls due on a non-business day, it will be debited to your account on the first business day after the scheduled drawing date

3 We will give you at least 14 days notice in writing when changes to the initial terms of the arrangement are made. This notice may state the new amount, frequency, next drawing date and any other changes to the initial terms.

4 If you wish to discuss any changes to the initial terms, you can contact our customer service on 1300 369 888 or write to PO Box 5577 West Chatswood NSW 1515

YOUR RIGHTS

Changes to the Arrangement

If you want to make changes to the drawing arrangement, please contact our customer service on 1300 369 888 or write to PO Box 5577 West Chatswood NSW 1515. These changes may include:

- Deferring the drawing
 - Suspending the DDR
 - Altering the schedule
 - Cancelling the DDR completely
 - Stopping an individual debit

Enquiries

Direct all enquiries to us, rather than to your financial institution, and these should be made at least 14 working days prior to the next scheduled drawing date. All communication addressed to us should include your full name, address, and customer reference number. All personal customer information held by us will be kept confidential except information provided to our financial institution to initiate the drawing to your nominated account.

Disputes

If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting our customer service on 1300 369 888 or write to PO Box 5577 West Chatswood NSW 1515.

If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:

- Within 7 business days (for claims lodged within 12 months of the disputed drawing)
 - Within 30 business days (for claims lodged more than 12 months after the disputed drawing)

You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

Note: Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them

YOUR COMMITMENT TO US

It is your responsibility to ensure that:

- 1 Your nominated account can accept direct debits (your financial institution can confirm this); and
- 2 That on the drawing date there is sufficient cleared funds in the nominated; and
- 3 That you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution, a re-draw will be processed on the 15th of the same month. If this re-draw is again returned or dishonoured by your financial institution, an overdue notice will be sent to you and late fees may apply according to Tel.Pacific service terms and conditions. Any transaction fees payable by us in respect of the above will be added onto your next month's statement, you may also incur fees or charges from your financial institution.