

## DDR Customer Service Agreement

### Our Commitment to You

#### Drawing Arrangements

1 Debiting details:

Maximum amount to be debited: As per Dow Telecom PL' invoice for services

Frequency of debit: As per Dow Telecom PL' agreement

First payment date: Upon first invoice

Final payment date: Until further notice.

2 The Customer invoice will specify the date on which the direct debit will be made and any changes to these direct debiting arrangements will be notified 14 days in advance.

3. Where the due date falls on a non-business day, we will draw the next business day.

4. We will not change the amount or due date on the invoice without your prior approval.

5. We reserve the right to cancel this arrangement, if three drawings are returned unpaid.

#### Your Rights

6. Should you wish to terminate this arrangement, stop payment, change the amount or consider the direct debit has been made incorrectly, the Customer will need to:

a) call Dow Telecom PL Accounts on 1300 79 29 28; **and/or**

b) send written correspondence to Dow Telecom PL, PO Box 3086, Stafford Q 4053;

Please allow 3 working days for the amendments to take effect.

### Your Commitment to Us

#### Your Responsibilities

7 The Customer should be aware that:

a) Direct debiting is not available on all accounts; and

b) Account details should be checked against a recent statement from the account holder's Financial Institution.

c) The customer should also ensure the authorization given to draw on the nominated account, is identical to the account authority held by the Financial Institution.

(If the Customer is in any doubt, they should check with their Ledger Financial Institution before completing the drawing authority.)

The customer should also be aware that it is also their responsibility:

d) To advise Dow Telecom PL if the account is closed or transferred, and

e) To make mutually suitable alternative payment arrangements

8. It is the Customer's responsibility to ensure that sufficient cleared funds are in the nominated debiting account at all times as Dow Telecom PL reserves the right to debit the amount due, as specified on the invoice.

9. For returned unpaid transactions, the following procedures or policy will apply:

- a) Customers will be contacted by phone and email; and
- b) A late fee of \$10.00 fee will apply at Dow Telecom PL' discretion.

10. All Customer records and account details will be kept private and confidential to be disclosed only at the request of the Customer or Financial Institution in connection with a claim made to an alleged incorrect or wrongful debit.

11. Dow Telecom PL recommends that the Customer confirm their direct debit details with their Financial Institution before submitting them, as any bounced payments due to incorrect details will incur fees in accordance its terms. Customers may refer to the numbers below to confirm their direct debit details.

If your Financial Institution is not listed here, please refer to White Pages or Directory Assistance.

Adelaide Bank - 1300 652 220 Australian National Credit Union - 13 11 40 ANZ Bank - 13 13 14 BankWest - 13 17 18

Bendigo Bank - 1300 366 666 Challenge / Westpac - 13 18 62 City Bank - 13 24 84 C

ollie Miners Credit Union - (08) 9734 1144 Colonial State Bank - 13 22 21 Commonwealth Bank - 13 22 21

Elders - (08) 9422 2333 Energy Credit Union - 13 25 77 FAI Home Loans - 13 28 10

Goldfields Credit Union - (08) 9021 6444 Health Services Credit - (08) 9221 3188 Home Building Society - (08) 9323 5500

National Bank - 13 22 65 Police & Nurses Credit Society - 13 25 77 StateWest Credit Society - 13 63 13

Tambellup/Cranbrook Community Bank - (08) 9826 1777 Teachers Credit Union - 13 12 21

United Credit Union - (08) 9535 5233 University Credit Union - (08) 9389 1011 West Bond Australia - 13 11 40

Westfarmers - (08) 9273 5222 Woolworths Ezy Banking - 13 72 88

**Customer ID .....**

Legal Entity Name:	ATF		
Trading Name (if appl):	ABN		
Type Of Business:			
Physical Address: (No PO Boxes)	State Post Code		
Postal Address: (if different to above)	State Post Code		
*Contact Name:	First Name:	Last Name:	
*Driver's Licence Number		* D.O.B.	
*Contact Mobile:			
*Contact Phone:	( )	Fax:	( )
*Primary Email Address: (BIGLETTERS PLEASE)			
*Back-up Email Address: (BIGLETTERS PLEASE)			

\*Required

## Request and Authority to debit the account named below to pay Bill Buddy Pty Ltd:

### Request and Authority to Debit

Surname/Company Name:
Given Names or ACN/ABN:
Request and authorise Dow Telecom PL (the User)(User ID number 320813) to arrange for any amount Bill Buddy Pty Ltd may debit or charge you to be debited through the Bulk Electronic Clearing System from an account held at the financial institution identified below subject to the terms and conditions of the Direct Debit Service Agreement [and any further instructions provided below].

### If debiting an account other than a credit card insert details here

Financial Institution's Name:
Financial Institution's Address:
Name of Account:
BSB Number:        _____ / _____
Account Number:    _____
Please note: If you are unsure of your correct BSB and/or account number, please contact your financial institution or check your last bank statement.

### Acknowledgement

By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and Bill Buddy Pty Ltd as set out in this Request and in your Direct Debit Request Service Arrangement. Further, you expressly authorise Bill Buddy Pty Ltd to draw any fees under clause 10 of the Direct Debit Request Service Agreement from the account nominated in this form.
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### If debiting a credit card account insert details here

<b>Name as it appears on card:</b>
Card Number:        _____ / _____ / _____ / _____
Expiry Date:        _____ / _____        Card Type: <input type="checkbox"/> MasterCard <input type="checkbox"/> VISA
CCV Number        _____ (last 3 digits on the back of the card)
*****Please note that any credit card transactions will appear on your statement as "Bill Buddy"*****

### Acknowledgement

By signing this request you authorise Bill Buddy Pty Ltd to enter a charge against your nominated credit card for an amount and frequency directed by the Biller indicated in the "Biller User Only" section at the bottom of this form. I understand that any credit card transactions will appear on my statement as "Bill Buddy". Furthermore you agree to reimburse Bill Buddy Pty Ltd for any successful claims made by the cardholder through their financial institution against Bill Buddy Pty Ltd. ** Please note that direct debits from a Credit Card transaction will attract a 2% transaction fee and a \$1.00 minimum fee.
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### Signature of All Account/Card Holders

(If Signing for a company, sign and print full name and capacity for signing, eg. Director)
_____ Date _____ / _____ / _____
Signature
_____
Address

You must send in all 4 pages to us to avoid late payment fees

## Customer Declaration

By signing below you agree that:

1. You have printed out, read and agree to the Dow Telecom PL Terms and Conditions at [terms & conditions](#)
2. You understand that current rates are published online at [our RATES web page](#)
3. You understand Dow Telecom PL may perform a credit check upon application.
4. You agree to test each and every service requested to your satisfaction PRIOR to printing any material and/or publishing any document containing the service number/s requested.
5. You are the legally authorised person to make application and sign upon behalf of the entity noted above.
6. You are not under any contract and you will give 30 days notice to Dow Telecom PL if you decide to change the service.

\*\*\*

Name (please print) \_\_\_\_\_

Signature \_\_\_\_\_ Date    /    /

Name (please print) \_\_\_\_\_

Signature \_\_\_\_\_ Date    /    /

\*\*\* If more than one authorised person, please include all names and signatures.

**FAX back to 07 3356 4499**