



DIRECT DEBIT REQUEST FORM

Customer Name: _____

Phone Number: _____

Please read Direct Debit Service Agreement before completing Steps 1& 2.

Step 1- Account Information & Schedule

Complete one of either section A or Section B only.

SECTION A - CREDIT CARD / VISA DEBIT CARD / MASTERCARD DEBIT CARD

By signing this document, I authorize Telco 4U to debit my credit/debit card (details of which are below) each month until further notice for the full amount for outstanding balance of my telecommunications bill. This authority is irrevocable without written notice from my Financial Institution or me.

Credit / Debit Card Holder's Name: _____

Credit / Debit Card Type (please circle): Visa / Master Card / Diners / American Express

Credit / Debit Card Number: _____

Expiry Date (Month / Year): ____ / ____ Amex: ____

Authorised Signature: _____

SECTION B - DEBIT (Savings / Cheque) ACCOUNT

By signing this document, I/we authorize Telco 4U to debit my/our account detailed in the section below, with any amount due for my/our telecommunications bill, through the Direct Debit System, I/we must pay you when due under the arrangement between us.

Financial Institution Name: _____

Account Name: _____

BSB Number: _____ Account Number: _____

Step 2- Declaration

This authority is to remain in force until further notice. If account is in a joint name or joint authorities are required to operate the account, all parties must sign.

PLEASE SIGN HERE _____ DATE ____ / ____ / ____

TITLE _____ FIRST NAME _____ SURNAME _____



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Debit User's Name and Address: Telco 4u Pty Ltd
PO BOX 464
Fortitude Valley QLD 4006

You have entered or about to enter into an agreement under which you make payments to us. You want to make those payments by the use of the Direct Debit System. This agreement sets out the terms on which we accept and act under a Direct Debit request. It is additional to the arrangement under which you are bound to make payments to us.

When we are bound by this agreement

1. We agree to be bound by this agreement when we receive your Direct Debit Request complete with the particulars we need to draw an amount under it.

What we agree and what we can do

2. We draw money from your account in accordance with the terms of your Direct Debit Request and Customer Agreement.
3. You will receive a statement of the amounts we draw under your Direct Debit Request every month either by email or by post.
4. On giving you at least 21 days notice in writing, we may:
 - Change our procedures in this agreement;
 - Change the terms of your Direct Debit Request; or
 - Cancel your Direct Debit Request.
5. You may ask us to:
 - Alter the terms of your Direct Debit Request;
 - Defer a payment to be made under your Direct Debit Request;
 - Stop drawing under your Direct Debit Request. In such instances an alternative method of payment must be arranged 3 days prior to the due date and payment received by the due date; or
 - Cancel your Direct Debit Request by calling in on 07-31370070.
6. You may dispute any amount we draw under your Direct Debit Request by:
Notifying us of your dispute by letter or fax or call, (include your Telco-4u account number and mobile number to – Telco 4U, PO BOX 464, Fortitude Valley, QLD 4006; fax 07-38522345; telephone 07-31370070. We will endeavour to resolve any issues within 21 days. Disputes may also be directed to your own financial institution.
7. We deal with any dispute raised under clause 6 of this agreement as follows:
We will investigate the dispute and if it is found that the amount has been debited in error we will refund the disputed amount within 5 business days. Where it is found that the amount has been debited correctly and in accordance to the terms of the Direct Debit Agreement, we will notify you of that outcome within 5 business days.
8. If your financial institution rejects any of our attempts to draw an amount in accordance with your Direct Debit Request, we will recharge and dishonour fees charged to Telco 4u Pty Ltd by the financial institution, to your Telco 4u account. We will make one two attempts to draw outstanding amounts in accordance with your Direct Debit Request. We will try contacting you by telephone to seek alternative methods of payment for the outstanding balance of your account, and to agree a suitable payment method for future account payments..
9. We will not disclose any personal information provided to us on your Direct Debit Request, which is not generally available, unless:
 - You dispute any amount we draw under your Direct Debit Request and we need to disclose any information relating to your Direct Debit Request or to any amount we draw under it to the Financial institution at which your account is held or the financial institution which sponsors our use of the Direct Debit System or both of them;
 - You consent to that disclosure; or
 - We are required to disclose that information by law.