

Direct Debit Service Agreement



Direct Debit Request via Financial Institution

I/we request and authorise IP Voice & Data Pty Ltd T/A Vonex Telecom until further notice, to arrange payment of my Vonex Telecom account as per details below by debiting my/our account on a monthly basis on the due date.

Financial Institution account details are:

Financial institution name:	Financial institution branch name:
<input type="text"/>	<input type="text"/>
BSB:	
<input type="text"/>	
Account number:	Account name:
<input type="text"/>	<input type="text"/>

I/we acknowledge that this Direct Debiting arrangement is governed by the terms of the Direct Debits Service Agreement received from you.

Signature:	Name:	Date:
<input type="text"/>	<input type="text"/>	<input type="text"/>
Signature:	Name:	Date:
<input type="text"/>	<input type="text"/>	<input type="text"/>

Are two signatures required if joint or business account? Yes/No (please circle the answer that best applies to you)

Direct Debit Request via Credit Card

Cardholder name:	Card type:	Expiry date :
<input type="text"/>	<input type="text"/>	<input type="text"/>
Card number:	Signature:	
<input type="text"/>	<input type="text"/>	

I/we acknowledge that this Direct Debiting arrangement is governed by the terms of the Direct Debits Service Agreement received from you.

Vonex account number (if known):	Customer name:	Company name (if applicable):
<input type="text"/>	<input type="text"/>	<input type="text"/>
Address:		
<input type="text"/>		

1. Direct Debit Customer Service Agreement

- 1.1 Where the due date falls on a non-business day, we will draw the amount on the next business day.
- 1.2 The financial institution may, in its absolute discretion, at any time by notice in writing to me/us terminate this Request as to further debits.
- 1.3 We will only draw the due amount each month; we will not change the frequency of drawing arrangements without your prior approval.
- 1.4 We reserve the right to cancel the Vonex Telecom Direct Payment Plan drawing arrangements if three or more drawings are returned unpaid by your nominated Financial Institution and to arrange with you an alternate payment method.
- 1.5 Vonex Telecom may terminate this Request at anytime by written or verbal notice and I/we must adopt an alternative method of payment
- 1.6 We will keep all information pertaining to your nominated account at the Financial Institution, private and confidential.

2. Your rights:

- 2.1 You may terminate the Vonex Telecom Direct Payment Plan drawing arrangements at any time by giving written notice to us. Such notice should be received by us at least 14 business days prior to the due date.
- 2.2 You may stop payment of a drawing under the Vonex Telecom Direct Payment Plan by giving written notice to us. Such notice should be received by us at least 14 business days prior to the due date.
- 2.3 You may request change to the drawing amount & or frequency by contacting us and advising your requirements no less than 14 days prior to the due date.
- 2.4 Where you consider that a drawing has been initiated incorrectly (outside the Vonex Telecom Direct Payment Plan) you should take the matter up directly with us.

3. Your responsibilities:

- 3.1 It is your responsibility to ensure that sufficient funds are available in the nominated account to meet a drawing on its due date.
- 3.2 It is your responsibility to ensure that the authorisation given to draw on the nominated account is identical to the account signing instruction held by the Financial Institution where the account is based.
- 3.3 It is your responsibility to advise us if the account nominated by you to receive the Vonex Telecom Direct Payment Plan drawings is transferred or closed
- 3.4 It is your responsibility to arrange with us a suitable alternate payment method if the Vonex Telecom Direct Payment Plan drawing arrangements are cancelled either by yourselves or the nominated Financial Institution.

4. Dishonoured payments

- 4.1 Should your direct debit request be rejected for any reason Vonex Telecom reserves the right to apply a charge of \$20.00 and your services may be suspended without notice.
- 4.2 If your payment is dishonoured you will be notified by an authorised Vonex Telecom representative, after which you are required to make full payment within 3 days. If your payment is not received within this time, we reserve the right to restrict all services with Vonex Telecom until such time as the account is paid in full.