

## Direct Debit Authorisation Form

Agreement with Telecommunication Payment Services

### Customer Details

Account Name \_\_\_\_\_ Account Number \_\_\_\_\_

This Direct Debit Authorisation is issued by Telecommunication Payment Services (User ID 161451). This form contains the terms and conditions in which you authorise Telecommunication Payment Services to debit money from your account and the obligations of Telecommunication Payment Services, Star Telecom and you under this agreement. You should read through this agreement carefully to ensure you understand these terms and conditions before signing this authorisation.

### Agreement

#### Our Obligations

We will not change the amount or frequency of drawing arrangements without your prior approval.

We will not disclose your details except where necessary to Telecommunication Payment Services' financial institution and for the purposes of conducting direct debits with your financial institution.

If a due date for a debit falls on a weekend or public holiday, we will process the debit on the next business day.

We will give you at least 10 business days' notice in writing if there are changes to the terms of the drawing arrangements.

#### Your Obligations

It is your responsibility to:

- Ensure your nominated account can accept direct debits.
- Ensure there are sufficient funds available in the nominated account to meet each drawing on the due date.
- Advise us if the nominated account is transferred or closed, or the account details change.
- Arrange an alternative payment method acceptable to Planet Tel if we cancel the drawing arrangements.
- Ensure that all account holders on the nominated financial institution account sign the Direct Debit Authorisation.
- Advise us of new credit card details prior to the expiry of the credit card.

A fee will be charged to your account if the financial institution rejects a Direct Debit transaction.

#### Your Rights

You should contact Star Telecom if you wish to alter the drawing arrangements. This includes:

- Stopping an individual drawing
- Altering the Direct Debit Authorisation
- Cancelling the Direct Debit Authorisation

Where you consider that a drawing has been initiated incorrectly, please contact Customer Service.

I have read and understand the terms and conditions and authorise Telecommunication Payment Services to debit the account described below under the Direct Debit System. I confirm I am the holder of that account.

### Direct Debit to Bank Account

Name of Account Holder(s) \_\_\_\_\_ Financial Institution \_\_\_\_\_ Branch \_\_\_\_\_

BSB (6 digits) \_\_\_\_\_ Account Number \_\_\_\_\_

Account Signature \_\_\_\_\_ Date \_\_\_\_\_

Account Signature \_\_\_\_\_ Date \_\_\_\_\_

### Direct Debit to Credit Card

Card Type (Please tick) Mastercard  Visa  Amex  Diners

Credit Card Number \_\_\_\_\_ Expiry Date \_\_\_\_\_

Cardholder's Full Name (As it appears on card) \_\_\_\_\_ CVV: \_\_\_\_\_

Cardholders Signature \_\_\_\_\_ Date \_\_\_\_\_

\*Credit Card Surcharges apply. Mastercard and Visa 1.7%. Amex and Diners 3.7%