

<b>Direct Debit Request</b>  Freedom Internet Australia PO Box 1437 Broadbeach QLD 4218 billing@freedominternet.org	<b>FREEDOM FREEDOM FREEDOM FREEDOM INTERNET</b>
<b>Request and Authority to debit the account named below to pay Freedom Internet Australia</b>	
<b>Request and Authority to debit</b>	<b>Your Surname or Company Name:</b>
	<b>Your Given Names or ABN/ARBN#:</b> <span style="float: right;">“you”</span>
	request and authorise <b>Freedom Internet Australia User ID _____</b> to arrange, through its own financial institution, a debit to your nominated account any amount <b>Freedom Internet Australia</b> , has deemed payable by you.  This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement
<b>Insert the name and address of financial institution at which account is held</b>	<b>Financial institution name:</b>
	<b>Address:</b>
<b>Insert details of account to be debited</b>	<b>Name /s on account:</b>
	<b>BSB number (Must be 6 Digits):</b>
	<b>Account Number:</b>
<b>Acknowledgment</b>	By signing and/or providing us with a valid instruction in respect to your Direct Debit Request, you have understood and agreed to the terms and conditions governing the debit arrangements between you and Freedom Internet Australia as set out in this Request and in your Direct Debit Request Service Agreement.
<b>Insert your signature and address</b>	<b>Signature:</b>  <small>(if signing for a company, sign and print full name and capacity for signing eg. Director)</small>
	<b>Address:</b>
	<b>Date:</b>
<b>Second account signatory (if required)</b>	<b>Signature:</b>  <small>(if signing for a company, sign and print full name and capacity for signing eg. Director)</small>
	<b>Address:</b>
	<b>Date:</b>

# DDR SERVICE AGREEMENT

DEBIT USER'S NAME: **FREEDOM INTERNET AUSTRALIA. DEBIT USER ID: 502679** THIS AGREEMENT SETS OUT THE TERMS ON WHICH WE ACCEPT AND ACT UNDER THE DIRECT DEBIT REQUEST ("DDR") YOU GIVE US TO DEBIT AMOUNTS FROM YOUR NOMINATED ACCOUNT THROUGH THE BULKELECTRONIC CLEARING SYSTEM (CS2). PLEASE ENSURE THAT YOU KEEP A COPY OF THIS AGREEMENT AS IT SETS THE RIGHTS AND OBLIGATIONS YOU HAVE BY GIVING US YOUR COMPLETED DDR.

## OUR COMMITMENT TO YOU

1. We will advise you in writing, the details of Freedom Internet's payment plan drawing arrangements (amount-frequency-commencement date) at least 14 calendar days prior to the first drawing.
2. We will only draw money out of your nominated account in accordance with the terms of your DDR. We will not issue individual confirmation of payments made.
3. We will give you at least 14 days' written notice if we propose to vary details of this arrangement, including the amount and frequency of payments.
4. If a debit payment falls due on any day which is not a business day, the payment will be made on the next business day. If you are uncertain as to when a debit payment will be processed, please check with the financial institution at which your nominated account is held.
5. We reserve the right to cancel the Freedom Internet Direct Debit service drawing arrangements if three or more drawings are returned unpaid by your nominated Financial Institution & to arrange with you an alternate payment method.
6. Except to the extent that disclosure is necessary in order to process debit payments, investigate and resolve disputed transactions or is otherwise required by law, we will keep details of your account and payments confidential.

## YOUR COMMITMENT TO US

7. By signing the DDR, you warrant and represent that you are duly authorised to request the debiting of payments from the account described in the DDR form.
8. You should ensure that the account details given in the DDR form are correct by checking them against a recent statement from the financial institution at which the account is held.
9. As direct debiting is not available on the full range of accounts at all financial institutions, you should check with your financial institution that your nominated account can accept direct debits before completing the DDR.
10. Debit payments will be made when due. It is your responsibility to have sufficient cleared funds available in the account to be debited to enable debit payments to be made in accordance with the DDR.
11. You should advise us immediately if your nominated account is transferred or closed or if your account details change.

## CHANGING THE DIRECT DEBIT ARRANGEMENTS

12. If you wish to:
  - Defer or stop an individual debit payment;
  - Alter any of the details referred to in the form (eg changing the nominated account number); or
  - Cancel the payments completely,

You must provide us with at least 7 days notice and either telephone us at +61 7 3067 3676 or email us at [billing@freedominternet.org](mailto:billing@freedominternet.org). Requests to stop an individual debit payment or cancel the payments completely may also be directed to the financial institution at which your nominated account is held.

## DISPUTED PAYMENTS

13. You may dispute a payment we make under your DDR. You can contact us by phoning our Customer Support Team on +61 7 3067 3676 with details of the payment you are disputing and the reasons for the dispute. We shall endeavor to resolve any dispute within 14 days. You may also dispute payments through the financial institution at which your nominated account is held.
14. We will deal with any dispute under clause 13 of this agreement as follows:
  - We will investigate the dispute and if it is found the payment was debited in error, we will refund you the disputed amount within 14 days.
  - Where it is found the disputed amount has been debited correctly and in accordance with the DDR, we will notify you of that outcome within 14 days.

## OTHER INFORMATION

15. If your financial institution rejects any of our attempts to debit your account in accordance with your DDR, we will:
  - Re-attempt to draw on the funds from your account the following two business days and we will contact you if we cannot successfully draw payment. We may charge you for any fees charged to us by our financial institution as a result of the rejection.