

### Customer's Authority

I/we authorise, Axecom Pty Ltd to arrange for funds to be debited from my/our account through the Bulk Electronic Clearing System at the financial institution below.  
The authorisation is to remain in force with the terms described in the Service Agreement. Axecom reserves the right to undertake a credit check.

### Customer Details

Account holder name\*  Account name\*

Unit number  Level / floor number  Street number\*

Street name\*

Suburb\*  State\*  Postcode\*

### Account contact details

First name\*  Last name\*

Phone number\*  Mobile number\*  Email address\*

### Bank account (please fill in this section of you wish to use direct debit via bank account)

Details of the account to be debited (all details must be supplied)

Name of financial institution\*  Account name\*

BSB number\*  Account number\*

### Credit Card (please fill in this section of you wish to use direct debit via credit card)

Card number\*  Expiry date\*

Card type\*  Mastercard  VISA Name on card\*

I acknowledge that my selected payment method will be debited on the due date for the total account amount

**Signature** I hereby agree to the attached Service Agreement which I have read and understood

Bank account/ Card holder signature\*  Date\*

## Important Information

Axecom is collecting the information requested on this form from you for the purpose of debiting your bank account, as requested by you to obtain payment for goods and services Axecom is providing to you.

Without this information, you cannot pay us by this method. Axecom will handle this information in accordance with its legal obligations. You may obtain access to your personal information upon request. This information may be disclosed to your nominated bank.

To view Axecom's privacy statement, which describes in more detail how personal information may be used by Axecom, or for details on how to access your personal information, please visit [axecom.com.au/support](http://axecom.com.au/support) or contact us on 1300 81 67 67 .

## How do I apply?

To apply for Direct Debit, all you need to do is complete the attached application form to authorise automatic payment from your bank, building society, credit union or credit card account.

Application forms can be emailed to:  
[customercare@axecom.com.au](mailto:customercare@axecom.com.au)

For further information about Direct Debit, please call Axecom on 1300 81 67 67

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## Direct Debit request service agreement

- A. This agreement sets out the responsibilities and obligations between Axecom (ABN 91 620 009 350 ) and its customers in regard to the use of its Direct Debit system.
- B. Axecom will send a customer's account for the provision of telecommunication services to the customer on a monthly basis as normal. The Direct Debit payment will be processed on the due date shown on the customer's account, or for customers who have entered into a financial hardship plan, debits will be processed on the agreed dates. Axecom will not alter the frequency of Direct Debit payments without first consulting the customer and seeking prior approval. Any changes by Axecom will require 14 days' notice in writing.
- C. In the event that a debit drawing is disputed, the customer should contact Axecom as the first point of contact or their financial institution. Axecom will respond to the dispute within seven working days of the customer contact and will endeavour to resolve the dispute within a further seven working days. In the event that an error has been made by Axecom a refund equal to the disputed amount will be paid in accordance with a customer's instructions.
- D. The Direct Debit system through EziDebit may not be available on all accounts. Customers should contact their bank if they are unsure about their account type or other information, such as account number or what a bank's "BSB" number is. It is the customer's responsibility to provide any new bank account detail.
- E. It is the customer's responsibility to ensure that sufficient clear funds are available in its nominated account at the time of payment. In the event that insufficient funds are available, a customer can, by contacting Axecom or their financial institution at least four working days from a payment date, request the cancellation or deferral of a payment.
- F. In the event that a payment is due on a day which is not a working day, Axecom will defer the processing of Direct Debits until the next working day. This will not impact on a customer's payment dates.
- G. In the event that a payment is returned as unpaid from a customer's financial institution, Axecom will debit that customer's account with an amount equal to the unpaid amount. Standard dishonour fees and normal debit fees may apply, so a customer should check this with their bank. Axecom reserves the right to cancel any Direct Debit Request in the event of two or more debits being returned as unpaid. If the amounts remain unpaid, it may be listed with a credit reporting agency, which could affect your credit rating.
- H. If at any time, the Direct Debit system no longer suits a customer's needs, a customer can withdraw from the service by contacting Axecom's Customer Care on 1300 81 67 67 and speaking with a Customer Service Representative. Customers may also withdraw in writing giving at least 14 days' notice. A customer may also contact their financial institution.
- I. Axecom requests that all queries in relation to Direct Debit requests for cancellation or deferral of payments be direct to Axecom.
- J. Axecom will ensure that a customer's personal details are kept strictly confidential and used only by Axecom's Direct Debit Officers for a customer Direct Debit payments, or in accordance with clause (K) below, or as required by law.
- K. Axecom will, on request from a customer's bank, provide information in connection with a claim made on it relating to an alleged incorrect or wrongful debt.
- L. The terms of the Customer Contract or any other express agreement between a customer and Axecom apply to Axecom's services provided to that customer, except to the extent that those terms are inconsistent with this agreement.
- M. Please note that any merchant fees that are associated with our direct debit company EziDebit will also be directed debited from the nominated account above.