Direct Debit Authorisation

Agreement with TPG Internet Pty Ltd (ABN 15 068 383 737)
This Direct Debit Authorisation ('DD Authorisation') and Service Agreement is issued by TPG Internet Pty Ltd. (User ID 142619)

The Service Agreement and the DD Authorisation contain the terms and conditions on which you authorise TPG Internet to debit money from your account and the obligations of TPG Internet and you under this agreement. You should read through the Service Agreement carefully to ensure you understand these terms and conditions before signing the DD Authorisation.

A Direct Debit Service Agreement

1. Our commitment to you
We will not change the amount or frequency of drawing arrangements without your prior approval.

TPG Internet will not disclose your details except where necessary to TPG Internet's financial institution and for the purposes of conducting direct debits with your financial institution.

TPG Internet will give you at least 14 days notice in writing if there are changes to the terms of the drawing arrangements.

TPG Internet will draw from your nominated financial institution account on the business day normally 7 days prior to the expiry of your current internet account's subscription period. If the due drawing date is not a business day, TPG Internet will draw on the business day before or after that date.

2. Your commitment to us

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 TPG Internet if TPG Internet cancels the drawing arrangements.
- Ensure that all account holders on the nominated financial institution account sign the Direct Debit Authorisation.

A fee of $50 applies if the financial institution rejects a Direct Debit transaction.

If you choose to cancel your Direct Debit payment, please contact TPG Customer Service in order to arrange Credit Card payment.

3. Your rights
You should contact TPG Internet if you wish to alter the drawing arrangements. This includes:
- stopping an individual drawing
- altering the DD Authorisation
- cancelling the DD Authorisation

Where you consider that a drawing has been initiated incorrectly, you should firstly contact TPG Customer Service on the number appearing above. If you are not satisfied with the response, please write to us. Your letter should be marked "Notice of Complaint" and addressed to: ***TPG Internet*** at the address appearing above.

TPG Internet will respond within 7 days of receiving your letter. TPG Internet has formal procedures for dealing with a complaint.

4. Other information
TPG Internet reserves the right to cancel drawing arrangements if drawings are dishonoured by your financial institution.

Your drawing arrangements are also governed by the terms and conditions of your TPG Internet account.

B ADSL Location Number

Please supply the phone number of the phone line you want ADSL to be installed on.

Phone No. ( )

C Your Username

Once you have registered for TPG Broadband, we will send you your username via email, which you should then enter here.

Username

D Contact Details

First Name

Surname

Address

Suburb

State

Post Code

Phone ( )

Email

E Direct Debit Payment Details

Please provide details of the account you wish to debit.

☐ I/We request TPG Internet Pty Ltd (ABN 15 068 383 737) to draw money from my/our account conducted with:

BSB Number –

Account Number

Name of Financial Institution

Branch

Account-holder's Name(s)

F Agreement and Authorisation

☐ I/We declare that I/We have read, understood and agree to abide by the terms of the Direct Debit Service Agreement and Terms and Conditions of my/our TPG Internet account, and verify that I/We are over 18 years of age and able to enter into legally binding contracts.

Signature

Full Name

Title

Date / /

Signature

Full Name

Title

Date / /