



Submitting this form:

Fax: 08 9460 4713

Email: [billing@aanet.com.au](mailto:billing@aanet.com.au)

### Direct Debit Request (DDR)

I/We request that you Eftel Ltd trading as aaNet Communications ABN 47 073 238 178, to debit funds from my/our nominated account at the financial institution shown below according to the details specified below.

#### Details of your Service with aaNet

ADSL Phone Number:	<input type="text"/>
Full Name on Account:	<input type="text"/>
Street Address of Service:	<input type="text"/>
State/Territory:	<input type="text"/> Postcode: <input type="text"/>
Contact Landline:	<input type="text"/>
Contact Mobile:	<input type="text"/>

#### Details of your Bank Account used to pay for the service/s

Name bank account is held in:	<input type="text"/>
Name of Financial Institution:	<input type="text"/>
Branch where account is held:	<input type="text"/>
BSB Number:	<input type="text"/>
Account Number:	<input type="text"/>

(Please note this form cannot be used to update credit card details. In addition you cannot use the number of your EFTPOS card - these details must be your bank account details only)

#### Details of the amount to be debited

Commencing immediately ; and expiring until further notice

Eftel Limited trading as aaNet Communications are authorized to debit my account for aaNet Telecommunications Services, and associated costs or fees associated with it from the above account each:

- Month

#### Your Authorization

Signature(s)	<input type="text"/>	<input type="text"/>
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(If debiting from a Joint account, all signatures may be required)

Date Signed:	<input type="text"/>
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**PLEASE ENSURE DOCUMENT IS SIGNED AND THEN FAX THIS FORM TO 08 9460 4713**

# **DIRECT DEBIT REQUEST (DDR) SERVICE AGREEMENT**

## **OUR COMMITMENT TO YOU**

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Eftel Limited trading as aaNET Communications ABN 47 073 238 178 and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

### **INITIAL TERMS OF THE ARRANGEMENT**

In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for your aaNet Broadband connection.

### **DRAWING ARRANGEMENTS**

- The first drawing under this Direct Debit arrangement will occur immediately.
- If any drawing falls due on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date.
- We will give you at least 14 days notice by email when changes to the initial terms of the arrangement are made. This notice will state any escalated price changes and any other changes to the initial terms.
- If you wish to discuss any changes to the initial terms, you may email [billing@aanet.com.au](mailto:billing@aanet.com.au) or phone our Accounts Department on 073245 3879

## **YOUR RIGHTS**

### **CHANGES TO THE ARRANGEMENT**

If you want to make changes to the drawing arrangements, contact us via email at [billing@aanet.com.au](mailto:billing@aanet.com.au) These changes may include:

- deferring the drawing; or
- altering the schedule; or
- stopping an individual debit; or
- suspending the DDR; or
- canceling the DDR completely.

You may also contact your financial institution to arrange cancellation of DDR.

### **ENQUIRIES**

Direct all enquiries to us, rather than to your financial institution, and these should be made at least 14 working days prior to the next scheduled drawing date. All communication addressed to us should include your ADSL telephone number.

All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

### **DISPUTES**

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting [billing@aanet.com.au](mailto:billing@aanet.com.au) or 1300 665 076 during business hours.
- If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:
  - within 5 business days (for claims lodged within 12 months of the disputed drawing); or
  - within 30 business days (for claims lodged more than 12 months after the disputed drawing)
- You will receive a refund of the drawing amount if we can not substantiate the reason for the drawing.

## **YOUR COMMITMENT TO US**

It is your responsibility to ensure that:

- your nominated account can accept direct debits (your financial institution can confirm this); and
- that on the drawing date there is sufficient cleared funds in the nominated account; and
- that you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonored by your financial institution, you will be charged a dishonor fee (see: [www.aanet.com.au/pricing.html](http://www.aanet.com.au/pricing.html)) any transaction fees payable by us in respect of the above will be added to account / bill.