

| Customer | Direct Debit | Landlines | Mobiles | Internet | Data |
|--------------------------|--------------|-----------|---------|----------|------|
| 2.1 Direct Debit Details | | | | | |

Business Name _____ Trading as _____ ACN _____ ABN _____
Customer Name _____ Date of Birth _____ Passport Number _____ Licence Number _____

By signing this document, you authorise Telco in a Box Pty Ltd to debit your account, detailed in the Schedule below, with any amount at the time due according to the arrangement between you and us, via Ctel Technologies Pty Ltd, Debit User ID 161451, using the Direct Debit System, for charges incurred for services provided by us. In addition, you affirm that you have read and agree to the Direct Debit Request Service Agreement 161451TIB. This authority will remain in force until notice is received by Telcoinabox in accordance with the Direct Debit Request Service Agreement.

Direct Debit your Bank Account ☐
Name of Financial Institution _____ Name on Account _____
BSB _____ Account Number _____

Direct Debit your Debit/Credit Card ☐
Type of Card: Visa ☐ MasterCard ☐ American Express ☐ Diners Club ☐
Name on Card _____ Credit Card Number _____
Expiry Date _____ Security Number _____

2.2 Direct Debit Terms & Conditions

When we are bound by this agreement 1. We agree to be bound by this agreement when we receive your Direct Debit Request complete with the particulars we need to draw an amount under it. What we agree and what we can do 2. We only draw money out of your account in accordance with the terms of your Direct Debit Request. 3. On giving you at least 14 days notice, we may: Change our procedures in this agreement; Change the terms of your Direct Debit Request; or Cancel your Direct Debit Request. 4. You may ask us to: Alter the terms of your Direct Debit Request; Defer a payment to be made under your Direct Debit Request; Stop a drawing under your Direct Debit Request; or Cancel your Direct Debit Request. To enact such a request you must contact us, providing your customer reference details. We will investigate your request and will fulfil it, deny it, and/or provide referral to an appropriate organisation to assist you. 5. You may dispute any amount we draw under Direct Debit Request by contacting us, detailing your (customer reference details) and your bank account number. You will also be required to provide a detailed explanation of the dispute to assist in a resolution. 6. We deal with such any dispute by the following procedure: a. We will investigate the dispute, and where necessary you are expected to provide your cooperation. This cooperation may include contacting your bank, providing account statements, or other means of substantiating a dispute. b. While a dispute is being investigated, you may request that Ctel suspend pending payments until a resolution is reached. Please note that such a suspension does not indemnify you of your obligation to us, and you may need to find alternative means of meeting that obligation. c. We will keep written record of dispute proceedings, which may be provided to Ctel if required to assist in dispute resolution 7. Payments will be made on 15th of each month, or otherwise in accordance with your contract. If the day on which you must make any payment to us is not a business day, we draw on your account under your Direct Debit Request on the following business day. 8. If your financial institution rejects any of our attempts to draw an amount in accordance with your Direct Debit Request, we may continue to seek that payment and recoupment of any fees incurred by us as a consequence of that rejection until all amounts due are paid. 9. We will not disclose to any person any information you give us on your Direct Debit Request, which is not generally available, unless: You dispute any amount we draw under your Direct Debit Request and we need to disclose any information relating to your Direct Debit Request or to any amount we draw under it to the financial institution at which your account is held or the financial institution which sponsors our use of the Direct Debit System or both of them; You consent to that disclosure; or We are required to disclose that information by law. What you should consider 10. Not all accounts held with a financial institution are available to be drawn on under the Direct Debit System. 11. Before you complete your Direct Debit Request, it is best to check account details against a recent statement from your financial institution to ensure the details on your Direct Debit Request are completed correctly. 12. Please enquire of your financial institution if you are uncertain when your financial institution processes an amount we draw under your Direct Debit Request on a day which is not a business day. 13. It is your responsibility to ensure there are sufficient clear funds available in your account, by the due date on which we draw any amount under your Direct Debit Request, to enable us to obtain payment in accordance with your Direct Debit Request. 14. To contact us in accordance with the above, please use the contact details available on our website by clicking on the link titled "Contact Us".

2.3 Authorisation to Direct Debit

Authorised Representative Name _____ Position (if Business) _____

Authorised Representative Signature _____ Date _____

You understand that all bills are delivered by email delivery and that Direct Debit from either a bank account or credit card is required. You have read & understood the Standard Form of Agreement which is available on our website.