



Direct Debit Request

Cybertel Telecom Pty Ltd

ABN: 20 114 904 835

PO Box 1373, CLEVELAND, QLD, 4163

Phone: 1300 763 201 Facsimile: 1300 763 501

Customer ID: _____

Customer Request

I/We _____

request you Cybertel Telecom under User ID 056103

to arrange for funds due for payment to be debited from my/our account detailed below under the Direct Debiting System.

This authorization is to remain in force in accordance with the terms described in the Customer Service Agreement, a copy of which I have received.

Signature: _____ Date: _____

Signature: _____ Date: _____

If a joint bank account, please include both signatures.

Details of account to be billed

Name of Financial Institution (e.g.: Commonwealth, Westpac etc):

Branch of Financial Institution: _____

Account Holders Name: _____

BSB Number: _____--_____

Account Number: _____

Please note: If you are unsure of your correct BSB and/or Account number please contact your financial institution or check your latest bank statement.



Direct Debit Request Credit Card

Cybertel Telecom Pty Ltd
ABN: 20 114 904 835
PO Box 1373, CLEVELAND, QLD, 4163
Phone: 1300 763 201 Facsimile: 1300 763 501

Customer ID: _____

Customer Request

I/We _____

request you Cybertel Telecom under User ID 056103

to arrange for funds due for payment to be debited from my/our account detailed below under the Direct Debiting System.

This authorization is to remain in force in accordance with the terms described in the Customer Service Agreement, a copy of which I have received.

Signature: _____ Date: _____

Signature: _____ Date: _____

If a joint bank account, please include both signatures.

Details of Credit Card to be billed

Name of Financial Institution (e.g.: Commonwealth, Westpac etc):

Type of Credit Card: MasterCard Visa Bankcard

Card Holders Name: _____

Credit Card Number: - - -

CCV Number: (Last 3 digits on back of card)

Expiry Date: /

****Please note that direct debits from a credit card will attract a 2% transaction fee and a minimum charge of \$1.00**



Direct Debit Request Customer Service Agreement

Our Commitment to You

Drawing Arrangements

1 Debiting details:

Maximum amount to be debited:	As per Cybertel Telecom invoice for services
Frequency of debit:	As per Cybertel Telecom agreement
First payment date:	Upon first invoice
Final payment date:	Until further notice.

2 The Customer invoice will specify the date on which the direct debit will be made and any changes to these direct debiting arrangements will be notified 14 days in advance.

3. Where the due date falls on a non business day, we will draw the next business day.

4. We will not change the amount or due date on the invoice without your prior approval.

5. We reserve the right to cancel this arrangement, if three drawings are returned unpaid.

Your Rights

6. Should you wish to terminate this arrangement, stop payment, change the amount or consider the direct debit has been made incorrectly, the Customer will need to:

a) call Cybertel Telecom Accounts on 1300 763 201; **and/or**

b) send written correspondence to Cybertel Telecom, PO Box 1373, CLEVELAND, QLD, 4163

Please allow 3 working days for the amendments to take effect.

Your Commitment to Us

Your Responsibilities

7 The Customer should be aware that:

a) Direct debiting is not available on all accounts; and

b) Account details should be checked against a recent statement from the account holder's Financial Institution.

c) The customer should also ensure the authorization given to draw on the nominated account, is identical to the account authority held by the Financial Institution.

(If the Customer is in any doubt, they should check with their Ledger Financial Institution before completing the drawing authority.)

The customer should also be aware that it is also their responsibility:

d) To advise Cybertel Telecom if the account is closed or transferred, and

e) To make mutually suitable alternative payment arrangements.

8. It is the Customer's responsibility to ensure that sufficient cleared funds are in the nominated debiting account at all times as Cybertel Telecom reserves the right to debit the amount due, as specified on the invoice.



Direct Debit Request Customer Service Agreement

9. For returned unpaid transactions, the following procedures or policy will apply:

- a) Customers will be contacted by phone and email; and
- b) Fees and Charges of \$10.00 will apply at Cybertel Telecom's discretion.

10. All Customer records and account details will be kept private and confidential to be disclosed only at the request of the Customer or Financial Institution in connection with a claim made to an alleged incorrect or wrongful debit.

11. Cybertel Telecom recommends that the Customer confirm their direct debit details with their Financial Institution before submitting them, as any bounced payments due to incorrect details will incur a \$5.00 fee. Customers may refer to the numbers below to confirm their direct debit details.

If your Financial Institution is not listed here, please refer to White Pages or Directory Assistance:

Adelaide Bank - 1300 652 220
Australian National Credit Union - 13 11 40
ANZ Bank - 13 13 14
Bank of Queensland 1300 557 272
Bendigo Bank - 1300 366 666
City Bank - 13 24 84
Colonial State Bank - 13 22 21
Commonwealth Bank - 13 22 21
Energy Credit Union - 13 25 77
National Bank - 13 22 65
Police & Nurses Credit Society - 13 25 77
Suncorp Metway 13 11 55
Teachers Credit Union - 13 12 21
Westpac - 13 18 62
Woolworths Ezy Banking - 13 72 88