

Direct Debit Request Form

Credit card or bank account



Alternatively, simply log into your **My.Alltel Customer Portal** and update your direct debit details online at my.alltel.com.au.

Existing Alltel Account number: _____

Business name and (if applicable) trading name: _____

Credit card

Details of credit card to be debited (Please print clearly)

Financial Institution (e.g. Westpac etc): _____

Type of card (please tick): Visa Mastercard AMEX/American Express

Card holder name: (exactly as on credit card): _____

Card number: _____

CVV Number (last 3 numbers on signature strip): _____ Expiry date (mm/yy): _____

Please note that direct debits from credit cards attract a 0.8% transaction fee/surcharge (with minimum charge of \$1) for Visa and Mastercard. AMEX/American Express attracts a 3.135% transaction fee/ surcharge.

Bank account

Direct debit requests from Australian business bank accounts only.

Details of credit card to be debited (Please print clearly)

Financial Institution (e.g. Westpac etc): _____ Branch: _____

Account name: (e.g. Business name): _____

BSB number: _____ Account number: _____

Please note: If you are unsure of your correct BSBS and/or account number, please check your latest bank statement or cheque book or contact your financial institution.

Authority

I / We _____

(*Please ensure that all authorised signatories required to sign on the credit card complete this form.)

request and authorise Alltel Pty Ltd (ALLTEL- User ID number 361349) to enter a charge against the nominated credit card or bank account for the charges applicable each month for the Services supplied by Alltel and subject to the terms and conditions of the Direct Debit Service Agreement detailed below and Alltel Standard Form of Agreement.

By signing this Direct Debit Request I/We acknowledge having read and understood the terms and conditions governing the debit arrangements between me/us and Alltel Pty Ltd as set out in this Request and in the Direct Debit Terms and Conditions.

Signature: X _____ Date: _____

Signature: X _____ Date: _____

(Please ensure that all authorised signatories required to sign on the credit card complete this form.)

Lodgement

Please print, then complete and sign the form scan and EMAIL to support@alltel.com.au or FAX 1300 255 855

Direct Debit Request Form

Payment terms and conditions

1. DEFINITIONS

For the purposes of these Direct Debit Terms and Conditions:

Agreement means this direct debit agreement between the Customer and Alltel.

Bank Account means the account you have nominated in the Direct Debit Request Form from which you authorise Alltel to arrange for the Debit Payment each month.

Charges means any amounts payable for Services supplied by Alltel as invoiced as well as any fees or charges payable on setup or otherwise under these Direct Debit Terms and Conditions or Alltel General Terms and Conditions.

Debit Day means the day nominated by Alltel that payment of the Charges is required to be made by you to Alltel.

Debit Payment means the payment deducted by Alltel directly from the Customer's Bank Account.

Direct Debit Request means the direct debit request made by the Customer to Alltel by completing the Direct Debit Request Form.

Direct Debit Request Form means the form completed by the Customer authorising Alltel to direct debit the Customer's Bank Account or credit card.

Electronically means by electronic communication to your nominated email address or by marking particulars of changes available on our website.

Financial Institution means the financial institution nominated by you in the Direct Debit Request Form.

Services means the services or products provided to the Customer by Alltel.

2. VARIATION TO THESE DIRECT DEBIT TERMS AND CONDITIONS

- 2.1 We may change these Direct Debit Terms and Conditions at any time and we will notify you of any changes.
- 2.2 You agree that we may notify you of changes either in writing or Electronically.
- 2.3 You will need to ensure that you access the Web Portal regularly to receive notice of changes.
- 2.4 Your continued use of the Services after notification of changes to these Direct Debit Terms and Conditions will constitute acceptance of those changes.

3. DRAWING ARRANGEMENTS

- 3.1 Alltel will periodically debit the Bank Account or credit card for the Charges notified to the client by invoice provided Electronically.

4. CHANGES TO THE DIRECT DEBIT PAYMENT ARRANGEMENTS

- 4.1 If you want to make changes to the Direct Payment arrangements please login to your MyAlltel customer portal at my.alltel.com.au.
- 4.2 You will need to advise Alltel in writing if you wish to cancel the Direct Debit Request at least fourteen (14) days before the next Debit Day.

5. YOUR OBLIGATIONS

- 5.1 You must ensure that your nominated Bank Account or credit card details are correct and that direct debits can be accepted. This should be confirmed with the Financial Institution.
- 5.2 You must ensure that on the Debit Day there are sufficient cleared funds in the nominated Account/credit card.
- 5.3 You must immediately advise Alltel if the Bank Account or credit card is transferred or closed and contact Alltel on 1300 255 835 to make alternative Direct Debit payment arrangements.
- 5.4 If a Direct Payment is returned or dishonoured by the Financial Institution the following will occur:
 - a. you will be charged a dishonour fee of \$25.00; and
 - b. another Direct Payment will be made 3 days later; and
 - c. a late payment fee may be imposed in accordance with Alltel General Terms and Conditions; and
 - d. any transaction fees payable by us as a consequence of the return or dishonour will be charged to your account.
- 5.5 If your Direct Payment is returned or dishonoured on 3 or more occasions Alltel may suspend or terminate your services one day after notifying you electronically.
- 5.6 Alltel will not be liable to you or any other person for any cost, fees, loss or damages, whether directly or indirectly arising out of the suspension or termination of the Services under clause 5.5.

6. DISPUTE

- 6.1 If you believe that there has been an error in debiting the Account we encourage you to take the matter up directly with us by contacting Alltel directly on 1300 255 835.
- 6.2 If the drawing amount cannot be substantiated or is incorrect Alltel will credit any amounts incorrectly drawn and will notify you in writing or Electronically the amount of the adjustment.

7. CONFIDENTIALITY

- 7.1 All personal customer information held by us will be confidential except that information provided to our agents or contractors for the purpose of providing the Services or billing or to our financial institution to initiate the drawing to your nominated account or credit card.