



Once this form has been completed, please fax to Internode on (08) 8235 6977 or post to PO Box 284, Rundle Mall SA 5000

Direct Debit Request

Customers' Authority	I/We	Name of Customer(s) providing the Direct Debit Request <input type="text"/>	
	authorise you	Name of Debit User <input type="text" value="Internode Systems Pty Ltd"/>	APCA User ID Number <input type="text" value="301249"/>
<p>to arrange for funds to be debited from my/our account at the financial institution identified below and as prescribed below through the Bulk Electronic Clearing System (BECS).</p> <p>This authorisation is to remain in force in accordance with the terms described in the Service Level Agreement</p>			
Signature		Date	
<input type="text"/>		<input type="text" value="/ /"/>	
Signature		Date	
<input type="text"/>		<input type="text" value="/ /"/>	

Details of the Account to be Debited (All details must be Supplied)	Name of the Financial Institution <input type="text"/>		
	Account Name <input type="text"/>		
	BSB Number	Account Number	Branch Name
	<input type="text" value=" "/>	<input type="text" value=" "/>	<input type="text" value=" "/>

Payment Details	The Payment is for	<input type="text" value="Internode Services"/>
	identified by	Internode Client Number <input type="text"/>

I/We authorise the following:

1. Internode to debit my/our account in accordance with our Agreement
2. The Debit User to verify the details of the abovementioned account with my/our Financial Institution
3. The Financial Institution to release information allowing the Debit User to verify the abovementioned account details

<input type="text"/>	<input type="text"/>
Signed by Customer 1	Signed by Customer 2



Direct Debit Request Service Agreement

- 1 The customer will be advised 14 days in advance of any changes to the Direct Debit Agreements;
- 2 For all matters relating to the Direct Debit arrangements, the Customer will need to:
 - Call our Customer information Line on 13NODE (13 66 33) - Option 2
and/or
 - Visit our office at Level 3, 132 Grenfell Street, Adelaide
and/or
 - Send written correspondence to PO Box 284, Rundle Mall, SA 5000
and
 - Allow 28 Days for the amendments to take effect
- 3 The Customer should be aware that:
 - a Direct debiting through BECS is not available on all accounts; and
 - b Account details should be checked against a recent statement from their Financial Institution.
If you are in any doubt, you should check with your financial Institution before completing the drawing authority.
- 4 It is your responsibility to ensure sufficient cleared funds are in the nominated debiting account when the payments are to be drawn
- 5 If the due date for payment falls on a non-working day or public holiday, the payment will be processed on the next working day. If the Customer is in any doubt, please refer to point 3 for further clarification.
- 6 For returned unpaid transactions the following procedure will apply:
 - * The customer will be contacted either via e-mail, phone or post advising them of the direct debit failure
 - * A ten dollar (\$10.00) dishonour fee is payable and will be charged to your next Internode account
 - * If no payment is received within 14 days, a suspension of services will occur
 - * Normal Debt Collection procedures will then follow as per our terms and conditions
- 7 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.