



Direct Debit Request Form | page 1 of 2

Please print this form once all sections are complete and signed, and send to Internode either via

fax on 1300 396 633 or post to PO Box 284, Rundle Mall, Adelaide, SA 5000

Incomplete forms will not be accepted, so please ensure you complete both pages.

Customer's Authority

Name of Internode Account Holder(s)

I/We

Name of Debit User

APCA User ID Number

authorise you

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).

This authorisation is to remain in force in accordance with the terms described in the Service Level Agreement.

Signature (Customer 1)

Date

dd/mm/yy format

Signature (Customer 2)

Date

dd/mm/yy format

Details of the account to be debited

(All details must be supplied)

Name of the Financial Institution

Account Name

BSB Number

Account Number

Branch Name

-

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Payment Details

This payment is for

Internode Services

Internode Client Number

identified by

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

Signature (Customer 1)

Signature (Customer 2)

Date

dd/mm/yy format

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 150 Grenfell Street, Adelaide, SA 5000 and/or
 - Send written correspondence to PO Box 284, Rundle Mall, Adelaide, 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. 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
6. 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.