

At your convenience, now IPSTAR customers can select preferred payment options. Your monthly payments will be automatically deducted from your nominated account/ credit card. Please **tick ONE** of the following preferred payment options.

Given Name	Surname or Company Name	IPSTAR Customer Number
<input style="width:95%;" type="text"/>	<input style="width:95%;" type="text"/>	<input style="width:95%;" type="text"/>

request and authorise **IPSTAR Australia Pty. Ltd [APCA ID 368185]** to arrange for any amount **IPSTAR Australia Pty Ltd** may debit or charge you to be debited through the bulk Electronic Clearing System from an account held at the financial institution identified below subject to the terms and conditions of the Direct Debit Request Service Agreement and any further instructions provided below.

Direct Debited By Credit Card

Financial Institution Name	Choose your Credit Card Type	Card Holder's Name	Expiry Date of Card
<input style="width:95%;" type="text"/>	<input type="checkbox"/> Visa <input type="checkbox"/> Mastercard	<input style="width:95%;" type="text"/>	<input style="width:95%;" type="text" value="MM / YY"/>
Card Holder's Number			
<input style="width:25%;" type="text"/> <input style="width:25%;" type="text"/> <input style="width:25%;" type="text"/> <input style="width:25%;" type="text"/>			

Direct Debited By Bank Account

Financial Institution Name/Branch	Name of Account	BSB Number	Account Number
<input style="width:95%;" type="text" value="Name/Branch"/>	<input style="width:95%;" type="text"/>	<input style="width:25%;" type="text"/> <input style="width:25%;" type="text"/> <input style="width:25%;" type="text"/>	<input style="width:25%;" type="text"/> <input style="width:25%;" type="text"/> <input style="width:25%;" type="text"/> <input style="width:25%;" type="text"/> <input style="width:25%;" type="text"/> <input style="width:25%;" type="text"/>

Direct Debit Request Service Agreement

Definitions

Account means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

Agreement means this Direct Debit Request Service Agreement between you and us.

Business day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

Debit day means the day that payment by you to us is due in accordance with the Standard Form of Agreement.

Debit payment means a particular transaction where a debit is made.

Direct debit request means the Direct Debit Request between us and you.

MyIPSTAR means the free Service that is provided with the Broadband Internet Service, more particularly described in Schedule 2 to our Standard Form of Agreement.

Standard Form of Agreement means the Standard Form of Agreement we have prepared for the purposes of section 479 of the Telecommunications Act 1997 (Cth), a copy of which is available on our website at <http://www.ipstarbroadband.com.au/legal/terms>

Us or we means IPSTAR AUSTRALIA PTY LTD, the Debit User you have authorised by signing a direct debit request.

You means the customer who signed the direct debit request.

Your financial institution is the financial institution where you hold the account that you have authorised us to arrange to debit.

1. Debiting your account

1.1 By signing a direct debit request, you have authorised us to arrange for funds to be debited from your account. You should refer to the direct debit request and this agreement and the Standard Form of Agreement for the terms of the arrangement between us and you.

1.2 We will only arrange for funds to be debited from your account as authorised in the direct debit request if we have sent to you an invoice which specifies the amount payable by you to us. We will send the invoice to you via email or via the MyIPSTAR Portal, in accordance with the Standard Form of Agreement.

1.3 If the debit day falls on a day that is not a business day, we may direct your financial institution to debit your account on the following business day.

If you are unsure about which day your account has or will be debited you should ask your financial institution.

2. Changed by us

2.1 We may vary any details of this agreement or a direct debit request at any time.

2.2 In relation to variations that would cause detriment to you, the minimum period of notice to be given to you before the variations take effect is 60 days.

2.3 In relation to variations that would not cause detriment to you, the minimum period of notice to be given to you before the variations take effect is 30 days.

2.4 You will be informed of the variations via email and/or via the MyIPSTAR Portal.

2.5 If you do not approve the variations, you must arrange a different payment method with us within 7 days of our notice of variation. If you do not wish to arrange a different payment method with us, you may terminate this agreement and the Standard Form of Agreement within 42 days of the date of the notice of variation without incurring any charges, other than usage or network access charges to the date the Standard Form of Agreement ends and outstanding amounts for installation or for equipment compatible with our services.

3. Changed by you

3.1 Subject to 3.2 and 3.3, you may change the arrangements under a direct debit request by contacting us on 1300 464 778.

3.2 If you wish to stop or defer a debit payment you must notify us in writing at least 14 days before the next debit day. This notice should be given to us in the first instance.

3.3 You may also cancel your authority for us to debit your account at any time by giving us 14 days notice in writing before the next debit day. This notice should be given to us in the first instance. **You may also request a stop or cancellation through your financial institution.**

4. Your obligations

4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the direct debit request.

4.2 If there are insufficient clear funds in your account to meet a debit payment:

- a) you may be charged a fee and/or interest by your financial institution;
- b) you may also incur fees or charges imposed or incurred by us; and
- c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.

4.3 You should check your account statement to verify that the amounts debited from your account are correct

4.4 If IPSTAR AUSTRALIA PTY LTD is liable to pay goods and services tax ("GST") on a supply made in connection with this agreement, then you agree to pay IPSTAR AUSTRALIA PTY LTD on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

5. Dispute

5.1 If you believe that there has been an error in debiting your account, you should notify us directly on 1300 464 778 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly.

5.2 If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

5.3 If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding.

5.4 Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to your financial institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

6. Accounts

You should check:

- a) with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions.
- b) your account details which you have provided to us are correct by checking them against a recent account statement; and
- c) with your financial institution before completing the direct debit request if you have any queries about how to complete the direct debit request.

7. Confidentiality

7.1 Subject to our Standard Form of Agreement, we will keep your account details and other information in your direct debit request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

7.2 We will only disclose information that we have about you:

- a) to the extent specifically required by law; or
- b) for the purposes of this agreement (including disclosing information in connection with any query or claim).

8. Confidentiality

8.1 You may notify us, and we may notify you, in accordance with the notice provisions of our Standard Form of Agreement.

By signing this Direct Debit Request Form you acknowledge that you have read and understood the terms and conditions governing the debit arrangements between You and IPSTAR Australia Pty Ltd as set out in this Request and in the below Direct Debit Request Service Agreement.

Your Signature (Signatures if joint account)	Print Name	Date
<input style="width:95%;" type="text"/>	<input style="width:95%;" type="text"/>	<input style="width:95%;" type="text"/>