



## DIRECT DEBIT REQUEST SERVICE AGREEMENT

This Direct Debit Request (DDR) Service Agreement forms part of the terms of the DDR and should be read in conjunction with the DDR form.

By signing the DDR, you authorise TransACT to arrange for funds to be debited from the nominated account or credit card. Payment in full will be deducted on the due date displayed on your TransACT invoice. You should direct all enquiries about your direct debit to TransACT Customer Care on 13 30 61.

### Changing your DDR authority

If you change your direct debit account you will need to complete a new Direct Debit Request.

Please contact TransACT on 13 30 61 for a Direct Debit Request to be mailed to you, or visit the website at [www.transact.com.au](http://www.transact.com.au)

### PRIVACY

TransACT will not disclose any details of your DDR to any person or corporation unless required to do so by law or unless the information is required in relation to a disputed transaction.

Where TransACT is required to disclose details of your DDR either by law or in relation to a disputed transaction, TransACT will comply with any relevant privacy legislation.

### Non-business days

If your direct debit payment falls on a date that is not a business day, TransACT Communications will draw from your nominated account on the nearest business day.

### Stopping or cancelling your DDR

You may defer, alter, stop or cancel your DDR at any time by providing at least 14 days notification in writing to TransACT. If you receive FOXTEL on TransACT you must remain on DDR for the duration of your contract.

### Disputes

If you wish to dispute a DDR transaction, you can contact TransACT in writing at TransACT House, PO Box 1006, Civic Square, ACT 2608 or call 13 30 61 and we will arrange for your disputed transaction to be investigated and where appropriate, for a correction to be made.

If we are unable to resolve the dispute to your satisfaction, you should contact your financial institution to complete and lodge a DDR Customer Claim form.

### Clear funds

You should ensure that you have sufficient clear funds in your account to enable the DDR to be paid by your financial institution on the due date.

### Returned or dishonoured DDRs

If there are insufficient clear funds in your account to meet the direct debit:

- you may be charged a fee and/or interest by your financial institution
- you may also incur fees or charges imposed or incurred by TransACT
- 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.

### Your account

You should check:

- with your financial institution whether the direct debit service is available with your account
- that your account details provided to us are correct by checking them against a recent account statement
- with your financial institution before completing the DDR if you have any queries about how to complete the DDR.

### Liability

We are not responsible for any loss or damage you may suffer from incorrect or incomplete account details that you have provided to us, any delay by us or your financial institution or any other such event relation to this DDR.