

Fonebox Customer: \_\_\_\_\_

Registered Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Accounts Contact Number: \_\_\_\_\_

Fonebox Account Number: \_\_\_\_\_

**PART 1: DIRECT DEBIT REQUEST VIA**

**FINANCIAL INSTITUTION (BANK)**

I/we request and authorise Fonebox Australia Pty Ltd (ABN 27 845 009 621 "Fonebox" (Direct Debit User ID 315287) until further notice to arrange payment for services supplied by Fonebox from my/our nominated Financial Institution account (detailed below) on or about the "Due date" on a monthly basis and I/we agree to the terms in this Direct Debit Service Agreement.

Name on Bank Account: \_\_\_\_\_

Name of Bank: \_\_\_\_\_

Bank Branch: \_\_\_\_\_

BSB: \_\_\_\_\_

Account No: \_\_\_\_\_

Signature 1:

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature 2:

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**PART 2: DIRECT DEBIT REQUEST VIA**

**CREDIT CARD GUARANTEE**

I/we agree to the terms in this Direct Debit Service Agreement and authorise Fonebox to arrange payment from my/our nominated CREDIT CARD account (detailed below) if I/we fail to pay my/our account for services supplied by Fonebox by the "Due date".

2% Surcharge applies and will be charged to the next invoice.

Cardholder Name: \_\_\_\_\_

Card Type:  Mastercard  Visa  AMEX

Signature: \_\_\_\_\_

Expiry Date: \_\_\_\_\_

**SUBMIT DIRECT DEBIT FORM**

**DIRECT DEBIT SERVICE AGREEMENT TERMS**

**FONEBOX AUSTRALIA PTY LTD T/A FONEBOX (ACN 159 658 483) NOTE OUR COMMITMENT TO THE CUSTOMER:**

1. We will advise you by notice of an invoice/statement on a monthly basis detailing the amount due of the amount we will draw.
2. Where the due date falls on a non-business day, we will draw the amount on the next business day.
3. We will only draw the amount shown on the invoice/statement due to us on or about the due date.
4. We reserve the right to cancel the Direct Debit Service Agreement with you if the drawings from your nominated payment account are continually returned unpaid and arrange with you an alternate payment method.
5. We reserve the right to charge a fee where a payment is returned unpaid.
6. We will keep all information provided by you and details of your nominated account private and confidential.
7. We agree to investigate and query, dispute or claim promptly regarding direct debits on your account.

**YOUR COMMITMENT AS A CUSTOMER OF FONEBOX AUSTRALIA PTY LTD:**

1. It is your responsibility to ensure a Direct Debit feature is available on your nominated account.
2. Ensure that the authorisation on the Direct Debit request is identical to your nominated account details.
3. Where two signatures are required jointly, both signatories must sign this Direct Debit authority.
4. Ensure at all times you have sufficient funds or credit to cover the due amount.
5. Advise us if the account nominated by you is changed, transferred or closed.
6. If you believe you will have insufficient funds to cover the direct debit on the due date you must contact us to arrange an alternate payment arrangement.
7. You must advise us of any new CREDIT CARD expiry date 14 days before the old one expires.
8. Promptly arrange for an alternate payment method in the event the payment arrangement is stopped by you or your Financial Institution.
9. You may cancel the Direct Debit arrangement at any time by giving us 14 days notice in writing prior to the due date.

*Return this form to our Billing team by simply pressing submit, or alternatively send via email attachment to [billing@fonebox.com.au](mailto:billing@fonebox.com.au).*