



**CITY CABLE AUSTRALIA  
PTY LTD (314011)**

**Direct Debit Request (DDR)**

You may contact us as follows:-

Phone: 1300 733 215  
Email: [accounts@citycable.com.au](mailto:accounts@citycable.com.au)  
Mail: Suite106/991 Whitehorse Road  
Box Hill, VIC 3128, Australia

All communication addressed to us should include your Customer Number.

**PART A – Your Details**

Customer Number:	<input type="text"/>		
Customer Name:	<input type="text"/>		
Phone Number:	<input type="text"/>		
Email Address:	<input type="text"/>		
Address:	<input type="text"/> <input type="text"/> <input type="text"/>		
State:	<input type="text"/>	Postcode:	<input type="text"/>

**PART B – Schedule (Fill in by City Cable staff)**

Date of First Payment: 

DD	MMM	YYYY
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 e.g. 09 Dec 2008

Frequency: Weekly  
Fortnightly  
Monthly  
Quarterly  
6 monthly  
Yearly

Payment Amount:  Payment Amount for each debit

Number of Payments: Continue until further notice

OR

Stop after  Payments

If the scheduled date is not a banking day, the debit will take place on the next banking day.

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### **PART C – Cheque/Savings Accountor Credit Card Authorisation**

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I/We request you CITY CABLE AUSTRALIA PTY LTD to arrange for funds to be debited from my/our nominated account at the financial institution according to the specified schedule and attached Direct Debit Service Agreement.

Financial Institution:

Branch:

Account Name:

BSB No.  -

Account Number:

Signature:  Date:

Signature:  Date:

If debiting from a joint bank account, both signatures are required.

OR

I request you CITY CABLE AUSTRALIA PTY LTD to arrange for funds to be debited from my nominated credit card according to the schedule specified above and attached Direct Debit Service Agreement.

Credit Card Number:

Expiry Date: MM / YY

CVV:

Cardholder Name:

Signature:  Date:

### **Completed Application**

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Return your completed application by mail to:-

Mail: Suite106/991 Whitehorse Road  
Box Hill, VIC 3128, Australia



## Customer Direct Debit Request (DDR) Service Agreement

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between CITY CABLE AUSTRALIA PTY LTD and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

### How to Contact Us

#### Enquiries

Direct all enquiries to us, rather than to your financial institution. These should be made at least 7 working days prior to the next scheduled drawing date. You may contact us as follows:-

Phone: 1300 733 215  
Email: [accounts@citycable.com.au](mailto:accounts@citycable.com.au)  
Mail: Suite106/991 Whitehorse Road  
Box Hill, VIC 3128, Australia

All communication addressed to us should include your Customer Number.

### Our commitment to you

#### Initial terms of the arrangement

In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount.

#### Drawing arrangements

- The first drawing under this Direct Debit arrangement will occur on the date nominated on the Direct Debit Request.
- If any drawing falls due on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date.
- We will give you at least 14-day notice in writing, by email or by phone when changes to the initial terms of the arrangement are made. This notice will state the new amount, frequency, next drawing date and any other changes to the initial terms.
- If you wish to discuss any changes to the initial terms, please contact us.

## Your rights

### Changes to the arrangement

If you want to make changes to the drawing arrangements, contact us. These changes may include:

- deferring the drawing; or
- altering the schedule; or
- stopping an individual debit; or
- suspending the DDR; or
- canceling the DDR completely.

### Confidentiality

All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

### Disputes

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly by contacting us.
- If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:
  - within 5 business days (for claims lodged within 12 months of the disputed drawing); or
  - within 30 business days (for claims lodged more than 12 months after the disputed drawing)
- You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

*Note: Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.*

## Your commitment to us

It is your responsibility to ensure that:

- your nominated account can accept direct debits (your financial institution can confirm this); and
- that on the drawing date there are sufficient cleared funds in the nominated account; and
- that you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonored by your financial institution, we may re-draw on your account after four (4) business days, or contact you to arrange alternate payment. Any transaction fees payable by us in respect of the above may be added to your account.