

NB: CUSTOMERS CAN COMPLETE THE FOLLOWING FORM ONLINE VIA PEOPLENET go to www.peopletelecom.com.au

Date: Customer / Company Name: Customer Number:

Address Details:

Physical Address Please include number and/or unit or suite number. (Not a P.O.Box):

Suburb: State: Post Code:

Contact Name: Telephone:

Mobile: 04 Fax:

Email Address:

Direct Debit (via credit card or financial institution account)

I/we request and authorise People Telecom (direct debit user ID's 143159 and 056064)*, until further notice, to arrange payment of my People Telecom account as per details above by debiting my/our account on a monthly basis as described in the form below.

I/we acknowledge that this direct debit arrangement is governed by the terms of the Direct Debit Customer Service Agreement received from you.

PLEASE REFER TO PAGE 2 OF THIS APPLICATION FOR DIRECT DEBIT CUSTOMER SERVICE AGREEMENT.

*People Telecom means People Telecommunications Pty Ltd who is the billing agent for People Telecommunications Pty Ltd ABN: 41 091 714 699; People Mobile Pty Ltd ABN: 36 092 722 631; Swiftel Communications Pty Ltd ABN: 18 090 877 008; Swift Broadband Pty Ltd ABN: 20 094 916 935

Method of Payment (Please select only ONE method of payment)

Payment by Direct Debit (from financial institution)

Account Name: Branch Name: Bank Name:
 BSB Number: • Account Number: •

Signature: _____ Signature:#: _____
 (by authorised signatory) (by authorised signatory)

If more than one signatory is required for joint business account

Payment by Credit Card

Cardholder Name: Mastercard# Visa# Amex^
 Card Number: Expiry Date:

Card Holder Signature: _____

incurs a 1.5% surcharge ^ incurs a 3% surcharge

Processing this request will take approximately ten working days and is only valid if the original form is correctly filling in and received by People Telecom.

THIS APPLICATION SHOULD NOT BE FAXED. PLEASE RETURN THIS FORM BY MAIL TO:
 PO BOX 2014, NORTH SYDNEY, NSW. 2059

Customer Signature: _____ Date:

Direct Debit Customer Service Agreement

Our commitment to you, Drawing arrangements:

1. Where the due date falls on a non-business day, we will draw the amount on the next business day.
2. The financial institution may, in its absolute discretion, at any time by notice in writing to me/us terminate this request as to further debits.
3. We will only draw the due amount each month; we will not change the frequency of drawing arrangements without your prior approval.
4. We reserve the right to cancel the People Telecom Direct Payment Plan drawing arrangements if three or more drawings are returned unpaid by your nominated Financial Institution and to arrange with you an alternate payment method.
5. People Telecom may terminate this request at any time by written or verbal notice and I/we must adopt an alternative method of payment.
6. We will keep all information pertaining to your nominated account at the Financial Institution private and confidential.

Your rights:

1. You may terminate the People Telecom Direct Payment Plan drawing arrangements at any time by giving written notice to us. Such notice should be received by us at least 14 business days prior to the due date. Notice of termination can be faxed to: 02 9458 5975
2. You may stop payment of a drawing under the People Telecom Direct Payment Plan by giving written notice to us. Such notice should be received by us at least 14 business days prior to the due date.
3. You may request change to the drawing amount and/or frequency by contacting us and advising your requirements no less than 14 business days prior to the due date.

Where you consider that a drawing has been initiated incorrectly (outside People Telecom Direct Payment Plan) you should take the matter up directly with us.

Your responsibilities:

1. It is your responsibility to ensure that sufficient funds are available in the nominated account to meet a drawing on its due date.
2. It is your responsibility to ensure that the authorisation given to draw on the nominated account is identical to the account signing instruction held by the Financial Institution where the account is based.
3. It is your responsibility to advise us if the account nominated by you to receive the People Telecom Direct Payment Plan drawings is transferred or closed.

It is your responsibility to advise us if the account nominated by you to receive the People Telecom Direct Payment Plan drawing arrangement are cancelled either by yourselves or the nominated Financial Institution.

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