

Direct Debit Request Service Agreement

This is the Direct Debit Service Agreement that applies to your direct debit request to: Airtel AU PTY LTD ABN: 75 621 005 141.

A reference to "we", "our" or "us" is a reference to the Airtel AU PTY LTD that you have authorized to deduct fees or charges payable under your account with that company.

1. Debiting your account

- 1.1 By agreeing to a direct debit request, you have authorised us to deduct any fees or charges payable under your account from your nominated credit card or debit card. In processing such payments, the terms of this Direct Debit Request Services Agreement apply.
- 1.2 We will process payments in accordance with our **Billing Policy**, by only debiting your nominated credit or debit card to pay for charges invoiced to you by us. We will not charge a processing fee in connection with your direct debit request, however, any third party financial institution charges associated with your nominated credit or debit card (such as processing fees, insufficient funds in account or cancelled account fees) will be passed through to you as set out in our **Billing Policy**.

2. Your obligations

- 2.1 It is your responsibility to ensure that you have sufficient cleared funds in your nominated account to meet the required payment on the due date.
- 2.2 If your direct debit fails:
 - (a) You may be charged a fee and/or interest by your financial institution;
 - (b) You may incur fees or charges imposed or incurred by us; and
 - (c) You must arrange for the debit payment to be made by another method to ensure you do not fall behind in your agreement.

3. Cancellation

- 3.1 If the direct debit is rejected by your financial institution on two or more occasions, or we believe we may have been provided false information, we may cancel your direct debit request. If this occurs, you are solely responsible for arranging payment of your outstanding invoice.
- 3.2 You can request cancellation of your direct debit request. We will process cancellations within three business days (noting if you request cancellation within three business days of an invoice due date, the invoiced amount may be deducted where cancellation has not yet been processed).
- 3.3 You can change or cancel your direct debit request in your customer portal. Where you cancel your direct debit, you must arrange alternative payment of your services.

4. Liability

- 4.1 Our liability to you for any losses suffered by you as a result of an act or omission by us in connection with this Agreement is limited to debiting your nominated account correctly and refunding to you any amounts if necessary. Until cancelled, your direct debit request remains in force.

5. Other policies

- 5.1 If you have any dispute regarding your direct debit request, this will be handled in accordance with the Disputes section of our Billing Policy. If you are experiencing financial difficulty, please refer to our Financial Hardship Policy or contact our Customer Service team. All bank and credit card information will be kept private and confidential and handled by us in accordance with our Privacy Policy.
- 5.2 We will give you at least 15 days' prior notice in writing of any changes to the terms of this Agreement. The notification will be made by email, on your next billing invoice or by a notice of the change posted on our website.