

**Direct Debit Request Form**
**Authorisation Agreement**

Please read the Conditions (next page) and complete this form in black/blue pen and print in BLOCK LETTERS. Return the completed form to: **Brennan Voice & Data, Accounts Dept on Fax 02 8235 9594 or email [accounts@brennanit.com.au](mailto:accounts@brennanit.com.au) a copy of the signed DDR form.**

Once we have received and processed your form and as long as it has been completed correctly, the first direct debit will apply to your next bill for the account nominated below. You will receive email notification when the first direct debit is applied.

**Your details**

Company Name: \_\_\_\_\_ Account Number: \_\_\_\_\_

Billing Address: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Contact Phone: \_\_\_\_\_

Contact Email: \_\_\_\_\_

Product (Please  Data Services  Voice Services  
Tick)

**Complete EITHER Section 1 or Section 2**
**Section 1 – Details of bank account to be debited**

Name of Financial Institution:																											
Address of Financial Institution:																											
Account Name:																											
<b>BSB Number</b>														<b>Account Number</b>													

We authorise and request Brennan Voice & Data ABN 92 089 435 530 (User ID 305519), to arrange for any amounts which become payable in relation to the account nominated to be debited through the Bulk Electronic Clearing System from the nominated bank account listed above. We agree to the terms of the Direct Debit Conditions (next page).

**Section 2 – Details of credit card account to be debited**

Name of cardholder(s):																			
Credit card number:														Expiry Date					
Credit Card Type: <input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> Amex																			
I/We authorise and request Brennan Voice & Data ABN 92 089 435 530, to arrange for any amounts which become payable in relation to the Brennan Voice & Data monthly fees for data and voice services, to be debited through the credit card listed above. This authority will stand in respect of the specified card and in respect of any card issued to me in renewal or replacement, until I notify Brennan Voice & Data of its cancellation. I/We agree to the terms of the Direct Debit Conditions (next page).																			

I/We agree to the terms of the Direct Debit Conditions (next page) and authorise Brennan Voice & Data ABN 92 089 435 530 to debit the nominated bank account outlined in Section 1 above or credit card outlined in Section 2 above.		
Signature(s):		
Print Name(s):		
Authorised Position:		

**IMPORTANT – Please ensure that all signatures required on the bank account is included.**

## Direct Debit Conditions

1. This Direct Debit Request Service Agreement sets out the terms on which you have authorised us, Brennan Voice & Data to arrange for payment of amounts that become payable on your data and voice account to be made by deductions from your bank account at, or by charging your credit card with, your financial institution (Direct Debit Request). Direct debiting through the Bulk Electronic Clearing System (BECS) may not be available on all bank accounts. Before you completing the Direct Debit Request, ensure your bank account details are correct.
2. Your Direct Debit Request authorises us to arrange for payment of the amounts due to Brennan Voice & Data for the services we provide to you, at the due date of your bill(s) or another date as agreed between us. This authorisation also enables any changes in those amounts and payment times, to occur automatically – you will not need to complete a new form. Any new contracted services added to your Brennan Voice & Data account will be subject to the existing Direct Debit Request arrangements.
3. Invoicing of your Brennan Voice & Data services is done on a monthly basis, at the start of each month. Recurring Services are charged one month in advance and usage services are charged in arrears. Any new contracted services (that were provisioned during the previous period) will be charged from the activation date of the service (unless otherwise arranged), and fees may include a setup fee, a pro-rated recurring fee for the previous billing period as well as the recurring fee for the current billing period. All fees are outlined in your contract. You will receive your bill via email or post, as soon as possible after the date of issue of the bill. The Total Due value on the invoice will be the amount processed in the Direct Debit transaction.
4. We can vary this Agreement at any time after giving you 14 days notice of the changes.
5. You can cancel, vary, defer or suspend the Direct Debit Request, or stop or suspend an individual debit from taking place under it, by calling our accounts department, but this must be arranged within 7 days of the due date of the invoice. If you do not provide us with this notice, we cannot guarantee the direct debit process can be stopped.
6. If you cancel, vary, defer or suspend your direct debit arrangements, or stop or suspend an individual debit from taking place under it, you must arrange with Brennan Voice & Data a suitable alternative payment method for all outstanding fees due, and ongoing contractual obligations.
7. If a due date for a debit falls on a weekend or public holiday the debit will be processed on the next business day.
8. You must ensure you have sufficient clear funds available in the nominated bank account (if you are paying by direct debit from your bank account) or that you have sufficient credit available on your nominated credit card (if you are paying by credit card) on the due date to permit the payments under the Direct Debit Request.
9. If a debit from your nominated bank account or a charge to your nominated credit card is unsuccessful we will attempt to debit again twice. If still unsuccessful, we will contact you to arrange alternative payment or further deferral.
10. You must notify Brennan Voice & Data if the nominated account is transferred or closed.
11. If you are paying by direct debit from a bank account, please ensure that your financial institution allows direct debits on your nominated account. Your bank account will be debited through BECS.
12. If any bank fees are incurred by Brennan Voice & Data from a dishonoured direct debit, these fees may be passed on to you.
13. Upon cancellation of your contract with Brennan Voice & Data, all direct debit requests will also be deemed cancelled.
14. Where you consider that a debit has been initiated incorrectly, you can contact our accounts department on 02 8235 9595 or send an email with details of your dispute to [accounts@brennanit.com.au](mailto:accounts@brennanit.com.au).
15. Brennan Voice & Data employs the policy of treating all records and account details relating to this Direct Debit Request as Private. We will keep information about your bank account confidential, except to the extent necessary to administer your direct debit arrangements. If a claim is made on our financial institution in relation to an alleged incorrect or wrongful debit, we may be required to disclose this information to our financial institution.