



DIRECT DEBIT REQUEST AUTHORITY

Request and authority to debit the account named below to pay **AGL Telecommunications**

Request and authority to debit	Surname or Company Name Citizen Given Names or ABN Jane You request and authorise AGL Telecommunications user ID 683556 of Level 1, 14-22 Grey Street, Traralgon VIC 3844 to arrange, through its financial institution, for any amount to be debited from your nominated account that AGL Telecommunications has deemed payable by you. The direct debit request will be processed through the Bulk Electronic Clearing System (BECS) from your nominated bank account and will be subject to the terms and conditions of the Direct Debit Request Service Agreement (see below).
Account Identification	Customer number EXAMPLE-000000 Phone number 0400 000 000
Name and address of financial institution at which account is held	Financial Institution Name Example Bank Limited Branch Address 123 Example Street, MELBOURNE VIC 3000
Account to be debited	Name/s on account Jane Citizen BSB Number (Must be 6 digits) 123-456 Account Number 12345678



Approval	By confirming the Direct Debit Request, you agree to the terms and conditions governing the direct debit arrangement between you and AGL Telecommunications
Date of Approval	09/06/2026

DIRECT DEBIT REQUEST – SERVICE AGREEMENT (DDR-SA)

The following is your Direct Debit Service Agreement with AGL Telecommunications Limited of Level 1, 14-22 Grey Street, Traralgon VIC 3844. The agreement is designed to explain your obligations when undertaking a Direct Debit arrangement with AGL Telecommunications. It also details what AGL's obligations are to you as your Direct Debit Provider.

AGL Telecommunications recommends you keep this agreement in a safe place for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your Direct Debit Request Authority.

Definitions

- **Account** means the account held at your financial institution from which we are to arrange funds to be debited.
- **Agreement** means this Direct Debit Request Service Agreement between you and us.
- **Banking Day** means a day other than a Saturday, Sunday or Public Holiday throughout Australia.
- **Debit Day** means the day that payment by you to us is due.
- **Debit Payment** means a particular transaction where a debit is made.
- **Direct Debit Request** means the Direct Debit Request between us and you.
- **Us** or **We** means AGL Telecommunications, (the Debit User) you have authorised by approving a Direct Debit Request Authority.
- **You** means the customer who signed the Direct Debit Request Authority.
- **Your Financial Institution** means the financial institution nominated by you on the Direct Debit Request Authority at which the account is maintained.

Debiting your account

By approving a Direct Debit Request, you have authorised us to arrange for funds to be debited from your account. You should refer to the Direct Debit Request Authority and this agreement for the terms of the arrangement between us and you. We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request Authority.



Payment is debited within 10 working days from the issue date on your invoice. If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following banking day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

Amendments by us

We may vary any details of this agreement or a Direct Debit Request Authority at any time by giving you at least thirty (30) days written notice

Amendments by you

You may change, stop or defer a debit payment, or terminate this agreement by providing us with at least fourteen (14) days notification by writing to: Energy Telco Pty Ltd T/A AGL Telecommunications, PO Box 3351, Gippsland Mail Centre VIC 3841 or by telephoning us on 1300399245 during business hours or arranging it through your own financial institution.

Your obligations

It is your responsibility to ensure that there are sufficient funds available in your account to allow a direct debit payment to be made in accordance with the Direct Debit Request Authority.

If there are insufficient funds in your account to meet a debit payment:

- (a) you may be charged a fee and/or interest by your financial institution
- (b) you may also incur fees or charges imposed or incurred by us; and
- (c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.

You should check your account statement to verify that the amounts debited from your account are correct. If AGL Telecommunications is liable to pay goods and services tax ("GST") on a supply made in connection with this agreement, then you agree to pay AGL Telecommunications on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

Dispute

If you believe that there has been an error in debiting your account, you should notify us directly on 1300 399 245 or in writing (email / post) as soon as possible so that we can resolve your query. Alternatively, you can take it up with your Financial Institution directly to resolve.



If we conclude as a result of our investigations that your account has been incorrectly debited, we will respond to your query by arranging for your Financial Institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

If we conclude as a result of our investigations that your account has not been incorrectly debited, we will respond to your query by providing you with reasons and any evidence for the finding in writing.

Accounts

You should check:

- (a) with your Financial Institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions.
- (b) your account details which you have provided to us are correct by checking them against a recent account statement; and
- (c) with your Financial Institution before completing the Direct Debit Request Authority if you have any queries about how to complete the Direct Debit Request Authority.

Confidentiality

We take confidentiality seriously. Your billing information is collected, used and stored in accordance with the requirements under the Privacy Act 1988 (Cth) and the Australian Privacy Principles. The AGL Telecommunications Privacy Policy can be accessed via our website that explains more about what data we collect, how it is used and your right to access that data.

We will only disclose information that we have about you:

- (a) to the extent specifically required by law; or
- (b) for the purposes of this agreement (including disclosing information in connection with any query or claim).

Notice

If you wish to notify us in writing about anything relating to this agreement, you should write to Energy Telco Pty Ltd T/A AGL Telecommunications, PO Box 3351, Gippsland Mail Centre VIC 3841 or email accounts@agltelco.com.au

AGL Telecommunications Limited – ABN 98694875888

Energy Telco Pty Ltd T/A AGL Telecommunications, PO Box 3351, Gippsland Mail Centre VIC 3841

phone: 1300399245; email: accounts@agltelco.com.au; website: <https://www.agl.com.au>