

## **Direct Debit Agreement**

**Updated from January 2026**

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.

### **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.

### **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 of your service application. Unless otherwise specific.
- On a recurring basis, we will send you invoice 14 days prior to the payment due date, which falls on the 1<sup>st</sup> of each month.
- If any drawing falls due on a non-business day, it will be debited from your account on the next business day following the scheduled drawing date.
- We will give you at least 30 days' notice in writing or by email 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.

### **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
- cancelling the DDR.

### **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 can not substantiate the reason for the drawing.
- Any approved refund will be proceeded within 7 business day.

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

It is your responsibility to ensure that:

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

If your drawing is returned or dishonoured 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.