

Direct Debit Request (DDR)



When completed, please return this form to Grapevine Customer Service, PO Box 1006, Civic Square, ACT 2608 or fax to (02) 6229 8011.

This is a new direct debit application
 change to existing direct debit details

INDIVIDUAL DETAILS

▶ First name
▶ Surname
▶ Account name
▶ Username
▶ Date of birth / /
▶ Phone number ()

BUSINESS DETAILS (if applicable)

▶ Company name
▶ ABN/ACN number
▶ Company address
 Postcode

BROADBAND PLAN DETAILS (to be direct debited)

On the TransACT network On the National network

▶ Name of plan ▶ Monthly cost \$
 \$

▶ Domain name grapevine.com.au grapevine.net.au
 grapevinenet.com.au (National network)

OTHER GRAPEVINE PRODUCTS (to be direct debited)

▶ Webhosting Mailbox Other product

▶ Name of plan ▶ Monthly cost \$
 \$

PAYMENT DETAILS (select one payment method for your direct debit)

SAVINGS/CHEQUE ACCOUNT DETAILS

▶ Name of account holder
▶ Name of financial institution
▶ Branch
▶ BSB number -
▶ Account number

Credit card details

▶ Credit card type Visa Mastercard
▶ Cardholder name
▶ Credit card number
▶ Expiry date /
▶ Card validation number (the last 3 digits found on the signature panel on the back of the card)

AUTHORISATION

I/we have read and understand the information contained in the DDR Service Agreement and authorise Grapevine Ventures (ABN 23 096 966 888) to arrange for funds to be debited from my/our savings/cheque or credit card account via the Bulk Electronic Clearing System in accordance with the details given above, this DDR Service Agreement and the Grapevine Terms and Conditions. I acknowledge that Grapevine is authorised under this DDR Service Agreement to deduct all amounts payable under and in accordance with the Grapevine Terms and Conditions and relevant Service Schedule, including fees and charges payable in addition to the monthly service fee, including (but not limited to) overrun charges, late and cancellation fees.

▶ Signature 1
▶ Date / /
▶ Signature 2
▶ Date / /

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DIRECT DEBIT REQUEST SERVICE AGREEMENT

This Direct Debit Request (DDR) Service Agreement forms part of the terms of the DDR and should be read in conjunction with the DDR form. By signing the DDR, you authorise Grapevine Ventures (ABN 23 096 966 888) ("Grapevine") to arrange for funds to be debited from the nominated account or credit card. Payment will be deducted in accordance with the Grapevine Terms and Conditions and applicable Service Schedule and may include fees and charges payable by you in addition to your monthly service fee, including (but not limited to) overrun charges, late fees or cancellation charges. You should direct all enquiries about your direct debit to Grapevine on 13 35 00.

Privacy

Grapevine will not disclose any details of your DDR to any person or corporation unless allowed, or required to do so, by law or unless the information is required in relation to a disputed transaction. Where Grapevine is allowed or required to disclose details of your DDR either by law or in relation to a disputed transaction, Grapevine will comply with any relevant privacy legislation.

Non-business days

If your direct debit payment falls on a date that is not a business day, Grapevine will draw from your nominated account on the next business day.

Amending or cancelling your DDR

You can choose to amend your personal information on your DDR by providing Grapevine with a written request to amend your details stating what amendments you want made. Your amendments will come into effect on the first direct debit made 14 days after the request is received by Grapevine.

Your DDR remains in force until it is cancelled. You may cancel your DDR but in doing so you may not receive or continue to receive the Service unless another method of payment suitable to Grapevine has been entered into. Grapevine may cancel your DDR at its sole discretion and without prior notice.

Disputes

If you wish to dispute a DDR transaction, you can contact Grapevine in writing to Grapevine Customer Service, PO Box 1006, Civic Square, ACT 2608 or call 13 35 00 and we will arrange for your disputed transaction to be investigated and where appropriate, for a correction to be made.

Clear funds

It is your responsibility to ensure that you have sufficient clear funds in your account to enable the DDR to be paid by your financial institution on the due date.

Grapevine will not reimburse any penalties incurred by you due to insufficient funds being available in your account.

Returned or dishonoured DDRs

If there are insufficient clear funds in your account to meet the direct debit:

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

Your details

Before returning the completed DDR form, you should check:

- that your account or credit card details provided to us are correct by checking them against a recent account or credit card statement
- with your financial institution whether the direct debit service is available with your account
- with your financial institution before completing the DDR if you have any queries about how to complete the DDR.

If you change your direct debit account or the amount to be debited, you will need to complete a new DDR and provide the new DDR to Grapevine at least 14 days before the date the next direct debit payment is due to be made.

Liability

We are not responsible for any loss or damage you may suffer from incorrect or incomplete account details that you have provided to us, any delay by us or your financial institution or any other such event in relation to this DDR.