

**Return this form by: Fax** 02 9850 0813  
**In person** 65 Waterloo Road, North Ryde, NSW 2113  
**Post** PO Box 1844, Macquarie Centre, North Ryde NSW 2113  
**Email** customer\_service@tpg.com.au **Enquiries** 13 14 23  
**Register Online** www.tpg.com.au  
**Allow two to three working days to process this form.**

## A Existing Service Owner

Name

TPG Username

Business Name

Address

Suburb/Town

State    Post Code

Phone (   )

Fax (   )

Email

Date of Birth   /   /

Signature

## B New Service Owner

Name

Service Number

Address

Suburb/Town

State    Post Code

Phone (   )

Fax (   )

Email

Date of Birth   /   /

Signature

## C New Service Owner Payment Details

**NOTE:** Customers who provide TPG with an American Express / Diners Club card for payment will incur a surcharge of 2.75% (incl. GST) of the invoice amount when TPG debits the card.

**Debit my Credit Card** Card Type :  
 Visa  Mastercard  Bankcard  Amex  Diners Club

Card Number

Name on Card

Expiry Date   /   Verification Code

**NOTE:** For security purposes you are required to provide the Verification Code. The 3 digit number is located on the signature panel on the back of your Visa, Bank card, Mastercard, Diners Club.

On American Express, the 4 digit number is located at the front of the card above the credit card number. Please write this number in the space provided.

**SIGNATURE**

**Direct Debit my Account** - Please fill in the Direct Debit form on the following page.

If paying by Direct Debit please provide driver licence, proof of age card number for age verification.

## D DSL location Change

If you require to relocate ADSL service to a new telephone number or premises, please request the change through our homepage:  
[http://cyberstore.tpg.com.au/your\\_account](http://cyberstore.tpg.com.au/your_account)

## E Agreement

I declare that in signing this document I am now responsible for the above mentioned account. I understand that I am liable for any current debit balance. Furthermore I have read, understood and agree to abide by TPG's Terms and Conditions as stated over-leaf, and verify that I am over 18 years of age and am able to enter into a legally binding contract.

**SIGNATURE**

**NAME**

**DATE**   /   /

Day

Month

Year

# Direct Debit Authorisation



TPG Internet Pty Ltd and Soul Communications Pty Ltd are fully owned subsidiaries of TPG Telecom Limited. This agreement is with TPG Internet Pty Ltd (ABN 15 068 383 737) and Soul Communications Pty Ltd (ABN 99 085 089 970). The direct debit service agreement is issued by TPG Internet Pty Ltd (user ID 142619).

The Service Agreement and the DD Authorisation contain the terms and conditions on which you authorise TPG Internet to debit money from your account and the obligations of TPG Internet and you under this agreement. You should read through the Service Agreement carefully to ensure you understand these terms and conditions before signing the DD Authorisation.

## A Direct Debit Service Agreement

### 1. Our commitment to you

We will not change the amount or frequency of drawing arrangements without your prior approval.

TPG Internet will not disclose your details except where necessary to TPG Internet's financial institution and for the purposes of conducting direct debits with your financial institution.

TPG Internet will give you at least 14 days notice in writing if there are changes to the terms of the drawing arrangements.

TPG Internet will draw from your nominated financial institution account on the business day normally 7 days prior to the expiry of your current account's subscription period. If the due drawing date is not a business day, TPG Internet will draw on the business day before or after that date.

### 2. Your commitment to us

It is your responsibility to:

- Ensure your nominated account can accept direct debits.
- Ensure there are sufficient funds available in the nominated account to meet each drawing on the due date.
- Advise us if the nominated account is transferred or closed, or the account details change.
- Arrange an alternative payment method acceptable to TPG Internet if TPG Internet cancels the drawing arrangements.
- Ensure that all account holders on the nominated financial institution account sign the Direct Debit Authorisation.

A fee of \$10 applies if the financial institution rejects a Direct Debit transaction.

Available payment methods are by bank account direct debit or by credit card. If you wish to change your payment method, please contact TPG customer service.

### 3. Your rights

You should contact TPG Internet if you wish to alter the drawing arrangements. This includes:

- stopping an individual drawing
- altering the DD Authorisation
- cancelling the DD Authorisation

Where you consider that a drawing has been initiated incorrectly, you should firstly contact TPG Customer Service on the number appearing above. If you are not satisfied with the response, please write to us. Your letter should be marked "Notice of Complaint" and addressed to: **TPG Internet** at the address appearing above.

TPG Internet will respond within 7 days of receiving your letter. TPG Internet has formal procedures for dealing with a complaint.

You may also direct any disputes, stops or cancellations through your financial institution.

### 4. Other information

You should be aware that there are risks involved with providing instructions and personal information over the internet.

TPG Internet reserves the right to cancel drawing arrangements if drawings are dishonoured by your financial institution.

Your drawing arrangements are also governed by the terms and conditions of your TPG account.

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Email [adsl@tpg.com.au](mailto:adsl@tpg.com.au)

Enquiries 13 14 23

Register Online [www.tpg.com.au](http://www.tpg.com.au)

## B ADSL Location Number

Please supply the phone number of the phone line you want ADSL to be installed on.

Phone No. (   )

## C Your Username

Once you have registered for TPG Broadband or TPG Mobile, we will send you your username via email, which you should then enter here.

Username

## D Contact Details

First Name

Surname

Address

Suburb

State    Post Code

Phone (   )

Mobile Number

Email

## E Direct Debit Payment Details

Please provide details of the account you wish to debit.

- I/We request TPG Internet Pty Ltd (ABN 15 068 383 737) to draw money from my/our account conducted with:

BSB Number    -

Account Number

Name of Financial Institution

Branch

Account-holder's Name(s)

Signature

## F Agreement and Authorisation

- I/We declare that I/We have read, understood and agree to abide by the terms of the Direct Debit Service Agreement and Terms and Conditions of my/our TPG account, and verify that I/We are over 18 years of age and able to enter into legally binding contracts.

Date of Birth   /   /

Signature

Full Name

Title

Date   /   /