



Do it All. Do it with Dreamtilt.

Direct Debit Request Form

Dreamtilt Pty Ltd,
Shop 7a, Park Lane Plaza
cnr Tank & Goondoon Streets
Gladstone. QLD. 4680

Dreamtilt Debit User Number -

Date / /

I / We (Surname or Company Name) (Given Names or ACN)

Authorise and request Dreamtilt Pty Ltd., to debit my / our account via the Bulk Electronic Clearing System from time to time in accordance with the instructions detailed in the Schedule below and on the terms set out on the Direct Debit Request (DDR) Service Agreement overleaf.

I / We have read and understand the information contained in the DDR Service Agreement overleaf

Signature: (If joint account then all signatures may be required)

The Schedule

Details of the account to be debited:

(Note: Direct Debiting is not available on a full range of accounts. If in doubt please consult your Financial Institution)

Account Name Financial Institution

Address of Financial Institution

BSB Number Account Number

Details Of Direct Debit Request

I request that you debit my account the following amount - \$

A once only payment OR A monthly deduction

Starting from / /

And Finishing / / OR

Until we contact Dreamtilt by written notification, telephone, or e-mail.

The Internet Connection Plan selected is

Additional Services included are

Dreamtilt's Direct Debit Request Service Agreement

DDR Service Agreement

This DDR Service Agreement forms part of the terms and conditions of the DDR Authority and should be read in conjunction with the DDR Authority.

DDR's

DDR's are a convenient payment mechanism and can be arranged for one off payments, ongoing payments, for fixed amounts or amounts that vary from time to time.

The basis on which the DDR will be processed is as follows –

Once the customer has selected the Internet connection plan, he / she can fill out the Direct Debit Request Form for the amount of the connection plan. Any additional services can be included in the DDR, including advertising on Dreamtilt's website, Web Page designs, and other Dreamtilt services.

If a new customer wishes to fill out a DDR, then a Dreamtilt Connection Plan form must also be completed. Existing customer's need only to fill out the DDR and post to Dreamtilt at –

Dreamtilt
PO Box 7073
Kin Kora. Gladstone. Q. 4680

Once your form is received and processed, the amount specified in the DDR will be deducted from your account for the term that is specified in the DDR agreement. The DDR will be processed on the 3rd of each month, or if this day is a weekend or public holiday, the next working business day.

Changing Your DDR Authority

We will provide 14 days notice if we wish to change any details on which basis of your DDR Authority is processed. (For example – if we change the day of processing or the date on which the amount of your DDR is calculated)

If You Decide To Change Dreamtilt Internet Connection Plans

If you decide to change Internet Connection plans and you have a monthly DDR in place, you must provide Dreamtilt with at least 7 days notice before the date of your DDR is processed, of your intention to change plans. If you wish to use another plan then another DDR form will have to be completed and sent to Dreamtilt.

If We Change Pricing on Dreamtilt Internet Connection Plans

Due to the competitive nature of the industry, Dreamtilt may at times re-price their plans. When doing so, if you have a monthly DDR form in then Dreamtilt will contact you via e-mail to see which plan you wish to change to. If processing of the DDR has occurred then Dreamtilt will honor your previous connection plan until the following month.

Stopping or Canceling Your DDR

You may stop or cancel your DDR at any time by providing written notification to –

Dreamtilt DDR Cancel

PO Box 7073
Kin Kora. Gladstone. Q. 4680

Telephoning us on – 1300 306 126

Faxing us on – 1300 659 833

Or via e-mail to – admin@dreamtilt.com.au with the Subject – “DDR Cancellation”.

Dreamtilt's Direct Debit Request Service Agreement

DDR Dispute Resolution

If you wish to dispute any DDR transaction that we have processed, you should first e-mail us at – admin@dreamtilt.com.au with the Subject – “DDR Dispute”.

Or you can fax your dispute through on – 1300 659 833

Or leave a message on – 1300 306 126

If we fail to resolve any dispute you raise with us and you wish to make a formal claim you can contact the financial institution that holds your account and lodge with them a DDR Customer Complaint form.

If you lodge a DDR Customer Complaint form with your financial institution, they will investigate whether you authorized the transaction and respond in writing whether the claim is accepted.

If the transaction date was no earlier than 12 months from the date of your claim you should receive a response within 7 days from the date of your claim.

If the transaction was made earlier than 12 months then you should receive a response within 30 days from the date of your claim.

Non-Business Days

If your DDR falls due on a weekend or public holiday, we will process it on the next working day.

Returned or Dishonored DDR's

If your DDR is dishonored or returned unpaid by your financial institution for any reason we will contact you via e-mail. If a valid reason or other means of payment cannot be established within 7 days then we reserve the right to terminate your Internet connection. Any bonus hours accumulated will also be lost.

Clear Funds

You should ensure that you have sufficient clear funds in your account to enable the DDR to be honored by your financial institution.

Your Records

We will not disclose any details of your DDR to any person or corporation unless we are required to do so by law.

Your Account

You should be aware that some financial institutions may not allow DDR's to be processed to certain types of accounts. You should check with your financial institution to ensure your DDR's can be processed to your nominated account.

If you wish to make any inquires about your DDR

You can contact us in writing to -

Dreamtilt DDR Inquiry

PO Box 7073
Kin Kora. Gladstone. Q. 4680

Or by email to – admin@dreamtilt.com.au with the Subject – “DDR Inquiry”.