

## Direct Debit Request

I/We authorize you Mysat Pty Ltd to arrange for funds to be debited from my/our nominated account via the Bulk Electronic Clearing System at the financial institution shown below according to the schedule specified below:

Name \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_ Signature(s) \_\_\_\_\_

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***If debiting from a joint bank account, both signatures are required***

Date \_\_\_\_\_

Name & Branch of Financial Institution \_\_\_\_\_

BSB No. \_\_\_\_\_

Account No. \_\_\_\_\_

Account Name \_\_\_\_\_

Commencing On \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

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Please Tick the Amount you wish to automatically deduct from the below for **MYSAT Pty Ltd**.

Please note that the first payment will be \$200.00 (which includes the receiver the smart card and three months subscription) as a limited offer. Subscription is \$29.95 per month and is to be deducted every:

- New MYSAT GREEK Smart Card \$30.00
- 3 Months Subscription in advance \$89.85 + \$0.55 Handling Fee
- 6 Months Subscription in advance \$179.70 + \$0.55 Handling Fee
- 12 Months Subscription in advance \$359.40 + \$0.55 Handling Fee
- Please debit my account as per the above information.

Name \_\_\_\_\_ Signature(s) \_\_\_\_\_



## Customer DDR Service Agreement

### Our commitment to you

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Mysat and yourself. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

### 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 for MYSAT pay TV subscription fees.

### Drawing arrangements

- The first drawing under this Direct Debit arrangement will occur within a nominated day which will be communicated to you once you agree to the terms and conditions of payment.
- If any drawing falls due on a non-business day, it will be deducted from your account on the next business day following the scheduled drawing date.
- We will give you at least 14 days notice in writing or by contacting you over the phone when changes to the initial terms of the arrangement are made. This notice may include 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 our customer service line on + 61 2 9715 2574 during business hours.

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### Your rights

#### Changes to the arrangement

If you want to make changes to the drawing arrangements, please contact us on + 61 2 9715 2574. These changes may include:

- deferring the drawing; or
- stopping an individual debit; or
- suspending the DDR; or
- Cancelling the DDR completely.

Please note that if you wish to stop, suspend or cancel the Direct Debit facility, you will need to notify World Media International in writing one month before your account is due to expire.

#### Enquiries

Direct all enquiries to us, rather than to your financial institution, and these should be made at least seven working days prior to the next scheduled drawing date. All communication addressed to us should include your smart card number, name and address.

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 with us by contacting our office on +61 2 9715 2574.
- 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 cannot substantiate the reason for the drawing.

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

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### Your commitment to us

It is your responsibility to ensure that:

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

If your drawing is returned or dishonored by your financial institution, we will re-draw after 3 working days, if the payment fails again then the subscription will be cancelled. Any transaction fees payable by us in respect of the above will be deducted from your account.

