

Telstra EasyPay Request Application Form



Section A – Telstra Customer Details (all applicants must complete this section)

First Name	<input type="text"/>	If Company or Business
Surname	<input type="text"/>	
Customer Billing Address	<input type="text"/>	
<input type="text"/>	Postcode <input type="text"/>	
Daytime Telephone Number	<input type="text"/>	
		Business Name <input type="text"/>
		ABN/ACN/ARBN <input type="text"/>

Please tick your preferred Telstra EasyPay option from your **cheque or savings account only** and complete Section B

I want to automatically pay my Telstra bills on the due date by **Telstra EasyPay Automatic**
This option is available for Fixed Line and Mobile accounts only. This means you pay your Telstra bills automatically on the due date.

I want to pay my Telstra bills by **Telstra EasyPay by Phone/Internet**
This option is available for Fixed Line, Mobile and BigPond® Cable & ADSL accounts. This means you pay your Telstra bills by phone or Internet when you choose.

I want to pay my Telstra bills by a **Combination of Telstra EasyPay Automatic (Fixed Line and Mobile accounts only) and Telstra EasyPay by Phone/Internet**
This means you pay your Telstra bills by phone or Internet when you choose but the balance of the amount due is automatically debited on the due date.

I want to pay my Telstra bills by **Telstra EasyPay Fixed Payment**
This option is available for Fixed Line and Single Bill accounts only. This means you can automatically pay a fixed amount (minimum of \$20) on a fortnightly or monthly basis.

Amount (minimum of \$20) Tick frequency Fortnightly Monthly Specify commencement date / /

Please tick your preferred Telstra EasyPay option from a **Credit Card option only** and complete Section C

I want to automatically pay my Telstra bills on the due date by **Telstra EasyPay Automatic**.
This option is available for Fixed Line and Mobile accounts only. This means you pay your Telstra bills automatically on the due date.

I want to pay my Telstra bills by **Telstra EasyPay Fixed Payment**.
This option is available for Fixed Line and Single Bill accounts only. This means you can automatically pay a fixed amount (minimum of \$20) on a fortnightly or monthly basis.

Amount (minimum of \$20) Tick frequency Fortnightly Monthly Specify commencement date / /

Section B – Financial Institution Details

Complete this section for Telstra EasyPay Automatic (Fixed Line and Mobile accounts only), Telstra EasyPay Fixed Payment (Fixed Line and Single Bill accounts only) and Telstra EasyPay by Phone/Internet from a cheque or savings account only

Account Holder Name (as it appears on Account Statement)

Financial Institution BSB Number (must be 6 digits) (If in doubt, ask your branch) -

Financial Institution Account Number

Financial Institution Name Financial Institution Branch

Telstra Account Number(s) that I wish to pay by Telstra EasyPay

1 2

Please read the Telstra EasyPay Service Agreement in the attached brochure.

Telstra (User ID No. 084159) may debit my/our financial institution account specified above through the Bulk Electronic Clearing System with any amounts relating to the above Telstra accounts in accordance with Section A or any other amounts requested by me/us from time to time. Before signing this Application Form, it is important that you read the Telstra EasyPay Service Agreement.

Account Holder(s) Signature(s) Date / / Date / /

Section C – Credit Card Details

Complete this section for Telstra EasyPay Automatic (Fixed Line and Mobile accounts only) and Telstra EasyPay Fixed Payment (Fixed Line and Single Bill accounts only) from a Credit Card

Card Type MasterCard Visa Amex Diners Redicard Card Expiry Date /

Cardholder Name Card No.

Telstra Account Number(s) that I wish to pay by Telstra EasyPay

1 2

Telstra may charge the credit card specified above for the outstanding bill amount relating to the above Telstra accounts in accordance with Section A. Please note that a Payment Processing Fee applies to credit card payments. Before signing this Application Form, it is important that you read the Telstra EasyPay Terms & Conditions.

Please read the Telstra EasyPay Terms & Conditions in the attached brochure.

Cardholder Signature Date / /

If you need help completing this form, call FREECALL™ 1800 686 662*.

Terms and Conditions

For Section C of the Application Form – Telstra EasyPay option from a Credit Card account.

These Terms and Conditions between you and Telstra together with your Telstra EasyPay Request Application Form establish the terms and conditions of your Telstra EasyPay to a Credit Card arrangement. This agreement replaces all previous agreements relating to the Telstra accounts you nominate in Section C of the Telstra EasyPay Request Application Form. By completing the Telstra EasyPay Request Application Form you authorise us to charge your credit card in one of the following two ways:

- By selecting Telstra EasyPay Automatic, you authorise us to charge all amounts payable in relation to the Telstra accounts you nominate to the nominated credit card on the due date of the bill.
- By selecting Telstra EasyPay Fixed Payments, you authorise us to charge a fixed amount (minimum of \$20) either fortnightly or monthly to the nominated credit card.

Telstra EasyPay is only available to customers who have their full fixed service with Telstra for access, local, national long distance, international and fixed to mobile calls.

If the due date of your bill or your Telstra EasyPay Fixed Payment falls on a Public Holiday or non-business day, the payment will take place by the next business day.

It is your responsibility to ensure that you have sufficient available credit in your account to honour the payment. Please advise us of any changes to your credit card details, including account number, type and expiry date, at least 2 business days prior to the due date shown on your bill or prior to when your Telstra EasyPay Fixed Payment falls due. If you do not do this, your payment may be dishonoured.

If a payment is dishonoured, a standard Telstra dishonour fee may apply. The amount of the fee can be obtained by calling **1800 686 662**.

Your Card Issuer may also impose a charge on you. If you have a dispute regarding your Telstra EasyPay arrangement or want to alter or cancel this arrangement, or stop or defer a specific payment, please contact us on the bill enquiries number listed on your bill at least 2 business days prior to the due date of your payment.

We may cancel this Telstra EasyPay arrangement at any time. This may occur, for example, in the instance of dishonoured or rejected payments, repeat suspensions or if we have reasonable suspicion that fraudulent information has been provided in relation to your arrangement. In such an event you will receive notice from us in writing and an alternative method of payment must then be arranged. If we cancel this arrangement for any other reason, you will receive notice from us in writing 30 days prior to the cancellation.

We may change any of the terms of this agreement, however if the change has a negative impact then we must give you notice of the change. The period of notice we will give you depends on the type of change. If the change will benefit you, we can make the change immediately and are not required to notify you. If the change is required by law, or it is necessary for security reasons, to prevent fraud or for technical reasons (these are called “urgent changes”), we can make this change as soon as possible, but we will try to give you 3 days prior notice of the change. Sometimes, due to the nature of the change, we may not be able to give you 3 days prior notice but we will give you as much notice as we reasonably can.

If we reasonably consider that the change will have a major negative impact on the majority of our customers using this payment arrangement or on a specific class of customers who use this payment arrangement in a particular way (and you are one of this class), and the change is not an urgent change as described above, we will give you at least 30 days prior notice of the change.

If we reasonably consider that the change will not have a major negative impact on the majority of our customers using this payment arrangement or on a specific class of customers who use this payment arrangement in a particular way, and the change is not an urgent change as described above, we will give you at least 14 days prior notice of the change.

We will validate your credit card details with your card provider prior to the commencement of your Telstra EasyPay facility by processing a pre-authorisation transaction for \$1.

All correspondence relating to this Telstra EasyPay arrangement will be forwarded to the address of the Telstra account holder.

We are committed to the protection of your personal information. Any information provided to us will remain confidential in accordance with applicable laws and regulations. Your account information will be dealt with in accordance with applicable laws and the Telstra Privacy Policy as amended from time to time, found at www.telstra.com.au/privacy

Telstra may use and/or disclose your account information to your credit card issuer to verify the credit card details that you provide to us in order to process your payment and to investigate any possible incorrect payments.

Any Telstra EasyPay bill payments made to a credit card will incur a Payment Processing Fee. At the date of publication, the Payment Processing Fee rates (excluding GST) are 0.69% for Visa, MasterCard and American Express, and 1.68% for Diners. Rates subject to change. Any Payment Processing Fee incurred will be charged on your next Telstra bill. Some exemptions may apply.

Please visit www.telstra.com.au/paymentprocessingfee or call **1800 686 662** for current rates or if you require further information.

* A free call from most fixed phones.

™ Trade mark of Telstra Corporation Limited ABN 33 051 775 556

Telstra EasyPay Service Agreement

For Section B of Telstra EasyPay Request Application Form – Telstra EasyPay Automatic, Telstra EasyPay by Phone/Internet and Telstra EasyPay Fixed Payments from a cheque or savings account.

This Service Agreement between you and Telstra together with your Telstra EasyPay Request Application Form establishes the terms and conditions of your Telstra EasyPay Agreement.

This new agreement, which is effective from 30 July 2007, replaces all previous agreements relating to the Telstra Accounts you nominate in Section B of the Telstra EasyPay Request Application Form.

By completing the Telstra EasyPay Request Application Form and selecting your preferred Telstra EasyPay option, you authorise us to debit your cheque or savings account in one of the following four ways:

- By selecting Telstra EasyPay Automatic, you authorise us to debit the balance of your bill on the due date shown on your bill.
- By selecting Telstra EasyPay by Phone/Internet, you authorise us to debit the amounts you choose in accordance with your phone or Internet requests. If you do not pay the balance of your bill by the due date, we will not automatically debit your account. You will need to pay the outstanding amount by making a Telstra EasyPay by Phone/Internet payment or by an alternative payment method.
- By selecting a Combination of Telstra EasyPay Automatic and Telstra EasyPay by Phone/Internet, you authorise us to debit the amounts you choose in accordance with your phone or Internet requests and with the balance of your bill automatically debited on the due date.
- By selecting Telstra EasyPay Fixed Payments, you authorise us to debit a fixed amount (minimum of \$20) either fortnightly or monthly. You will need to pay any amounts outstanding on bill due date by an alternative payment method.

Telstra EasyPay is only available to customers who have their full fixed service with Telstra for access, local, national long distance, international and fixed to mobile calls.

Telstra EasyPay may not be available on all accounts. Please ensure that your Financial Institution can support Direct Debit on your nominated account(s). We require your Financial Institution's BSB number and Account number as shown on your statement. If unsure please check with your Financial Institution. It is your responsibility to ensure that you have sufficient funds in your account to honour the payment. If there are insufficient funds, a standard Telstra dishonour fee will apply. The amount of the fee can be obtained by calling **1800 686 662**. (Your Financial Institution may also impose a charge on you.)

Should your Financial Institution Branch or Account Number change, please let us know at least 2 business days prior to the due dates shown on the bill or to when your Telstra EasyPay Fixed Payment falls due. Failure to do so may result in payment

dishonour and application of the dishonour fee. The amount of the fee can be obtained by calling **1800 686 662**.

If the due date of your bill or your Telstra EasyPay Fixed Payment falls either on a Public Holiday or non-business day then the Direct Debit will take place by the next business day. This does not apply if you only have Telstra EasyPay by Phone/Internet.

If you have a dispute regarding your Telstra EasyPay arrangement or want to alter or cancel this arrangement, or stop or defer a specific Telstra EasyPay payment, please contact us on the bill enquiries number listed on your bill at least 2 business days prior to the due date of your payment. We may cancel this Telstra EasyPay arrangement at any time. This may occur, for example, in the instance of dishonoured or rejected payments, repeat suspensions, or if we have a reasonable suspicion that fraudulent information has been provided in relation to your Telstra EasyPay arrangement. In such an event you will receive notice from us in writing and an alternative method of payment will then need to be arranged. If we cancel this Telstra EasyPay arrangement for any other reason, you will receive notice from us in writing 30 days prior to the cancellation.

We may change any of the terms of this agreement, however if the change has a negative impact then we must give you notice of the change. The period of notice we will give you depends on the type of change. If the change will benefit you, we can make the change immediately and are not required to notify you. If the change is required by law, or it is necessary for security reasons, to prevent fraud or for technical reasons (these are called "urgent changes"), we can make this change as soon as possible, but we will try to give you 3 days prior notice of the change. Sometimes, due to the nature of the change, we may not be able to give you 3 days prior notice but we will give you as much notice as we reasonably can. If we reasonably consider that the change will have a major negative impact on the majority of our customers using this payment arrangement or on a specific class of customers who use this payment arrangement in a particular way (and you are one of this class), and the change is not an urgent change as described above, we will give you at least 30 days prior notice of the change. If we reasonably consider that the change will not have a major negative impact on the majority of our customers using this payment arrangement or on a specific class of customers who use this payment arrangement in a particular way, and the change is not an urgent change as described above, we will give you at least 14 days prior notice of the change.

All correspondence relating to this Telstra EasyPay arrangement will be forwarded to the address of the Telstra account holder. We are committed to the protection of your personal information. Any information provided to us will remain confidential in accordance with applicable laws and regulations.

Your account information will be dealt with in accordance with applicable laws and the Telstra Privacy Policy as amended from time to time, found at www.telstra.com.au/privacy. Telstra may use and/or disclose your account information to your Financial Institution in order to process payments and to investigate any possible incorrect payment.

* A free call from most fixed phones.

™ Trade mark of Telstra Corporation Limited ABN 33 051 775 556