Direct DebitAuthority

SkyMesh

Payments for your *SkyMesh Service are deducted automatically in advance on the first day of every month. Direct Debits are processed a few working days later depending on your financial institution.

Please have cleared funds available on the first working day of each month and allow for a week for your financial institution to deduct the SkyMesh payment from your account.

☒ **Automatic Payment by Direct Debit**
Please note: We **do not** charge a Direct Debit surcharge.

You authorize and request Ezidebit (User ID 165969) to debit your account through BECS (Bulk Electronic Clearing Systems) for any amount SkyMesh Pty Ltd may debit or charge from an account held at the financial institution identified below subject to the terms and conditions of the direct debit service (provided on the right hand side of this form).

1. Please complete the details of the account to be debited

Financial institution name

Branch name

Branch (BSB) number

-

Account Number

Account Name

2. Please sign and date

Please print your SkyMesh username

Please print your name(s)

If signing for a company, capacity for signing (eg. Manager)

By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you, SkyMesh Pty Ltd and Ezidebit as set out in this request and in your direct debit service agreements.

Signature (All account holders must sign for joint accounts)

Day / Month / Year

Direct Debit Terms & Conditions (Version 4.4)

Definitions

Account means the account held at your financial institution from which Ezidebit is authorised to arrange for funds to be debited.

- Agreement means this direct debit service agreement between you, SkyMesh and Ezidebit.
- Banking Day means a day other than a Saturday or a Sunday or a Public Holiday listed throughout Australia.
- Debit Day means the day that payment by you to SkyMesh is due.
- Debit Payment means a particular transaction where a debit is made.
- Direct Debit Request means the direct debit request between you and Ezidebit.
- Ezidebit is the Debit User (ID 165969) and you have authorised your account to be debited by signing this direct debit request.
- You means the customer who signed the direct debit request.
- Your Financial Institution is the financial institution where you hold the account that you have authorised Ezidebit to arrange to debit.

1. Debiting your account

1.1 By signing a direct debit request, you have authorised Ezidebit (User ID 165969) to arrange for funds to be debited from your account. You should refer to the direct debit request and this agreement for the terms of the arrangement between SkyMesh, you and Ezidebit.

1.2 SkyMesh will only arrange for funds to be debited from your account if SkyMesh has sent to the email address nominated by you, a billing advice which specifies the amount payable by you to SkyMesh and when it is due.

1.3 If the debit day falls on a day that is not a banking day, Ezidebit may direct your financial institution to debit your account on the following banking day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

2. Changes by us

2.1 SkyMesh may vary any details of this agreement or a direct debit request at any time by giving you at least fourteen (14) days written notice.

3. Changes by you

3.1 Subject to 3.2 and 3.3, you may change the arrangements under a direct debit request by contacting SkyMesh on 1300 759 637.

3.2 If you wish to stop or defer a debit payment you must notify SkyMesh in writing at least fourteen (14) days before the next debit day. This notice should be given to SkyMesh in the first instance.

3.3 You may also cancel your authority for Ezidebit to debit your account at any time by giving SkyMesh fourteen (14) days notice in writing before the next debit day. This notice should be given to SkyMesh in the first instance.

4. Your obligations

4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the direct debit request. Direct debits normally occur overnight, however transactions can take up to five (5) business days depending on the financial institution. Accordingly, you acknowledge and agree that sufficient funds will remain in the nominated account until the direct debit amount has been debited from the account and that if there are insufficient funds available, you agree that Ezidebit and or SkyMesh Pty Ltd will not be held responsible for any fees and charges that may be charged by either my/our or its financial institution.

4.2 If there are insufficient clear funds in your account to meet a debit payment, or if a transaction is returned unpaid:
(a) you will incur a fee of $3.00 per unpaid transaction imposed by SkyMesh;
(b) you may be charged a fee and/or interest by your financial institution; and
(c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that Ezidebit can process the debit payment.

4.3 You should check your account statement to verify that the amounts debited from your account are correct.

4.4 If SkyMesh Pty Ltd is liable to pay goods and services tax ("GST") on a supply made in connection with this agreement, then you agree to pay SkyMesh Pty Ltd on demand an amount equal to the consideration payable for the supply multiplied by the prevailing rate.

5. Dispute

5.1 If you believe that there has been an error in debiting your account, you should notify SkyMesh directly on 1300 759 637 and confirm that notice in writing with us as soon as possible so that SkyMesh can resolve your query more quickly.

5.2 If SkyMesh concluded as a result of their investigations that your account has been incorrectly debited, SkyMesh will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. SkyMesh will also notify you in writing of the amount by which your account has been adjusted.

5.3 If SkyMesh concludes as a result of their investigations that your account has not been incorrectly debited, SkyMesh will respond to your query by providing you with reasons and any evidence for this finding.

5.4 Any queries you may have about an error made in debiting your account should be directed to SkyMesh in the first instance so that SkyMesh can attempt to resolve the matter between SkyMesh and you. If SkyMesh cannot resolve the matter you can still refer it to your financial institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

6. Accounts

You should check:
(a) with your financial institution whether the direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions.
(b) your account details which you have provided to SkyMesh are correct by checking them against a recent account statement; and
(c) with your financial institution before completing the direct debit request if you have any queries about how to complete the direct debit request.

7. Confidentiality

7.1 SkyMesh will keep any information (including your account details) in your direct debit request confidential. SkyMesh will make reasonable efforts to keep any such information that SkyMesh has about you secure and to ensure that any employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

7.2 SkyMesh will only disclose information held about you:
(a) to the extent specifically required by law; or
(b) for the purposes of this agreement (including disclosing information in connection with any query or claim).

8. Notice

8.1 If you wish to notify SkyMesh in writing about anything relating to this agreement, you should write to Accounts Officer, SkyMesh Pty Ltd, PO Box 255, Fortitude Valley Q 4006.

8.2 We will notify you by sending a notice by ordinary post to the address you have given us in the direct debit request.

8.3 Any notice will be deemed to have been received on the third banking day after posting.