

Direct Debit Service Request Agreement

This Direct Debit Service Request Agreement sets out the terms that apply to Fuzenet Pty Ltd ACN 154 074 218 (**FuzeNet**) processing payments for amounts due for the services or products FuzeNet is providing to you, where you have submitted a direct debit request with FuzeNet.

Where you submit a direct debit request to FuzeNet, you are authorising FuzeNet to deduct any fees or charges payable under your account from your nominated credit card or debit card. In processing such payments, the terms of this Direct Debit Service Request Agreement apply.

FuzeNet will process payments in accordance with its [Billing Policy](#), by only debiting your nominated credit or debit card to pay for charges invoiced to you by FuzeNet. FuzeNet will not charge a processing fee in connection with your direct debit request, however any third party financial institution charges associated with your nominated credit or debit card (such as processing fees, insufficient funds in account or cancelled account fees) will be passed through to you as set out in FuzeNet's [Billing Policy](#). It is your responsibility to ensure you have sufficient cleared funds in your nominated account to meet the required payment on the due date.

If your direct debit fails, you must pay by another method or your product or services may be suspended or restricted as set out in FuzeNet's [Billing Policy](#). If the direct debit is rejected by your financial institution on two or more occasions, or we believe we may have been provided false information, we may cancel your direct debit request. If this occurs, you are solely responsible for arranging payment of your outstanding invoice.

You can request your direct debit request be cancelled, and we will process cancellation within three business days (noting if you request cancellation within three business days of an invoice due date, the invoiced amount may be deducted under your direct debit request where cancellation has not yet been processed). You can change or cancel your direct debit request in your customer portal at <https://my.FuzeNet.com.au/>. Where you cancel your direct debit, you must arrange alternative payment of your services.

Our liability to you for any losses suffered by you as a result of an act or omission by us in connection with this Direct Debit Service Request Agreement is limited to debiting your nominated account correctly and refunding you any amounts if necessary. Until cancelled, your direct debit request remains in force.

If you have any dispute regarding your direct debit request, this will be handled in accordance with the 'Disputes' section of FuzeNet's [Billing Policy](#). If you are experiencing financial difficulty, please see the FuzeNet [Financial Hardship Policy](#) or contact our Customer Service team on 1300 847 201 or support@fuzenet.com.au. All bank and credit card information will be kept private and confidential by FuzeNet, and will be handled by us in accordance with our [privacy policy](#).

We will give you at least 15 days' prior notice in writing of any changes to the terms of this Direct Debit Service Request Agreement. This notification will be made by email, on your next billing invoice or by a notice of the change posted on FuzeNet's website.