

# DIRECT DEBIT SERVICE SCHEDULE

## EziCom Pty Ltd ACN 678 361 763 TA EziBroadband

Last Updated: 30 March 2026

### 1. About This Schedule

- (a) This is EziCom's Direct Debit Service Schedule (Schedule). In this Schedule a reference to 'EziCom' or 'we' or 'us' or 'our' means EziCom Pty Ltd (ACN 678 361 763) and its related bodies corporate within the meaning of the Corporations Act 2001 (Cth), including EziBroadband.
- (b) This Schedule lists the terms and conditions applicable to all Direct Debit Requests for the payment of our monthly invoices.

### 2. Direct Debit Terms and Conditions

- (a) You request and authorise EziCom or its Payment Agent(s) to debit the Payment Method specified in your Direct Debit Request to take payment for charges invoiced in relation to the Account Details (Account) specified in the Direct Debit Request in accordance with the terms and conditions of this Agreement.
- (b) You acknowledge and agree that:
  - i. We will debit the Payment Method for the total balance owing on the Account on the due date specified in the monthly Invoice, provided that we have provided you with at least 10 days' notice of the debit amount and debit date in accordance with the ePayments Code.
  - ii. If the Direct Debit date falls on a day that is not a Banking Day, we may direct your financial institution to debit the Payment Method on the following Banking Day. "Banking Day" means a day other than a Saturday, Sunday or an Australian national public holiday.
  - iii. The amount charged may vary from billing period to billing period and will be specified on the Invoices issued by us and provided to the Account Holder.
  - iv. You will use reasonable endeavours to ensure that there are sufficient cleared funds available in the nominated Payment Method by the Direct Debit date to enable the debit to be made in accordance with the Direct Debit Request.
  - v. We may apply a Direct Debit or Credit Card Processing Fee to the Account as specified in our Customer Terms current as at the date of this Agreement and as amended from time to time with reasonable notice.
  - vi. A declined Direct Debit or credit card transaction may result in declined payment charges as specified in our Customer Terms current as at the date of this Agreement and as amended from time to time with reasonable notice.

- vii. The Direct Debit arrangement will continue until you cancel it by providing written notice (including by email to [accounts@ezibroadband.com.au](mailto:accounts@ezibroadband.com.au)) to us at least 3 business days before the next scheduled debit date, or by contacting your financial institution to cancel the direct debit authority.
  - viii. Cancelling the Direct Debit Request does not cancel any underlying service agreement with us, and you will remain liable for all amounts properly owing under such agreements and must make alternative payment arrangements.
  - ix. Your financial institution may charge fees if there are insufficient funds available in the nominated account to meet a direct debit. You agree that we are not responsible for any such fees charged by your financial institution.
  - x. You must notify us in writing (including by email to [accounts@ezibroadband.com.au](mailto:accounts@ezibroadband.com.au)) at least 3 business days before the next scheduled debit date of any changes to the Payment Method details, including changes to account numbers, credit card details, or closure of the nominated account.
- (c) We will treat all records and account details relating to the Direct Debit Request as confidential and will handle personal information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles, and our Privacy Policy (available at [www.ezibroadband.com.au/policies-legal](http://www.ezibroadband.com.au/policies-legal)).
- (d) If you have a dispute or complaint relating to a Direct Debit Payment or the Direct Debit Request, the following dispute resolution process will apply:
- i. You must first contact us on 132 394 or at [accounts@ezibroadband.com.au](mailto:accounts@ezibroadband.com.au) to seek to resolve the disputed debit or complaint;
  - ii. We will investigate and attempt to resolve the dispute or complaint directly with you within 21 days of receiving the dispute or complaint;
  - iii. If you are not satisfied that the dispute has been resolved satisfactorily, you may then lodge a claim with your Financial Institution.