

**Return this form by: Fax** 02 9850 0813  
**In person** 65 Waterloo Road, North Ryde, NSW 2113  
**Post** PO Box 1844, Macquarie Centre, North Ryde NSW 2113  
**Email** adsl\_admin@tpg.com.au **Enquiries** 13 14 23  
**Register Online** www.tpg.com.au  
**Please include a copy of identification of both existing and new account owner. Allow two to three working days to process this form.**

## A Existing Service Owner

Name

TPG Username

Business Name

Address

Suburb/Town

State    Post Code

Phone (   )

Mobile

Email

Date of Birth   /   /

Signature

## B New Service Owner

Name

Service Number

Address

Suburb/Town

State    Post Code

Phone (   )

Mobile

Email

Date of Birth   /   /

Signature

**NOTE:** If you wish to relocate the service after the change of ownership is completed, you will be contacted by our moving home team.

## C New Service Owner Payment Details

**NOTE:** You must nominate only one payment method. Customers who provide TPG with an American Express or Diners Club cards incur a surcharge of 3.13% and 2.75% (incl. GST) of the payment amount respectively when TPG debits the card.

**Direct Debit my Account** - Please fill in the Direct Debit form on the following page.

If paying by Direct Debit please provide driver licence, proof of age card number for age verification.

**Debit my Credit Card**

For security reason, we are unable to accept credit card details using this form. Upon submission of this form, we will contact the new service owner to add the credit card details securely. Note that the Change of Ownership is not complete until we receive the credit card details.

## D Agreement

I declare that in signing this document I am now responsible for the above mentioned account. I understand that I am liable for any current debit balance and remaining contract period. Furthermore I have read, understood and agree to abide by TPG's Terms and Conditions as stated overleaf, and verify that I am over 18 years of age and am able to enter into a legally binding contract.

**SIGNATURE**

**NAME**

**DATE**

  /   /   

Day

Month

Year

## Important Notes

1. TPG will notify both existing and new service owners when the change of ownership is complete. The existing service owner remains responsible for the TPG service until the change of ownership is complete.

2. Once the change of ownership is complete, the existing service owner will no longer be able to access the call records and the billing statements. If required, we can send this via email prior to the completion of the change of ownership.

# Direct Debit Authorisation



TPG Internet Pty Ltd and Soul Communications Pty Ltd are fully owned subsidiaries of TPG Telecom Limited. This agreement is with TPG Internet Pty Ltd (ABN 15 068 383 737) and Soul Communications Pty Ltd (ABN 99 085 089 970). The direct debit service agreement is issued by TPG Internet Pty Ltd (user ID 142619).

The Service Agreement and the DD Authorisation contain the terms and conditions on which you authorise TPG Internet to debit money from your account and the obligations of TPG Internet and you under this agreement. You should read through the Service Agreement carefully to ensure you understand these terms and conditions before signing the DD Authorisation.

## A Direct Debit Service Agreement

### 1. Our commitment to you

We will not change the amount or frequency of drawing arrangements without your prior approval.

TPG Internet will not disclose your details except where necessary to TPG Internet's financial institution and for the purposes of conducting direct debits with your financial institution.

TPG Internet will give you at least 14 days notice in writing if there are changes to the terms of the drawing arrangements.

TPG Internet will draw from your nominated financial institution account on the business day normally 7 days prior to the expiry of your current account's subscription period. If the due drawing date is not a business day, TPG Internet will draw on the business day before or after that date.

### 2. Your commitment to us

It is your responsibility to:

- Ensure your nominated account can accept direct debits.
- Ensure there are sufficient funds available in the nominated account to meet each drawing on the due date.
- Advise us if the nominated account is transferred or closed, or the account details change.
- Arrange an alternative payment method acceptable to TPG Internet if TPG Internet cancels the drawing arrangements.
- Ensure that all account holders on the nominated financial institution account sign the Direct Debit Authorisation.

A fee of \$10 applies if the financial institution rejects a Direct Debit transaction.

Available payment methods are by bank account direct debit or by credit card. If you wish to change your payment method, please contact TPG customer service.

### 3. Your rights

You should contact TPG Internet if you wish to alter the drawing arrangements. This includes:

- stopping an individual drawing
- altering the DD Authorisation
- cancelling the DD Authorisation

Where you consider that a drawing has been initiated incorrectly, you should firstly contact TPG Customer Service on the number appearing above. If you are not satisfied with the response, please write to us. Your letter should be marked "Notice of Complaint" and addressed to: **TPG Internet** at the address appearing above.

TPG Internet will respond within 7 days of receiving your letter. TPG Internet has formal procedures for dealing with a complaint.

You may also direct any disputes, stops or cancellations through your financial institution.

### 4. Other information

You should be aware that there are risks involved with providing instructions and personal information over the internet.

TPG Internet reserves the right to cancel drawing arrangements if drawings are dishonoured by your financial institution.

Your drawing arrangements are also governed by the terms and conditions of your TPG account.

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Enquiries 13 14 23

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## B ADSL Location Number

Please supply the phone number of the phone line you want ADSL to be installed on.

Phone No. (   )

## C Your Username

Once you have registered for TPG Broadband or TPG Mobile, we will send you your username via email, which you should then enter here.

Username

## D Contact Details

First Name

Surname

Address

Suburb

State    Post Code

Phone (   )

Mobile Number

Email

## E Direct Debit Payment Details

Please provide details of the account you wish to debit.

I/We request TPG Internet Pty Ltd (ABN 15 068 383 737) to draw money from my/our account conducted with:

BSB Number    -

Account Number

Name of Financial Institution

Branch

Account-holder's Name(s)

Signature

## F Agreement and Authorisation

I/We declare that I/We have read, understood and agree to abide by the terms of the Direct Debit Service Agreement and Terms and Conditions of my/our TPG account, and verify that I/We are over 18 years of age and able to enter into legally binding contracts.

Date of Birth   /   /

Signature

Full Name

Title

Date   /   /

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## Customer Service Guarantee Waiver - Applies to ADSL2+ with Home Phone Bundle and NBN Bundles

You wish to continue to acquire a TPG Voice plan in respect of which TPG Internet Pty Ltd (TPG) requires you to waive certain rights and protections provided under the Telecommunications (Customer Service Guarantee) Standard 2000 (No.2) (the "CSG").

The Customer Service Guarantee (CSG) is a guarantee that is prescribed under the Telecommunications Act 1997 and gives consumers certain rights in connection with standard telephone services. These rights include:

- a. The right to be provided with information about the CSG and the performance standards applicable under it;
- b. The right to receive compensation if a standard telephone service is not connected within a specified timeframe;
- c. The right to receive compensation if a fault or service difficulty exists on a standard telephone service and is not rectified within a specified timeframe;
- d. The right to receive compensation if TPG misses an appointment with a customer with whom TPG has made an appointment in connection with the standard telephone service.

The specified timeframes and the amounts of compensation vary based on the customer location, the nature of the infrastructure available at the customer site and the length of time during which default has occurred. As an example of the range of compensation, compensation for an unrepaired fault ranges from \$14.52 to \$48.40 per day and compensation for a missed appointment ranges from \$14.52 to \$24.20. Full detail of the compensation can be found with a search of the ACMA website ([www.acma.gov.au](http://www.acma.gov.au)).

TPG Voice plans where the CSG is waived are lower priced than TPG Voice plans where the CSG is not waived. TPG believes that there is therefore a significant benefit available to you if you waive the CSG.

The consequences of agreeing to waive these rights are that you are not entitled to receive this compensation.

You should make your own assessment as to whether the non-CSG plans represent sufficient value for you to waive the rights given to you under the CSG.

By agreeing to this document you are waiving your rights and protections under the CSG and are not able to make a claim against TPG for compensation under the CSG in connection with the TPG Voice service that you have acquired.

Your acceptance of this proposed waiver of your rights & protections under the CSG will take effect on the date you agreed to this waiver (by submitting the form) unless, within 5 working days, you withdraw your waiver and communicate that withdrawal to TPG. If you do withdraw your waiver, TPG will not be able to supply the TPG Voice service to you.

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### Waiver

I, \_\_\_\_\_ (insert your name) understand the protections & rights under the Customer Service Guarantee and agree to waive wholly those protections & rights as they apply to the ADSL2+ with Home Phone Bundles or NBN Bundles supplied to me by TPG at \_\_\_\_\_ (insert your address)

\_\_\_\_\_ (Signature)

\_\_\_\_\_ (Date)