

Credit Card Request Service Agreement

This is your Credit Card Request Service Agreement with FibreMax. This agreement explains your obligations when using a credit card for payments and outlines FibreMax obligations to you. It forms part of the terms and conditions of your Credit Card Request. FibreMax recommends that you keep a copy of this agreement for your records.

Definitions

Account means the credit card account nominated by you for payments.

Agreement means this Credit Card Request Service Agreement.

Debit Day means the day a payment is scheduled to be processed.

Debit Payment means an individual credit card transaction.

Credit Card Request means the authority provided by you to allow Ezidebit to process credit card payments on behalf of FibreMax.

We or Us means FibreMax, the merchant using Ezidebit as its payment provider.

You means the customer authorising the Credit Card Request.

Your Financial Institution means the provider of your nominated credit card.

Payments

By approving this Credit Card Request Service Agreement, you authorise FibreMax to arrange for payments to be processed through Ezidebit using your nominated credit card. Payments will only be processed as authorised under this agreement.

Payments are processed on the scheduled debit day as advised, which is typically the eighth day of each month unless otherwise notified.

Amendments by FibreMax

FibreMax may vary the details of this agreement by providing at least fourteen days written notice.

Amendments by you

You may change, suspend or cancel your credit card payment arrangement by providing at least fourteen days notice. This can be done by contacting FibreMax during business hours or by arranging changes directly with your financial institution.

Your obligations

It is your responsibility to ensure that your nominated credit card has sufficient available funds or credit on the debit day. If a payment is unsuccessful

- a. You may be charged a failed payment fee by Ezidebit.
- b. Your card provider may charge you additional fees or interest.
- c. You must arrange payment by another method or ensure sufficient available credit so the payment can be reprocessed.



Ezidebit may attempt to reprocess a failed payment unless alternative arrangements are made.

You should check your credit card statements to ensure all debits are correct.

Disputes

If you believe a payment has been incorrectly processed, please contact FibreMax as soon as possible so the matter can be investigated. You may also raise the matter directly with your card provider.

If an error is confirmed, we will arrange for Ezidebit to adjust your account accordingly and notify you in writing. If no error is found, we will provide a written explanation and supporting information.

Accounts

You should ensure that the credit card details you provide are correct and kept up to date to avoid payment failures.

Confirmation of Cardholder Details and Legal Acknowledgement

By providing your bank or debit card details you confirm that the card and account is in your name or you are an authorised user of the card and account nominated for payment. You agree that you have the legal right to use the nominated card to make payments under this agreement. If the card or account details you provide are not your own and you are not authorised to use them, you acknowledge that this may constitute fraud or other unlawful conduct and you may be held responsible for any loss or costs incurred by FibreMax or any financial institution as a result. You also agree to indemnify FibreMax for any claims, losses, penalties or expenses that arise from providing payment details that are not yours or for which you do not have proper authorisation.

Confidentiality

Your personal and billing information is collected, used, and stored in accordance with the Privacy Act 1988 and the Australian Privacy Principles. FibreMax will only disclose your information where required by law or for the purpose of managing your services and payments.

Notice

If you wish to contact FibreMax regarding this agreement, please use the contact details provided on your invoice or through FibreMax official support channels.

