



Credit Card Authorisation Request:

Our commitment to you

This document outlines our service commitment to you, in respect of the Credit Card charging arrangement made between Mysat Pty Ltd and yourself. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

Initial terms of the arrangement

In terms of the Credit Card charging arrangements made between us and signed by you, we undertake to periodically charge your nominated credit card account for the agreed amount for pay TV subscription fees.

Charging arrangements

- The first charging under this credit card arrangement will occur within a nominated day which will be communicated to you once you agree to the terms and conditions of payment.
- If any charging falls due on a non-business day, it will be charged from your credit card account on the next business day following the scheduled charging date.
- We will give you at least 14 days notice in writing or by contacting you over the phone when changes to the initial terms of the arrangement are made. This notice may include the new amount, frequency, next charging date and any other changes to the initial terms.
- Before your credit card expires, you will need to notify the company with the new credit card numbers in order for us to organise charging your new account. If you fail to provide us with the new credit card number and new expiry date you will be liable for any fees involved from this procedure.
- If you wish to discuss any changes to the initial terms, please contact us on + 61 2 9747 1011

Your rights

Changes to the arrangement

If you want to make changes to the charging arrangements, you will need to provide these changes to us by writing. These changes may include:

- deferring the charging; or
- stopping the charging
- suspending the charging of credit card
- Cancelling completely the charging process of the credit card.

Please note that if you wish to stop, suspend or cancel the Credit Card charging arrangements, you will need to notify Mysat Pty Ltd in writing one month before your subscription account is due to expire.

Enquiries

Direct all enquiries to us, rather than to your financial institution, and these should be made at least seven working days prior to the next scheduled charging date. All communication addressed to us should include your smart card number, name and address.

All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the charging from your credit card account number.

Disputes

- If you believe that a charging has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting our office on +61 2 9747 1011.
- If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:
 - within 5 business days (for claims lodged within 12 months of the disputed charging); or
 - within 30 business days (for claims lodged more than 12 months after the disputed charging)
- You will receive a refund of the charged amount if we can not substantiate the reason for the charging.

Note: Your financial institution will ask you to contact us to resolve your disputed charging prior to involving them.

Your commitment to us

It is your responsibility to ensure that:

- We are able to charge your credit card account (your financial institution can confirm this); and
- that on the charging date there is sufficient cleared funds in the credit card account
- that you advise us if the credit card account is transferred, expired or closed.

If your charging is returned or dishonored by your financial institution, we will re-charge after 3 working days, if the payment fails again then the subscription will be cancelled. Any transaction fees payable by us in respect of the above will be charged from your account automatically.