



Dear Merchant,

**Re: Turning on eziPass**

You can now benefit from using eziPass to sell a wide range of electronic voucher products direct from your own Point of Sale computer (Tower Systems not required!), without the need for a complex long-term contract.

Developed exclusively for newsagents by Tower Systems, eziPass supplies the same Touch suite of products as offered by major banks and retailers. EziPass also provides the option to access lower EFTPOS fees through St.George Bank and BankSA, expected to save an average newsagency around \$500 a year.

**Key benefits:**

- **Free:** Always. No conditions.
- **Option to access lower EFTPOS fees through St.George Bank and BankSA:** Expected to save an average newsagency around \$500 a year.
- **No confusing long-term contract to sign:** No lease to repay, no promotional screen and you are free to cancel at any time.
- **Sell and print vouchers directly from your in-store computer:** No need for separate reconciliation. No need for additional equipment on your counter.
- **Sell from any register:** Serve customers more quickly and reduce queues.
- **Full range of international calling cards:** Don't be limited to one calling card company.
- **Higher commission on some items:** Up to 33% extra on some products.
- **Make commission on every sale:** No minimum transaction volumes.
- **Commission is paid to you immediately:** Rather than at the end of the month.
- **Cost of goods sold is paid weekly:** Rather than daily.

**System requirements:**

- Thermal receipt printer
- Broadband internet
- Windows based computer system

**Current product categories available:**

- Mobile phones recharge
- International calling cards
- Internet recharge
- Home phone recharge
- Fishing licences
- Tollway passes
- Transport tickets
- Tourist attraction tickets
- Magazine subscriptions
- Additional products planned for releases that are not available elsewhere.

**How do I turn on eziPass?**

1. **Fill out the attached forms and fax them to Touch Networks on 03 8456 6254.**
2. You will receive an e-mail/fax with instructions for turning on eziPass and a welcome pack by mail.

For more information, visit [www.ezipass.com.au](http://www.ezipass.com.au) or contact Tower Systems' Helpdesk on 03 9524 8000.

Kind Regards,  
**EziPass**



# Touch Retailer Registration Form

(Touch Networks Pty Ltd - ABN 51 091 258 650)

Please answer ALL questions and write clearly in CAPITAL LETTERS.

FAX THIS FORM TO 03 8456 6254.

1. BUSINESS / TRADING NAME:			
2. BUSINESS / TRADING ADDRESS: (Including State & Postcode)		P.O. Box not accepted	
3. COMPANY / LEGAL ENTITY NAME:			
4. COMPANY / LEGAL ENTITY ADDRESS: (Including State & Postcode)			
5. TYPE OF BUSINESS:		(Newsagent, Convenience Store, etc.)	
6. CONTACT PERSON:			
7. CONTACT DETAILS: Please provide all contact details		Contact phone no	Contact fax no
		Contact email address	
8. HOW WOULD YOU LIKE TO RECEIVE YOUR BILLING ADVICE? (Please Tick One Only)	Tick here	E-MAIL	Your Billing Advices will be sent to the EMAIL address below. No fee applies. e-mail address: _____
	Tick here	FAX	Your Billing Advices will be sent to the FAX number below. A fee of \$0.33 applies per page (including GST). Fax number: _____
9. NUMBER OF TERMINALS REQUIRED:			
10. POS SYSTEM AND VERSION: (e.g. Tower Retailer 2.2)			
11. \$ GROSS PRODUCT SOLD LAST MONTH THROUGH CURRENT ELECTRONIC RECHARGE SYSTEM Please provide your best estimate			
12. COPY OF CERTIFICATE OF BUSINESS REGISTRATION: Compulsory for non Tower Systems users	Tick here	YES, I have attached a copy of my certificate of business registration.	Tick here
			NO, I have not attached a copy of my certificate of business registration because I am a Tower Systems user.

OFFICE USE ONLY	
Complete	
Loaded	
Sent	

# Direct Debit Authorisation & Agreement

(Touch Networks Pty Ltd - ABN 51 091 258 650)



<b>Direct Debit Request</b>		
Request and Authority to debit the account named below to pay Touch Networks Pty Ltd <b>Please fill in all details and fax back to 03 8456 6254</b>		
Request and Authority to Debit	<b>Company name</b>	
	<b>A.B.N.</b>	
	request and authorise Touch Networks Pty Ltd (Debit User Identification Number 199295) to arrange, through its own financial institution, for any amount Touch Networks Pty Ltd may debit or charge you to be debited through the Bulk Electronic Clearing System from an account held at the financial institution identified below and paid to the Debit User, subject to the terms and conditions of the Direct Debit Request - Service Agreement.	
Name & address of financial institution at which account is held	<b>Financial institution</b>	
Details of the account to be debited	<b>Name of account</b>	
	<b>BSB</b>	
	<b>Account number</b>	
Payment terms	Touch Networks Pty Ltd will direct debit the account (listed above) on a weekly basis.	
Acknowledgement	By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and Touch Networks Pty Ltd as set out in this Request and in your Direct Debit Request - Service Agreement.	
Insert your details	<b>Signature</b>	<small>Director / Proprietor / Owner ONLY</small>
	<b>Name</b>	
	<b>Capacity for signing</b>	<small>Director / Proprietor / Owner ONLY</small>
	<b>Postal address</b>	
	<b>E-mail address or fax number</b>	<small>For delivery of Billing Advice</small>
	<b>Date</b>	

## Direct Debit Request – Service Agreement

### Definitions

**account** means the account held at your financial institution from which we are authorised to arrange for funds to be debited.  
**agreement** means this Direct Debit Request Service Agreement between you and us.  
**banking day** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.  
**debit day** means the day that payment by you to us is due.  
**debit payment** means a particular transaction where a debit is made.  
**direct debit request** means the Direct Debit Request between us and you (and includes any Form PD-C approved for use in the transitional period).  
**transitional period** means the period commencing on the industry implementation date for Direct Debit Requests (31 March 2000) and concluding 12 calendar months from that date.  
**us** or **we** means Touch Networks Pty Ltd (the Debit User) you have authorised by signing a direct debit request.  
**you** means the customer who signed the direct debit request.  
**your financial institution** is the financial institution where you hold the account that you have authorised us to arrange to debit.

### 1. Debiting your account

- 1.1 By signing a direct debit request, you have authorised us to arrange for funds to be debited from your account. You should refer to the direct debit request and this agreement for the terms of the arrangement between us and you.
- 1.2 We will only arrange for funds to be debited from your account if we have sent to the address or alternate address nominated by you in the direct debit request, a billing advice which specified the amount payable by you to us and when it is due.
- 1.3 If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following banking day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

### 2. Changes by us

We may vary any details of this agreement or a direct debit request at any time by giving you at least fourteen-(14) days' written notice.

### 3. Changes by you

- 3.1 Subject to 3.2 and 3.3, you may change the arrangements under a direct debit request by contacting on Touch Networks Pty Ltd 1800 286 824.
- 3.2 If you wish to stop or defer a debit payment you must notify us in writing at least fourteen (14) days before the next debit day. This notice should be given to us in the first instance.
- 3.3 You may also cancel your authority for us to debit your account at any time by giving us fourteen-(14) days notice in writing before the next debit day. This notice should be given to us in the first instance.

### 4. Your obligations

- 4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the direct debit request.
- 4.2 If there are insufficient clear funds in your account to meet a debit payment:
  - (a) you may be charged a fee and/or interest by your financial institution;
  - (b) you may also incur fees or charges imposed or incurred by us; and
  - (c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.
- 4.3 You should check your account statement to verify that the amounts debited from your account are correct.
- 4.4 If Touch Networks Pty Ltd are liable to pay goods and services tax ("GST") on a supply made in connection with this agreement, then you agree to pay Touch Networks Pty Ltd on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

### 5. Dispute

- 5.1 If you believe that there has been an error in debiting your account, you should notify us directly on Touch Networks Pty Ltd 1800 286 824 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly.
- 5.2 If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.
- 5.3 If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding.
- 5.4 Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to your financial institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

### 6. Accounts

- 6.1 You should check:
  - (a) with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions.
  - (b) your account details which you have provided to us are correct by checking them against a recent account statement; and
  - (c) with your financial institution before completing the direct debit request if you have any queries about how to complete the direct debit request.

### 7. Confidentiality

- 7.1 We will keep any information (including your account details) in your direct debit request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.
- 7.2 We will only disclose information that we have about you:
  - (a) to the extent specifically required by law; or
  - (b) for the purpose of this agreement (including disclosing information in connection with any query or claim).

### 8. Notice

- 8.1 If you wish to notify us in writing about anything relating to this agreement, you should write to Touch Networks Pty Ltd, Level 16/380 La Trobe St Melbourne VIC 3000.
- 8.2 We will notify you by sending a notice in the ordinary post to the address you have given us in the direct debit request.
- 8.3 Any notice will be deemed to have been received on the third banking day after posting.