



## Direct Debit Guarantee terms and conditions

This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.

If there are any changes to the amount, date or frequency of your Direct Debit, Digi Fibre Communications Ltd will notify you 3 working days in advance of your account being debited or as otherwise agreed. If you request Digi Fibre Communications Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

If an error is made in the payment of your Direct Debit by Digi Fibre Communications Ltd or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.

If you receive a refund you are not entitled to, you must pay it back when Digi Fibre Communications Ltd asks you to.

You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required.

### Need Support? Get in touch with us:

**Phone:** 0330 133 3399 free from any other UK mobile or landline

**Email:** [support@wavonet.com](mailto:support@wavonet.com)

**Post:** 3 Brookside, Calcot, Reading, United Kingdom, RG31 7PJ

**Website:** [www.wavonet.com/contact-us](http://www.wavonet.com/contact-us)