

Authorised Representative policy

Authorised Representative

Under the *Telecommunications Consumer Protections (TCP) Code*, an Authorised Representative is 'the person who has authority from a consumer to deal with a supplier, including to discuss or make changes to a customer's account without that customer being present, on behalf of that consumer. An Authorised Representative is different from an Advocate, who may communicate with us on your behalf but cannot make changes to your account.

An Authorised Representative may, subject to any limitations you specify:

- make complaints;
- change account details; and
- terminate a contract or service.

You may limit the scope of authority granted to an Authorised Representative when you appoint them. Anything an Authorised Representative does within the authority you grant is taken to have been done by you.

Only an account holder may appoint an Authorised Representative. To do so, you must complete an *Authorised Representative Form* or such other process as we reasonably require. For more information, please contact customer support.

You may appoint up to three (3) Authorised Representatives. A separate Authorised Representative Form must be completed for each person. We may require an Authorised Representative to verify their identity before we accept their instructions.

You remain responsible for all acts and omissions of any Authorised Representative you appoint. You may revoke Authorised Representatives by contacting our support team. They will require you to verify your identity. You must ensure that any Authorised Representatives you appoint:

- comply with applicable law and abide by the Service Terms, Acceptable Use Policy, and any other policies that apply to your Services;
- follow our reasonable directions, including producing documents or identification we may require from time to time; and
- interact with our team members in a civil manner and not engage in abusive, profane, explicit, racist, threatening, or violent behaviour.

Failure to comply with these obligations may result in an Authorised Representative's access being restricted or terminated.

Advocates

- Under the *Telecommunications Consumer Protections (TCP) Code*, an Advocate is 'a person nominated by a consumer to deal with a supplier on the Consumer's behalf, who cannot make changes on a Consumer's behalf to a Consumer's account without the Consumer being present and agreeing to such action'.
- You may nominate an Advocate by contacting our Customer Support team and completing the authorisation process.