

Appointment of an Advocate or Authorised Representative

INTRODUCTION

The 2012 Telecommunications Consumer Protections Code requires that every Australian Telecommunications Provider allows Customers to appoint a representative to deal with the Supplier.

If you wish to appoint an Advocate or Authorised Representative to deal with EHW Technology Pty Ltd ("Supplier") on your behalf, please complete the form below.

IMPORTANT NOTES

1. An **Advocate** (a person nominated by a Customer to deal with a Supplier on their behalf), can deal with us on your behalf but cannot change your account or services, act on your behalf or access your information unless you are present and agree.

The Supplier:

- ❖ must ensure that a Customer can use an Advocate to communicate with the Supplier if required
- ❖ may presume that an Advocate is not authorised to establish or make changes to a Customer's account or services unless the Advocate is also the Customer's Authorised Representative.
- ❖ must advise the Customer that a person acting as their Advocate has no power to act on their behalf and has no access to their information without the Customer being present and agreeing to such action.
- ❖ must allow Customers (present or past) to use an Advocate to make a complaint.

2. An **Authorised Representative** (a person who has authority from a Customer to deal with a Supplier as their authorised agent) can deal with us on your behalf. If you have given them limited rights, they have only those rights including any limitations you specify on access to your information and have the power to act and access information as if they are you.

The Supplier:

- ❖ ensure that a Customer can appoint an Authorised Representative to act on their behalf if required
- ❖ advise the Customer that a person made an Authorised Representative, has the power to act on their behalf as if they are the Customer; or if the Authorised Representative has more limited rights, the level of access that the Authorised Representative has to the Customer's information.
- ❖ obtain appropriate authority before it accepts the appointment of a person as an Authorised Representative for a Customer
- ❖ ensure it obtains the Customer's authority or the appropriate other authority such as a copy of the relevant power of attorney, before accepting a person as the Authorised Representative
- ❖ keep a record of the circumstances and when the Authorised Representative was appointed.
- ❖ provide Customers with access to information about how to appoint an Authorised Representative and access to any relevant forms required to evidence the appropriate authority.
- ❖ allow Customers (present or past) to use an Authorised Representative to make a complaint.

3. If we are not clear whether you intend to appoint an advocate or an authorised representative, we shall assume you only intend to appoint an advocate.
4. We may also accept a person who holds an appropriate Power of Attorney or Guardianship Order as Advocate or Authorised Representative for a Customer. Please forward a certified copy of the Power of Attorney or Guardianship Order together with this form (signed by the Attorney or Guardian for the customer). Please note that we may need to have the documents checked before we can accept the appointment

About appointing representatives

When you appoint a representative, you are giving that person the authority to deal with EHW Technology Pty Ltd on your behalf as your agent. This means that the representative has the power to act and access information as if they were you. This includes making complaints, changing account details or terminating a contract. You can specify limitations of your representative's rights and only account holders can appoint representatives. You can appoint up to three representatives by completing a separate Appointment of an Authorised Representative form for each person you wish to appoint.

For security reasons we require you to submit the completed Authorised Representative Form to us as a signed original and witnessed by one of the following:

- ❖ Justice of the Peace
- ❖ Police Officer
- ❖ Accountant (see Annexure A)
- ❖ Solicitor or Barrister
- ❖ Australia Post outlet agent or permanent employee with 2 or more years of continuous service
- ❖ Holder of an Australian Financial Services Licence (see Annexure A)
- ❖ Medical Practitioner, Chiropractor, Dentist or Pharmacist

APPOINTMENT DETAILS.

Customer name (Account Holder): _____

Business name (if applicable): _____

Date: ____/____/____

I wish to appoint: Advocate Authorised Representative

Name: _____

DOB: ____/____/____ Email: _____

Phone: (H) _____ (M) _____

Address: _____

LIMITATIONS OF AUTHORISED REPRESENTATIVE'S RIGHTS

Select the areas of your account that you authorise your representative to access on your behalf and act as if they were you. Your representative will not be able to access or alter any of the functions of boxes left blank.

Account details Service details Technical details Payment details

APPOINTMENT DECLARATION.

I, _____, authorise EHW Technology Pty Ltd to deal with the above mentioned person as my Authorised Representative. I acknowledge that I am responsible for all acts of my Authorised Representative within the authority as described in this Appointment. EHW Technology Pty Ltd may assume that it is dealing with the Authorised Representative if they identify themselves as such when contacted at any of the contact numbers/addresses above. This appointment continues until I revoke it in writing.

Name: _____ Date: ____/____/____

Witness declaration and signature

"I, _____, confirm that the person signing above has produced evidence of their identity."

Declared at: _____

Date: ____/____/____

Stamp (if applicable):

ANNEXURE A

- ❖ Accountant with 2 or more years of continuous membership of either the Australian Institute of Chartered Accountants, CPA Australia or the National Institute of Accountants
- ❖ Holder of an Australian Financial Services Licence, having their licence for more than 2 or more continuous years

