

Appointing an Advocate or Authorised Representative

1. Introduction

The [2012 Telecommunications Consumer Protections Code](#) requires that every Australian Telecommunications Provider (Supplier) allows Customers to appoint a representative to deal with the Supplier (e.g. a family member or consumer advocate).

2. Two Kinds of Representative

The Code allows for two kinds of representative:

- Advocates, who can talk to the Supplier for the Customer, but are not a legal agent for the Customer.
- Authorised Representatives, who are a legal agent for the Customer.

2.1. What the Code Says About 'Advocates'

Advocate means a person nominated by a Consumer to deal with a Supplier on the Consumer's behalf (but unlike an Authorised Representative, does not act as the Consumer's agent nor have authority to access any of the Consumer's account information from the Supplier).

A Supplier:

- must ensure that a Consumer can easily use an Advocate to communicate with the Supplier, if the Consumer requires.
- may presume that an Advocate is not authorised to establish or make changes to a Customer's account or Telecommunications Services, unless the Advocate is also the Customer's Authorised Representative.
- must advise the Consumer that a person acting as their Advocate has no power to act on the Consumer's behalf and has no access to their information without the Consumer being present and agreeing to such action.
- must allow Consumers or former Customer to use an Advocate to make a Complaint.

2.2. What the Code Says About 'Authorised Representatives'

Authorised Representative means the person who has authority from a Consumer to deal with a Supplier on behalf of that Consumer as their authorised agent.

A reference to a Consumer includes a reference to the Consumer's Authorised Representative.

A Supplier must:

- ensure that a Consumer can appoint an Authorised Representative to act on their behalf, if the Consumer requires.
- advise the Consumer that a person made an Authorised Representative has the power to act on the Consumer's behalf as if they are the Consumer; 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, but not make the process of appointment difficult to complete.
- 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 for a Customer.
- keep a record of the circumstances and when the Authorised Representative was appointed.
- provide Consumers with access to information about how to appoint an Authorised Representative and access to any relevant forms required to evidence the appropriate authority.
- take reasonable steps to balance the risks of fraud, privacy and security of Customers with facilitating the appointment of Authorised Representatives.
- allow Consumers or former Customer to use an Authorised Representative to make a Complaint.

2.3. Security, Privacy and Fraud

As noted above, the Code requires that you 'take reasonable steps to balance the risks of fraud, privacy and security of Customers with facilitating the appointment of Authorised Representatives.'

3. Limitations on Authority of Authorised Representative

As noted above, the Code requires that you 'must advise the Consumer that a person made an Authorised Representative has the power to act on the Consumer's behalf as if they are the Consumer or, if the Authorised Representative has more limited rights, the level of access that the Authorised Representative has to the Customer's information.'

4. Appointing an Advocate or Authorised Representative

There are several ways that Switch Connect allows their customers to Authorised Representatives.

1. Email
2. Create a Ticket in Switch Connects' Support Ticketing System
3. Contact Customer Support for Information.
4. Download the [Appointment of Advocate or Authorised Representative](#) form and email, fax or mail it to Switch Connect

4.1. Email

1. Go to Switch Connects' web site: www.switchconnect.com.au
2. Click the Contact Us link, available in the top-right corner of all pages.
3. On the Contact Us page, click the [Please Use Our Contact Form](#) link (located underneath Switch Connects' Phone and Fax details).
4. Enter the following information into the body of the email message (this information is used to verify the identity of the Advocate or Authorised Representative by our Customer Service Team):
 - a. Are appointing an Advocate or an Authorised Representative?
 - b. The full name of the person being appointed.
 - c. The driver's license number of the person being appointed.
 - d. The mobile phone number of the person being appointed.
5. When you complete providing all of the information listed above, click the Send button.

A member of Switch Connects' Customer Service Team will contact you to verify the information you provided.

4.2. Create a Ticket in Switch Connects' Support Ticketing System

Send an email from the Account Holder's/Customer's Authorised Email Address to support@switchconnect.com.au requesting that a person be appointed as either an Advocate or Authorised Representative.

In the body of the email, please provide the following information:

- Are appointing an Advocate or an Authorised Representative?
- The full name of the person being appointed.
- The driver's license number of the person being appointed.
- The mobile phone number of the person being appointed.

This information is used to verify the identification of the Advocate or Authorised Representative by our Customer Service Team.

A member of Switch Connects' Customer Service Team will contact you to verify the information you provided.

4.3. Contact Customer Support for Information

Phone Switch Connects' Customer Support Team on 1300 032 010. This is the option we recommend for anyone suffering from a serious health issue who is no able to sign a form.

4.4. Download the Appointment of Advocate or Authorised Representative Form and Email, Fax or Mail it to Switch Connect

1. Download a copy of the [Appointment of Advocate or Authorised Representative](#) form from Switch Connects' web site.
2. Send the completed form to Switch Connect in one of the following ways:
 - Email, send to support@switchconnect.com.au
 - Fax, send to 1300 032 010
 - Mail, send to Customer Support
Switch Connect Pty Ltd
Suite 17 2-4 Cross St
Hurstville NSW 2220