

APPOINTMENT/EXTENSION & REVOCATION OF AUTHORISED REPRESENTATIVE OR ADVOCATE FORMS

Last Updated: 27 July 2023
Version number: 1.0

The enclosed forms have been prepared having regard to the requirements set out in the *Telecommunications Consumer Protections Code (C628:2019)* and the *Communications Alliance Ltd's Industry Guidance Note IGN 017 - Authorised Representatives and Advocates*. In this form, "**we**", "**our**", and "**us**" are all references UTelecom Australia Pty. Ltd. ABN 90 163 421 261 of Unit 3, 37-39 Little Boundary Road, Laverton North VIC 3026.

An **Authorised Representative** is a person who has authority from you to deal with us on your behalf, including to discuss or make changes to your account without you being present. An **Advocate** is a person nominated by you to deal with us on your behalf, but who cannot make changes on your behalf to your account without you being present and agreeing to such changes. Please see our Authorised Representative and Advocate Policy on our website which governs the appointment, granting of rights and revocation of Authorised Representatives and Advocates.

Please read this document carefully and complete the applicable forms.

- If you wish to appoint or extend your appointment of an Authorised Representative or Advocate to deal with your account on your behalf, please complete the Appointment (or Extension of the Appointment) of an Authorised Representative or Advocate Form on pages 2 and 3. Please sign the form in the presence of a witness.
- If you wish to revoke your appointment of an Authorised Representative or Advocate, please complete the Revocation of Authorised Representative or Advocate Form on page 4.

After completing one of the enclosed forms, please send it to our Customer Support Team via post to Unit 3, 37-39 Little Boundary Road, Laverton North Victoria 3026 or email to info@utelecom.com.au

Alternatively, you can appoint an Advocate, revoke or extend appointments of Authorised Representative or Advocates and/or revoke or enable your Authorised Representative's or Advocate's Access Rights by calling our Customer Support team at 1300 005 835 (Monday to Friday excluding public holidays in Australia during 8:30 AM to 5:00 PM (Australian Eastern Standard Time)). In addition, if you have a Power of Attorney, or a Guardianship Order has been made appointing you as a Guardian, in respect of a customer or if you would like to transfer or cancel a service on a deceased customer's behalf, you may appoint yourself as an Authorised Representative or Advocate by calling our Customer Support Team.

Please note:

- If you give your Authorised Representative limited rights in the enclosed Appointment (or extension of the appointment) of an Authorised Representative Form, they will only have those rights to manage your telecommunications services, including any limitations you specify below. If you do not give limited rights, the appointed Authorised Representative will have the power to act and access your account information as if they are you, including the power to change any telecommunications services on your account and to modify your account details.
- If you are appointing an Advocate, the Advocate can make complaints and deal with us on your behalf but cannot make changes on your account or services and cannot act on your behalf or access your information without your permission and presence.
- Before any appointment, revocation or extension of an appointment can be made, we may require you and/or the appointee to verify your and/or their identity.

APPOINTMENT (OR EXTENSION OF THE APPOINTMENT) OF AN AUTHORISED REPRESENTATIVE OR ADVOCATE FORM

[please fill in all details set out in the fields below and attach all relevant documents]

DETAILS OF CUSTOMER

Customer Account ID: _____

Full name of account holder: _____

DETAILS OF APPOINTMENT

Appointment type *[please tick one]*: Advocate Authorised Representative

Commencement of Appointment: **From:** ____/____/____ **To:** ____/____/____
[if there is a limitation on the duration of the authority, please fill in the "To:" field]

Other Limitations on authority of Authorised Representative / Advocate (if applicable):

Please list any additional access rights that you wish to provide to your appointed Authorised Representative *(for more information on the access rights of an Authorised Representative or Advocate please see our Authorised Representative and Advocate Policy at www.utelecom.com.au/legal)*:

PRIMARY CONTACT AND EXCLUSIVE POINT OF CONTACT

Exclusive Point of Contact *[please tick one if you wish to designate a single person to be the only recipient of certain communications]*: Account Holder
 Authorised Representative
 Advocate

Exclusive Point of Contact will receive *[please tick any applicable options]*: Bills
 Automatic Usage Notifications
 Credit Management
 Sales
 Account Alerts
 Account Suspension or Termination Notices

Primary Contact *[please tick one if you wish to appoint a single person who will be contacted first with respect to certain matters]*: Account Holder
 Authorised Representative
 Advocate

Primary Contact for: *[please tick any applicable options]*: Bills
 Credit Management
 Sales
 Account Suspension or Termination Notices

- Automatic Usage Notifications
- Account Alerts

DETAILS OF AUTHORISED REPRESENTATIVE OR ADVOCATE

Full name of Appointed Person: _____

Passport or Driver's License Number: _____

Date of Birth of Appointed Person: _____

Phone Number of Appointed Person: _____

Mobile Number of Appointed Person: _____

Email Address of Appointed Person: _____

Postal Address of Appointed Person: _____

APPOINTMENT AND AUTHORITY

[please circle or strike out the following bolded words as applicable]

I am the account holder and I authorise Utelecom Australia Pty. Ltd. to deal with the above person as my **Authorised Representative / Advocate** (as selected in this form). I acknowledge responsibility for anything they do on my behalf within their authority as described in this form. I hereby irrevocably release to Utelecom Australia Pty. Ltd. from any claim I might otherwise have against it, based on anything it does in reliance on this form.

Utelecom Australia Pty. Ltd. may assume that it is dealing with an appointee if they identify themselves as such when to Utelecom Australia Pty. Ltd. contacts them using any contact details for them set out in this form. The appointment continues until the end of any duration set out above or until I revoke it in person or in writing (at any time). I understand that my appointment of any appointee is effective only upon my receipt of a written confirmation of the appointment from to Utelecom Australia Pty. Ltd. I also acknowledge that all information provided in this form will be used and stored in accordance with the *Privacy Act 1988* (Cth) and Utelecom Australia Pty. Ltd.'s Privacy Policy available at www.utelecom.com.au/legal.

Date of Signature: _____

Full name of Account Holder: _____

Signature of Account Holder: _____

As a witness, I confirm that the person signing above has produced evidence of his/her identity to me.

Signature of Witness: _____

Full name of Witness: _____

Address of Witness: _____

REVOCATION OF AUTHORISED REPRESENTATIVE OR ADVOCATE FORM

[please fill in all details set out in the fields below]

DETAILS OF CUSTOMER

Account ID:

Revoking Appointment of *[please tick one]*:

Advocate

Authorised Representative

Full Name of Appointed Authorised Representative or Advocate:

Date of Revocation:

I wish to revoke my appointment of the above person. I understand that once I revoke my appointment of the above person, they will have no access rights to my account and will be unable to act on my behalf in relation to my account. I also acknowledge that the information provided in this form will be used and stored in accordance with the *Privacy Act 1988* (Cth) and UTelecom Australia Pty. Ltd. Privacy Policy available at www.utelecom.com.au/privacy.

Full Name of Account Holder:

Signature of Account Holder:

Date of Signature

To verify my identity, I attach a copy of the following document to this form:

Passport

Driver's License