

Appointing an Advocate or Authorised Representative

Introduction

The **2012 Telecommunications Consumer Protections Code** requires every Australian Telecommunications Provider (Supplier) to allow customers to appoint a representative to deal with the Supplier (e.g., a family member or consumer advocate).

Two Kinds of Representatives

The Code allows for two kinds of representatives:

- **Advocates:** These individuals can speak to the Supplier on behalf of the customer but are not a legal agent for the customer.
- **Authorised Representatives:** These individuals act as the customer's legal agent.

What the Code Says About 'Advocates'

An **Advocate** is someone nominated by a consumer to communicate with the Supplier but does not have the authority to act as the consumer's agent or access any of their account information.

A Supplier must:

- Ensure a consumer can easily appoint an advocate to communicate with the Supplier.
- Presume an advocate cannot make changes to the customer's account or services unless they are also an Authorised Representative.
- Inform the consumer that an advocate does not have access to their information without the consumer's consent.
- Allow customers or former customers to use an advocate to lodge complaints.

What the Code Says About 'Authorised Representatives'

An **Authorised Representative** is someone who has the legal authority to act on behalf of a consumer and access their account information.

A Supplier must:

- Allow consumers to appoint an Authorised Representative.
- Inform the consumer about the scope of the Authorised Representative's authority.
- Obtain appropriate documentation before accepting an appointment.
- Maintain records of when and how the appointment occurred.
- Provide information on how to appoint an Authorised Representative, including relevant forms.

Security, Privacy, and Fraud

The Code mandates that suppliers take reasonable steps to balance fraud risks, privacy, and security while facilitating the appointment of an Authorised Representative.

Appointing an Advocate or Authorised Representative with Switch Connect

Switch Connect offers several ways to appoint an Advocate or Authorised Representative:

1. **Email**
2. **Support Ticketing System**
3. **Contact Customer Support**
4. **Form Submission via Email, Fax, or Mail**

Email Process

1. Visit www.switchconnect.com.au.
2. Click on the **Contact Us** link.
3. On the **Contact Us** page, click on the **Please Use Our Contact Form** link.
4. Provide the following information in the email body:
 - Are you appointing an Advocate or an Authorised Representative?
 - The full name, driver's license number, and mobile phone number of the person being appointed.
5. Click **Send**.

Switch Connect's Customer Service team will verify the information.

Support Ticketing System

- Send an email from the account holder's authorised email address to **support@switchconnect.com.au**.
- Include:
 - Whether you are appointing an Advocate or an Authorised Representative.
 - The full name, driver's license number, and mobile phone number of the person being appointed.

Switch Connect's Customer Service team will verify the information.

Contact Customer Support

- Call Switch Connect's customer support team at **1300 032 010**.
- This method is recommended for customers with serious health issues who cannot sign forms.

Form Submission

1. Download the **Appointment of Advocate or Authorised Representative Form** from the Switch Connect website.
2. Send the completed form via:
 - **Email:** support@switchconnect.com.au
 - **Fax:** 1300 032 010
 - **Mail:** Customer Support
Switch Connect Pty Ltd
Suite 17, 2-4 Cross St
Hurstville NSW 2220