

# 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](http://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  
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