



Appointment of an Authorised Representative and/or Advocate

How to appoint Authorised Representative and/or Advocate

- A) Return this completed form to support@pentanet.com.au; or
B) Call our Customer Service team on 08 9466 2670; or
C) Login to the customer portal and submit a ticket. Please include their full name, address, email address & mobile phone number. We'll also need to know if you're appointing them as an Authorised Representative, Advocate, or both.
(*If assigning an Authorised Representative please advise of any account actions they are authorised to complete on your behalf)

How to complete this form:

- 1) Carefully complete the below form, ensuring all information provided is correct;
2) Take this form and proof of your identity (such as a Driver's Licence) to a witness as on page 2 of this form;
3) Sign the form in the presence of the witness and;
4) Submit this form via: Post to Pentanet, PO Box 7028, Cloisters Square PO WA 6850 or;
Email to support@pentanet.com.au

For more Information on Authorised Representative and/or Advocate see page 3 of this form

Account Holder Details

Form fields for Account Holder Details: Title, Surname, Given Names, Residential Address, Suburb, Postcode, Date of Birth, Account Number.

Authorised Representative and/or Advocate Details

I wish to appoint an: [] Authorised Representative and/or [] Advocate

Form fields for Authorised Representative and/or Advocate Details: Title, Surname, Given Names, Residential Address, Suburb, Postcode, Email Address, Mobile Number, Home/Work Number.

Limitations of the Authorised Representative's rights (specify anything that your Authorised Representative should not be allowed to do on your behalf. If left blank, the Authorised Representative has the power to act as if they were you.):

- [] Perform Billing Actions [] Cancel Account/Service [] Make Purchases
[] Perform Support Actions [] Make a Complaint

Contact

By default, all contact is directed to you, the account holder. If you prefer, you can nominate your newly appointed Authorised Representative/Advocate as the primary contact moving forward. Both you and the primary contact will receive billing and service-related emails from us, providing there are no conflicting permission limitations. If we need to get in touch by telephone, we'll call the primary contact first.

Who should be the primary contact on this account?

- [] Myself - I wish to remain primary contact
[] Authorised Representative/Advocate - Appoint as new primary contact

My Appointment & Authority

I authorise you to deal with the nominated person as my Advocate or Authorised Representative (as applicable). I acknowledge responsibility for anything my Advocate or Authorised Representative does on my behalf within their authority as described in this Appointment. I release you from any claim I might otherwise have against you, based on anything you do in reasonable reliance on this Appointment. You may assume that you are dealing with the relevant person if they identify themselves as such when you contact any of the contact numbers/ addresses above. The appointment continues until I revoke it in writing.

Account Holder Full name

Signature

Date

Witness Confirmation

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

Witness Full name

Signature

Date

Qualification of witness

Residential Address

Suburb

Postcode

To protect your privacy and security and to reduce the risk of fraud, we require you to submit this form as a signed original and witnessed by one of the following persons below:

- 🏠 A Justice of the Peace;
- 🏠 An accountant who is a member of the Australian Institute of Chartered Accountants, CPA Australia or the National Institute of Accountants with 2 or more years of continuous membership;
- 🏠 A solicitor or barrister;
- 🏠 A police officer;
- 🏠 An agent in charge of, or a permanent employee (with 2 or more years of continuous service) of an Australia Post outlet;
- 🏠 An officer with, or authorised representative of, a holder of an Australian Financial Services Licence, having 2 or more continuous years of service with one or more licensees;
- 🏠 A dentist;
- 🏠 A pharmacist;
- 🏠 A medical practitioner;
- 🏠 A chiropractor or a physiotherapist.

Authorised Representative and Advocates

The Telecommunications Consumer Protections Code requires that every Australian Telecommunications Provider allows customers to appoint a representative to deal with the supplier (e.g. a family member or consumer advocate).

The Code allows for two kinds of representative, Advocates and Authorised Representatives.

What is an Advocate?

An Advocate is a person nominated by you to deal with us on your behalf (but unlike an Authorised Representative, does not act as your agent nor have authority to access any of your account information).

What can an Advocate do?

A person acting as your Advocate has no power to act on your behalf and has no access to your information without you being present and agreeing to such action.

What is an Authorised Representative?

An Authorised Representative is a person who has permission from you to deal with us on your behalf as your authorised agent.

What can an Authorised Representative do?

A person appointed as an Authorised Representative has the power to act on your behalf as if they are you or, if you have limited their rights, they may only access your information subject to those limitations.

How do I appoint an Authorised Representative and/or Advocate?

There are a few ways you can appoint an Authorised Representative and/or Advocate:

- 🏠 Login to the portal and submit a ticket. Please include their full name, address, email address & mobile phone number. We'll also need to know if you're appointing them as an Authorised Representative, Advocate, or both.
- 🏠 Call our Customer Service Team on 08 9466 2670.
- 🏠 Complete and return the Appointment of an Authorised Representative and/or Advocate form from our [website](#).

What will Pentanet do?

We will:

- 🏠 Ensure we obtain your authorisation or the appropriate other authority such as a copy of the relevant power of attorney, before accepting a person as your Authorised Representative;
- 🏠 Advise you that a person appointed as an Authorised Representative has the power to act on your behalf as if they are you or, if the Authorised Representative has more limited rights, the level of access that the Authorised Representative has to your information;
- 🏠 Keep a record of the circumstances and when the Authorised Representative was appointed; and
- 🏠 Take reasonable steps to balance the risks of fraud, your privacy and your security in the appointment of Authorised Representatives.

