



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.