



The Telecommunications Consumer Protections Code requires that every Australian Telecommunications Provider (Supplier) 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**, who can talk to the Supplier for the Customer, but are not a legal agent for the Customer.
- 🏠 **Authorised Representatives**, who are a legal agent for the Customer.

What is an Advocate?

An Advocate is a person nominated by a Consumer to deal with a Supplier on the Consumer's behalf (but unlike an Authorised Representative, does not act as the Consumer's agent nor have authority to access any of the Consumer's account information from the Supplier).

What can an Advocate do?

A person acting as an Advocate has no power to act on the Consumer's behalf and has no access to their information without the Consumer being present and agreeing to such action.

A Supplier may presume that an Advocate is not authorised to establish or make changes to a Customer's account or Telecommunications Services, unless the Advocate is also the Customer's Authorised Representative.

What is an Authorised Representative?

An Authorised Representative is a person who has authority from a Consumer to deal with a Supplier on behalf of that Consumer as their authorised agent.

What can an Authorised Representative do?

A person appointed as an Authorised Representative has the power to act on the Consumer's behalf as if they are the Consumer or, if the Authorised Representative has more limited rights, access the Customer's information subject to those limitations.

What must the supplier do?

A supplier must:

- 🏠 ensure that a Consumer can appoint an Authorised Representative to act on their behalf, if the Consumer requires and;
- 🏠 ensure it obtains the Customer's authority or the appropriate other authority such as a copy of the relevant power of attorney, before accepting a person as the Authorised Representative for a Customer;

- 🏠 advise the Consumer that a person appointed as an Authorised Representative has the power to act on the Consumer's behalf as if they are the Consumer or, if the Authorised Representative has more limited rights, the level of access that the Authorised Representative has to the Customer's information;
- 🏠 keep a record of the circumstances and when the Authorised Representative was appointed;
- 🏠 provide Consumers with access to information about how to appoint an Authorised Representative and access to any relevant forms required to evidence the appropriate authority;
- 🏠 keep records of notification(s) to the Supplier of a relevant change in circumstance for a Customer, including the death of a Customer or the making of a guardianship order for a Customer; and
- 🏠 take reasonable steps to balance the risks of fraud, privacy and security of Customers with facilitating the appointment of Authorised Representatives.

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

There are three different options for appointing an Authorised Representative and/or Advocate:

Login to the portal and submit a ticket. Please provide the following information:

- 🏠 Are you appointing an Advocate or an Authorised Representative?
- 🏠 The full name of the person being appointed.
- 🏠 The driver's licence number of the person being appointed.
- 🏠 The mobile phone number of the person being appointed.

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](#). Return the form via email to accounts@pentanet.com.au or via post to: Pentanet, 2/8 Corbusier Place, Balcatta WA 6021.