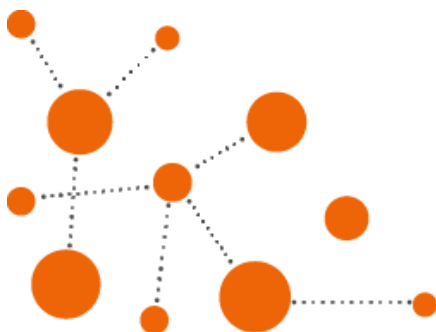




Authorised Representatives and Advocates

A Supplier must ensure that a customer can appoint an Authorised Representative to act on their behalf if the customer requires.

1. Authority: we take care to obtain the customers authority or an appropriate other authority such as a letter of authorisation, copy of the relevant power of attorney or other reasonable form of authorisation before accepting a person as the Authorised Representative for the customer.
2. Advice regarding power to act: advise the customer that a person appointed as an Authorised Representative has the power to act on the customers behalf as if they are the customer or, if the Authorised Representative has more limited rights, the level of access that those rights confer.
3. Record Keeping: keep a record of the circumstances and when the Authorised Representative was appointed.
4. Assistance: provide customers with access to information about how to appoint an Authorised Representative and access to any relevant forms required to evidence the appropriate authority.
5. Acknowledgement: 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
6. Balance risks: take reasonable steps to balance the risks of fraud, privacy and security of Customers with facilitating the appointment of Authorised Representative



Interconnect Networks

ABN: 35 659 014 767

1300 309 121 

support@webshield.net.au 



To ensure that a customer can easily use an Advocate to communicate with the Supplier, if the customer requires:

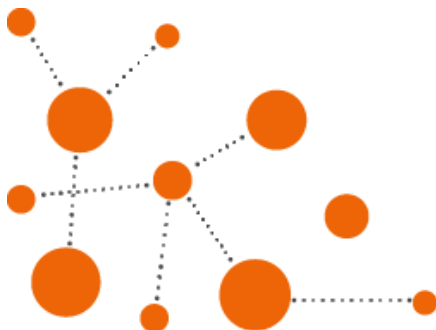
- We provide customers with the option to include additional contact profiles on their account records. Once authorized by the customer verbally or in writing we include these additional contacts in communications relating to the customer accounts.

We advise all Customers that any person acting as Advocate for another has no power to act on the customer behalf and has no access to their information without the customers express approval to such action by the customer. While we do not conduct our communication with customers in person, we accept and record the customers approval when required.

We 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.

Guidance

Further information on Authorised Representatives and Advocates can be found in the "Communications Alliance Advocates and Authorised Representatives Industry Guidance Note" <https://www.commsalliance.com.au/Documents/all/Industry-Guidance-Notes>



Interconnect Networks

ABN: 35 659 014 767

1300 309 121 

support@webshield.net.au 