

Authorised Representative Process

Authorised Reps

Authorised Representatives are defined in the TCP Code as follows:

"means the person who has authority from a Consumer to deal with a Supplier, including to discuss or make changes to a Customer's account without that Customer being present, on behalf of that Consumer."

- The Main Account contact is Primary Authorised Rep
- Others may also be appointed the Primary Authorised Rep using the Appointment of an Authorised Representative form
- Only the Primary Authorised Rep can change existing or add new authorised reps by written request either by using a form (*either the Vonex form or one provided by the company or other legal entity*) or an email sent directly from the email address on the customer file
- Primary Authorised Rep can specify Limited or Full Authority for each additional Authorised Rep
- Authorised reps to have DOB, mobile number and email on file
- Confirmation of identity will be made by name and DOB only

Advocates

Advocates are defined in the TCP Code as follows:

*"means a person nominated by a Consumer to deal with a Supplier on the Consumer's behalf, **who cannot make changes** on a Consumer's behalf to a Consumer's account without the Consumer being present and agreeing to such action."*

- Advocates must be confirmed by the agent initiating contact of an Authorised Rep with a separate call direct to the Authorised Rep's contact number
- No information as to the identity of the Authorised Rep or any account information will be disclosed to the Advocate until they are confirmed
- Request account records – such as contract, Critical Information Summary, bills, or other – be sent to an address, email address, or other contact information previously established with the Customer.
- Can discuss specific issues with the Supplier on behalf of the Customer, but cannot make any decisions or changes to the account. For example, can negotiate a Financial Hardship arrangement with the Supplier, but the Supplier should then contact the Customer to get their agreement to enter into that arrangement.
- Can work with the Supplier on troubleshooting for devices or services on the account.

PIN or Password

- The Primary Authorised Rep can nominate a PIN or Password that will override all other Authorised Rep rules
- Multiple PINs or Passwords can be used to denote different levels of access
- It is the Primary Authorised Rep's responsibility to ensure that the passwords remain secure and are used only by authorised persons

Exceptions

- We will accept written requests from any email address in a business domain name (with the exception of making changes to existing or adding of new authorised reps)
- We will accept payment to an account if all of the following information can be provided: Account number, Account Name, Billing Address

It is vital that Suppliers provide clear information on what these permissions are when a Customer first enquires about appointing an Advocate and when the Advocate is appointed, to both the Customer and the Advocate.

It is useful for this information to be published on the Supplier's website, but some Suppliers may choose not to take this step for fraud prevention purposes.

Power of Attorneys

If a person has Power of Attorney, Guardianship, Trusteeship, Legal Representative, Executor of Estate, or similar circumstances on behalf of a Customer, they are authorised to act as the Customer.

- Power of Attorney documentation to be submitted via email
- Appoint this person as a Full Authority Authorised Representative

Bereavement

Bereavement is obviously a complex and emotional time for Customers and their loved ones. Suppliers should make the process for transferring or cancelling services following a bereavement as clear and straightforward as possible.

- VONEX Bereavement Care Form to be completed and witnessed

Receivership, Liquidation and Administration

If a customer mentions any of these terms Credit Management should be notified immediately

- Credit Management will have the access to change Authorised Representative details as requested by the administrators of the account

https://www.commsalliance.com.au/_data/assets/pdf_file/0020/65306/Communications-Alliance-IGN-017-Authorised-Representatives-and-Advocates-July-2019.pdf