

Appointment of Representative

What is an Authorised Representative?

- An 'Authorised Representative' can deal with us on your behalf as your agent (including making a complaint) and can act and access information as if they were you. This is different from someone simply assisting you, only a formally authorised person can act on your behalf.

What is an Advocate?

- An 'Advocate' is someone you can appoint to interact with us on your behalf (including making a complaint) but cannot change your account or services and cannot act on your behalf or access your information unless you are present and agree.

How to Appoint a Representative

- a. Read the below important information.
- b. Complete the Form on page 2.
- c. Email the completed form to accounts-resi@vonex.com.au
- d. To protect your privacy and security, we require this form to be sent to us from the email address of the Customer or an existing Authorised Representative. If this is not possible, or you have any questions, please contact the Residential NBN Accounts Team on 1800 828 668.

Important Information

- a. An **Advocate** can only establish or make changes to an account if they are also appointed as an Authorised Representative.
- b. If we are not clear whether you intend to appoint an Advocate or another type of representative, we shall assume you only intend to appoint an Advocate.
- c. **Authorised Representative** means an individual authorised by you to fully act on your behalf, including receiving service and billing information, making technical changes, signing forms and making changes that affect billing.
- d. **Authorised Representative (Billing)** means an individual authorised by you to fully act on your behalf, including receiving service and billing information, making technical changes, signing forms and making changes that affect billing. This representative is also the primary contact used by Vonex Telecom for correspondence, billing, quota notification emails and the like.
- e. **Technical Representative** means an individual or business authorised by you to act on your behalf in respect of technical matters relating to your service/s, including receipt of the service details, usernames and passwords. A Technical Representative is authorised to receive information about the service/s and make technical changes (i.e. configuration/IP addressing) but is not authorised to sign order forms or make changes that affect billing unless you have appointed the individual as an Authorised Representative.
- f. We may also accept authorisation from a person who holds an appropriate **Power of Attorney or Guardianship Order** for a Customer. If applicable, please include a certified copy of the Power of Attorney or Guardianship Order with this form signed by the Attorney or Guardian. We will advise if any further information is required.
- g. You can **withdraw authorisation** at any time by emailing accounts-resi@vonex.com.au.

Appointment of Representative Form

Customer Details (Account Holder)

Customer/Account Name:

Date of Birth or ABN:

Account Number:

Appointee Details

Full Name:

Date of Birth:

Email:

Phone/Mobile:

Authorisation Type:

Authorised Representative

Technical Representative

Authorised Representative (Billing)

Advocate

Full Name:

Date of Birth:

Email:

Phone/Mobile:

Authorisation Type:

Authorised Representative

Technical Representative

Authorised Representative (Billing)

Advocate

Full Name:

Date of Birth:

Email:

Phone/Mobile:

Authorisation Type:

Authorised Representative

Technical Representative

Authorised Representative (Billing)

Advocate

Customer Declaration

I have read, understand and agree to the Vonex Telecom Terms and Conditions at www.vonex.com.au and accept them in full. I am over 18 years of age and enter into this agreement as the Customer, or on behalf of the Customer as their Authorised Representative.

I authorise Vonex Telecom to deal with the above person/s as an appointed representative of the Customer. I acknowledge that the appointed person may act on the Customer's behalf within the scope of the authority granted under this appointment. I understand that I/the Customer remain responsible for any actions taken by the appointed person within the authority granted.

Where the appointed person identifies themselves and satisfies any identity verification or security processes required by Vonex Telecom, Vonex Telecom may treat the person as authorised to act within the authority granted under this appointment. I understand Vonex Telecom may refuse or limit requests from the appointed person where it reasonably believes that doing so is necessary to protect the security of the account, prevent fraud, or comply with legal or regulatory obligations.

I agree to indemnify and hold Vonex Telecom harmless from any loss, liability, claim, or expense arising out of or in connection with this appointment or any actions taken by the appointed person within the authority granted. I understand Vonex Telecom will not be liable for any loss arising from actions taken in good faith reliance on this authorisation.

I understand this authorisation will remain in effect until it is withdrawn or amended in writing.

Name:

Position:

Signature:

Date:
