

To appoint an Authorised Representative to deal with VP Net on your behalf, please complete this form and e-mail it to [admin@vpnet.com.au](mailto:admin@vpnet.com.au) or fax: 02 8076 9076 or post to PO Box 70, Rosebery, NSW 1445

### 1. Your details (Account Holder)

Trading Name				Legal Entity	
Salutation		First Name		Surname	
Account Number <i>(Leave blank if you are a new customer)</i>					

### 2. Statement of Appointment

I wish to appoint the following person or company as my Authorised Representative or Advocate:

Authorised Representatives' Full Name or Company Name				D.O.B.	
Address			State	Post-code	
E-mail Address					
Phone No.			Mobile No:		
Fax No.			Is the authorised person to become the primary contact	Yes	No
Date appointed and expiry date	/ /	/ /	Authorized Rep or Advocate	Rep	Advocate

### 3. Limitations of Authorisation

(Specify anything that your Authorised Representative should NOT be allowed to do on your behalf. If left blank, the Authorised Representative has the power to act as if they were you.)

Limitations	
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### 4. Appointment declaration:

"I, \_\_\_\_\_, authorise VP Net to deal with the above person as my Authorised Representative. I acknowledge that I am responsible for all acts of my Authorised Representative within the authority as described in this Appointment. VP Net may assume that it is dealing with the Authorised Representative if they identify themselves as such when contacted at any of the contact numbers/addresses above. This appointment continues until I revoke it in writing."

Account Holder's Signature			Date	
Name: (please print)				
Title				

## 5. Witnessed by

I confirm that the person signing above (account holder) has produced evidence of their identity.

Signature:		Date:	
Name: (please print)			
Title			

## Important information and Terms and Conditions

- When you appoint an Authorised Representative, you are giving the person you appoint the authority to deal with us on your behalf as your agent. This means that the Authorised Representative has the power to act and access information as if they were you. This includes making complaints, changing account details or terminating a contract. You can of course specify limitations of your Authorised Representative's rights.
- Please note that only account holders can appoint an Authorised Representative. If you wish to appoint more than one Authorised Representative, please complete one Authorised Representative Form for each person you wish to appoint. You can appoint up to three Authorised Representatives.
- For security reasons we require you to submit the completed Authorised Representative Form to us as a signed original and witnessed by one of the following persons below:
  - A Justice of the Peace;
  - An Accountant who is a member of the Australian Institute of Chartered Accountants, CPA Australia or the National Institute of Accountants with 2 or more years of continuous membership;
  - A Solicitor or Barrister;
  - A Police Officer;
  - An agent in charge of, or a permanent employee (with 2 or more years of continuous service) of an Australia Post outlet;
  - An officer with, or authorised representative of, a holder of an Australian Financial Services Licence, having 2 or more continuous years of service with one or more licensees;
  - A Dentist;
  - A Pharmacist;
  - A Medical Practitioner;
  - A Chiropractor or a Physiotherapist.
- Please contact us on 1300 936 450 if this proves too difficult or inconvenient for you, and we will work with you to find an alternative way of appointing an Authorised Representative.

## Advocates vs Authorized Reps

### Advocates

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

Some examples of cases for advocates include;

- Language interpreter
- Financial counsellor, legal aid rep, or other rep to help with bill or contracts with supplier
- Friend or family member to assist with communication

Permissions;

- A customer must be present and provide permission for an Advocate to make any changes to the Customers account
- If a customer is not present
  - o Records from the account may be requested, such as Critical information summary, bills or other contact information previously established with the customer
  - o Can discuss specific issues with the supplier on behalf of the customer but cannot make any decisions or changes to the account.
  - o Can pay bill on an account
  - o Can work with the supplier to troubleshoot a device or service on the account
  - o If the customer specifies, the advocate cannot discuss any issues or take any actions, including payment, without the customer being present. This must be stated in writing by the customer.
- For Privacy purposes, regardless of permission level, names and contact information of the customer will not be provided to an Advocate if customer is not present.

### Authorized Representatives

Authorized Representatives is a person nominated by the customer to have full authority to deal with the supplier including to discuss or make changes to a customers account without that customer being present.

- Authorised Representatives are anyone who can make changes to a customers account without that customer being present.
- Customers may wish to appoint a long-term Authorised Representative. This can be for a range of purposes, including another family member on the same account, a legal representative, or a long-time carer.
- Customers may also appoint a temporary Authorised Representative. This person is still able to make changed to the customers contract.
- Dates in which the authorised representative is appointed and dates in which this representative expires must be stated in the VP Net Appointment of Authorised Representative Form

Permissions;

- When a customer assigns an Authorised Representative, they determine the exact activities the rep can do
- All limitations must be stated in the Appointment of Authorized Representative form
- If no limitations are stated, the Authorized Representative will have the same access as the customer
- An authorized representative effectively becomes the account holder, with all the same permissions, including the ability to open or close services and add other authorized representatives.
- Activities include
  - o Open/close account
  - o Add or remove other Authorised Representatives
  - o Make changes to contract or plan
  - o Make changes to account
  - o Establish financial hardship arrangements

I the customer understand the permissions I am granting the Advocate/Authorized Represented. All limitations have been listed on this form.

Signature: \_\_\_\_\_ Date \_\_\_\_\_