

## IMPORTANT INFORMATION FOR CUSTOMERS

Fibre Up Pty Ltd recognises that you may wish to have another person assist you when dealing with us. This document explains how you can appoint an **Advocate** or an **Authorised Representative** to act on your behalf in relation to your Fibre Up services.

This policy and form are designed to comply with:

- the *Telecommunications Consumer Protections (TCP) Code*;
  - the *Telecommunications Act 1997 (Cth)*;
  - Australian Communications and Media Authority (ACMA) requirements; and
  - privacy and fraud-prevention obligations.
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## 1. DEFINITIONS

### 1.1 Advocate

An **Advocate** is a person you appoint to assist you when dealing with Fibre Up. An Advocate:

- may communicate with us on your behalf, including making enquiries or complaints;
- **cannot** make changes to your account or services; and
- may only act with your knowledge and consent, and generally where you are present.

### 1.2 Authorised Representative

An **Authorised Representative** is a person you appoint to act on your behalf as your agent. An Authorised Representative:

- may communicate with us on your behalf, including making enquiries or complaints;
- may access your account information;
- may request changes to your account or services **within the scope of authority you grant**.

You may choose to limit the authority of an Authorised Representative. If no limitations are specified, we will treat the authority as unrestricted.

### 1.3 Unclear Appointments

If it is unclear whether you intend to appoint an Advocate or an Authorised Representative, we will treat the appointment as an **Advocate only**.

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## 2. POWER OF ATTORNEY OR GUARDIANSHIP

We may also accept an appointment made under:

- a valid **Power of Attorney**; or
- a **Guardianship or Administration Order**.

A certified copy of the relevant document must be provided. We may need time to verify these documents before accepting the appointment.

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### 3. PRIVACY AND SECURITY

To protect your privacy and reduce the risk of fraud:

- we must be satisfied of your identity before accepting an appointment;
- we may require verification of the identity of the appointed person;
- we may refuse or revoke an appointment where we reasonably suspect misuse or fraud.

Personal information will be handled in accordance with our **Privacy Policy**.

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### 4. HOW TO MAKE AN APPOINTMENT

To appoint an Advocate or Authorised Representative, please:

1. Complete the **Appointment Form** below in full;
2. Sign the form in the presence of an authorised witness;
3. Provide proof of your identity;
4. Submit the completed form to Fibre Up using one of the methods below.

#### Accepted Witnesses

The appointment must be witnessed by one of the following:

- Lawyer
  - Justice of the Peace
  - Doctor
  - Pharmacist
  - Police Officer
  - Centrelink Officer
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### 5. DURATION AND REVOCATION

- An appointment remains in effect until you revoke it in writing.
  - You may revoke or change an appointment at any time by contacting us.
  - We may suspend or revoke an appointment where required by law or where misuse is suspected.
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### 6. CONTACT DETAILS

#### Fibre Up Pty Ltd

PO Box 3906, Mosman NSW 2088

 1300 001 294

 [info@fibreup.com.au](mailto:info@fibreup.com.au)

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**APPOINTMENT FORM****Date:** \_\_\_\_\_

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**Account Details****Account holder name:** \_\_\_\_\_  
(Must be the actual account holder)**Service type(s):** Internet (Wireless / FTTP)**Account email address / Login ID:** \_\_\_\_\_

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**Appointment Type (tick one)** Advocate Authorised Representative

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**Appointed Person Details****Full name:** \_\_\_\_\_**Email address:** \_\_\_\_\_**Mobile number:** \_\_\_\_\_**Physical address:** \_\_\_\_\_

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**Limitations on Authority (if appointing an Authorised Representative)**

If you wish to limit what your Authorised Representative can do, please specify below. If left blank, authority will be treated as unrestricted.

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**Customer Declaration**

I authorise Fibre Up Pty Ltd to deal with the person named above as my Advocate or Authorised Representative (as selected).

I acknowledge that:

- I am responsible for actions taken by my Authorised Representative within the authority granted;
- Fibre Up may rely on this appointment unless and until it is revoked in writing;
- Fibre Up is not liable for actions taken in good faith reliance on this appointment.

This appointment remains in effect until revoked by me in writing.

**Signature of account holder:** \_\_\_\_\_**Date:** \_\_\_\_\_



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**Witness Declaration**

**Signature of witness:** \_\_\_\_\_

**Name of witness:** \_\_\_\_\_

**Qualification:** \_\_\_\_\_

**Address:** \_\_\_\_\_

I confirm that the person signing above has produced evidence of their identity.

**Date:** \_\_\_\_\_

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