

AUTHORISED REPRESENTATIVES & ADVOCATES

The [Telecommunications Consumer Protections Code](#) requires that every Australian Telecommunications provider allow customers to appoint a representative to deal with the supplier (in this case, CRISP Wireless). This can be a family member or consumer advocate.

The Code allows for two different kinds of representatives – Advocates or Authorised Representatives.

What can an Advocate do?

An 'Advocate' you appoint can deal 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.

What can an Authorised Representative do?

An 'Authorised Representative' you appoint can deal with us on your behalf as your agent (including making a complaint) and:

- If you give them limited rights, they have only those rights, including any limitations you specify on access to your information; and
- If you do not give them limited rights, they have the power to act and access information as if they are you.

If we are not clear whether you intend to appoint an Advocate or an Authorised Representative, we will assume you only intended to appoint an Advocate.

We may also accept a person who holds an appropriate Power of Attorney or Guardianship Order as an Authorised Representative for a customer. In this case, we will need to sight and retain a copy of the relevant documentation to confirm this is in place.

How do I appoint an Authorised Representative and/or Advocate?

You can do this one of the following ways:

- Login to the portal and submit a ticket. This will generate an email to support@crispwireless.com.au, and this will then be responded to by one of our friendly customer service team. They will send you a form that will need to be completed before actioning this.
- Phone our office during business hours Monday-Friday on 08 6809 2100 to request a form to be emailed out to you.
- Please note, the form requires the signature of both you AND the Authorised representative that you choose to appoint. You will both need to have your signatures independently witnessed (by someone not related to either of you), for legal reasons, and to ensure that the changes made are legitimately being applied.
- For Limited Authority, you only require an Independent Witness. For Full Authority, it will need to be signed by someone from the list on the reverse side of the form.



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What do we do with the information?

- Ensure that we obtain your authorisation or the appropriate other authority, such as sighting or obtaining a copy of the Power of Attorney form, before accepting a person as an Authorised Representative.
- Advise you that a person who has been appointed as an Authorised Representative has the power to act on your behalf as if they were you.
- Keep a record of the circumstances when the Authorised Representative was appointed; and
- Take all reasonable steps to balance the risks of fraud, your privacy and your security in the appointment of Authorised Representatives.
- At all times, we strive to maintain absolute privacy for our customers and ensure that only the approved personnel can access your information and make changes to your service, plan, payment details or other private information.

Help for the Vision or Hearing Impaired or from a Non-English-Speaking Background

If you require this Policy in an alternative format, please contact us via phone or email. We will make reasonable efforts to provide the information in a format that meets your needs.

The [National Relay Service \(NRS\)](#) can help you if you are Deaf or find it hard to hear or speak to hearing people on the phone.

The [Translating and Interpreting Service \(TIS National\)](#) is an interpreting service provided by the Department of Home Affairs for people with limited English skills.

