



Appointment of an Advocate or Authorised Representative

If you wish you can appoint an Advocate or Authorised Representative to deal with us on your behalf.

Important Notes:

1. An 'Advocate' whom you appoint can deal with us on your behalf (including making a complaint) but:
 - (a) cannot change your account or services; and
 - (b) cannot act on your behalf or access your information unless you are present and agree.

2. An 'Authorised Representative' whom you appoint can deal with us on your behalf as your agent (including making a complaint) and:
 - (a) if you give them limited rights, has only those rights including any limitations you specify on access to your information; and
 - (b) otherwise, has power to act and access information as if they are you.

3. We may also accept a person who holds an appropriate Power of Attorney or Guardianship Order as Advocate or Authorised Representative for a Customer. Please forward a certified copy of the Power of Attorney or Guardianship Order to care@minttelecom.net.au. We may need to have the documents checked before we can accept the appointment.

4. To protect your privacy and security and to minimise the risk of fraud, our normal requirement is that appointments are recorded by contacting our customer service team. Once we have verified your identity and authorisation, you will be asked whether you are wishing to appoint an advocate or an authorised representative. We will need to know the name, date of birth, and phone number of the appointed contact.

If you have any questions about appointing an advocated or authorised representative, please call our Customer Service team on 1300 58 64 68, or by email at care@minttelecom.net.au