

How to appoint an Advocate or Authorized representative

1. Introduction

As per 2019 Telecommunications Consumer Protections Code, every Australian Telecommunications Provider (Supplier) is required to allow Customers to appoint a representative to deal with the Supplier (e.g., a family member or consumer advocate).

2. Two Kinds of Representative

The Code allows for two kinds of representative:

- Advocates (can talk to Breeze Connect for the Customer, but are not a legal agent for the Customer)
- Authorized Representatives (are a legal agent for the Customer)

2.1. What the Code Says About 'Advocates'

As per the TCP code, An Advocate is a person nominated by a Consumer to deal with a Supplier on the Consumer's behalf (but unlike an Authorized Representative, does not act as the Consumer's agent nor have authority to access any of the Consumer's account information from the Supplier).

A Supplier:

- must ensure that a Consumer can easily use an Advocate to communicate with the Supplier if the Consumer requires.
- may presume that an Advocate is not authorized to establish or make changes to a customer's account or Telecommunications Services unless the Advocate is also the Customer's Authorized Representative.
- must advise the Consumer that a person acting as their Advocate has no power to act on the Consumer's behalf and has no access to their information without the Consumer being present and agreeing to such action.
- must allow Consumers or former Customer to use an Advocate to make a Complaint.

2.2. What the Code Says About 'Authorized Representatives'

As per the TCP code, An Authorized Representative is a person who has authority from the Consumer to deal with the Supplier on behalf of that Consumer as their authorized agent.

A reference to a Consumer includes a reference to the Consumer's authorized Representative.

A Supplier must:

- ensure that a Consumer can appoint an Authorized Representative to act on their behalf if the Consumer requires.
- advise the Consumer that a person made an authorized Representative has the power to act on the Consumer's behalf as if they are the Consumer; or if the authorized Representative has more limited rights, the level of access that the authorized Representative has to the Customer's information.
- obtain appropriate authority before it accepts the appointment of a person as an authorized Representative for a Customer, but not make the process of appointment difficult to complete.
- ensure it obtains the Customer's authority or the appropriate other authority such as a copy of the relevant power of attorney, before accepting a person as the authorized Representative for a Customer.
- maintain a record of the circumstances and when the authorized Representative was appointed.

- provide Consumers with access to information about how to appoint an authorized Representative and access to any relevant forms required to evidence the appropriate authority.
- take reasonable steps to balance the risks of fraud, privacy, and security of Customers with facilitating the appointment of authorized Representatives.
- allow Consumers or former Customer to use an authorized Representative to make a Complaint.

2.3. Security, Privacy and Fraud

As noted above, the Code requires that you ‘take reasonable steps to balance the risks of fraud, privacy and security of Customers with facilitating the appointment of authorized Representatives.’

3. Limitations on Authority of authorized Representative

As noted above, the Code requires that you ‘must advise the Consumer that a person made an authorized Representative has the power to act on the Consumer’s behalf as if they are the Consumer or, if the authorized Representative has more limited rights, the level of access that the authorized Representative has to the Customer’s information.

4. Appointing an Advocate or authorized Representative

There are several ways that BreezeConnect allows their customers to authorized Representatives.

1. Email
2. Create a Ticket in Breeze Connect’s Support Ticketing System
3. Contact Customer Support for Information.
4. Download the [Appointment of Advocate or authorized Representative](#) form and email it to BreezeConnect

4.1. Email

1. Enter the following information into the body of the email message (this information is used to verify the identity of the Advocate or authorized Representative by our Customer Service Team):
 - a. Are appointing an Advocate or an authorized Representative?
 - b. The full name of the person being appointed.
 - c. The driver’s license number of the person being appointed.
 - d. The mobile phone number of the person being appointed.
2. When you complete providing all the information listed above, enter the email address help@breezeconnect.com.au, with the subject “ACCOUNT ID: Appoint Advocate/Authorised rep” and click the Send button.

A member of Breeze Connect’s Customer Service Team will contact you to verify the information you provided.

4.2. Create a Ticket in Breeze Connect’s Support Ticketing System

Send an email from the Account Holder’s/Customer’s authorized Email Address to support@breezeconnect.com.au requesting that a person be appointed as either an Advocate or authorized Representative.

In the body of the email, please provide the following information:

- Are you appointing an Advocate or an authorized Representative?
- The full name of the person being appointed.
- The driver's license number of the person being appointed.
- The mobile phone number of the person being appointed.

This information is used to verify the identification of the Advocate or authorized Representative by our Customer Service Team.

A member of Breeze Connect's Customer Service Team will contact you to verify the information you provided.

4.3. Contact Customer Support for Information

Call Breeze Connects Customer Support Team on 1300 127 339. This is the option we recommend for anyone suffering from a serious health issue who is unable to sign a form.

4.4. Download the Appointment of Advocate or authorized Representative Form and Email, Fax or Mail it to BreezeConnect

1. Download a copy of the [Appointment of Advocate or authorized Representative](#) form from Breeze Connect's web site.
2. Send the completed form to BreezeConnect via Email, send to support@breezeconnect.com.au