

Appoint a Representative or Advocate

If you wish to appoint an Advocate or Authorised Representative to deal with us on your behalf other than an individual nominated in your initial application, please:

- Carefully read the important notes below;
- Carefully complete all areas of the form included in this document;
- take it, with some proof of your identity, to a witness as indicated next;
- sign it in the presence of a lawyer or doctor or pharmacist or Centrelink officer or member of police as witness; and
- send it to our support department
- submit via email to our complaints team: complaints@cwnet.com.au

To protect your privacy and security and, to minimise the risk of fraud, our requirement is that this Appointment be submitted witnessed by an authorised official.

Important notes:

What is an Advocate?

An 'Advocate' is an individual you appoint can deal with us on your behalf (including making a complaint).

An 'Advocate' **cannot**;

- a) change your account or services; or
- b) act on your behalf or access your information unless you are present and agree.

What is an Authorised Representative?

An 'Authorised Representative' is an individual 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, OR;
- b) if you do not give them limited rights: has power to act and access information as if they are you.

To appoint an Authorised Representative we will need you to verify your identity with an authorised agent. This is to protect you and your account from fraud and misuse, if there is some problem obtaining this verification please appoint an advocate and we will work through it together.

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

Power of Attorney or similar orders

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 together with this form (signed by the Attorney or Guardian for the customer). We may need to have the documents checked before we can accept the appointment.

Once you have completed the relevant section of the forms below, please forward your signed copy to **accounts@cwnet.com.au**

If you have any questions in relation to this form, our management or handling of your personal information or if you would like a copy of our Privacy Policy or of the credit eligibility information that we hold about you, you may contact us by any of the means below:

- phone or SMS on : 0429 659 220
- email at: accounts@cwnet.com.au; or
- via the contact us form on our website: cwnet.com.au/contact/

Calling CWNet with a Hearing or Speech Impairment

If you have a hearing or speech impairment, you can call us via the National Relay Service:

TTY users: Call 13 36 77, dial 0, then ask for 0429 659 220

Speak and Listen users: Call 1300 555 727 then ask for 0429 659 220

Internet relay users: Visit the [NRS website \(https://nrschat.nrscall.gov.au/nrs/internetrelay\)](https://nrschat.nrscall.gov.au/nrs/internetrelay) and enter 0429 659 220

Translation into Different Languages

If you require this policy translated, you can contact the Translating and Interpreting Service (TIS National) via their website here - <https://www.tisnational.gov.au/> or call them on 13 14 50

Appoint an Advocate:

I authorise you to deal with the following person as my Advocate.

I acknowledge that this Authority only extends so far as that the named can communicate my wishes to CWNet, they cannot make changes to my account or access my information without me present.

CWNet and its employees may assume that they are dealing with the relevant person if they identify themselves as such . This appointment continues until I revoke it by contacting CWNet.

Name of account holder:

(Note: You must be the account holder to appoint an Advocate):

Account username:

@cwnet

Authority has access to my:

Internet account	VoIP account
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ADVOCATE

I wish to appoint an Advocate to communicate with CWNet on my behalf:

Date authority beings:

Advocates Full Name:

Advocates Date of Birth

Advocates Email address:

Advocates Contact number:

Advocates Address:

Limitation/s on authority of Authorised Representative if applicable:

I confirm that the person named above has my authority to discuss my account as an ADVOCATE only. I have shared the

Account holder signature:

Appoint an Authorised Representative:

I authorise you to deal with the following person as my Authorised Representative.

I acknowledge responsibility for anything my Authorised Representative does on my behalf within their authority as described in this Appointment. I release CWNet from any claim I might otherwise have against them, based on actions carried out in reliance on this Appointment.

CWNet and its employees may assume that they are dealing with the relevant person if they identify themselves as such . This appointment continues until I revoke it by contacting CWNet.

Name of account holder:

(Note: You must be the account holder to appoint an Advocate):

Account username:

@cwnet

Authority has access to my:

Internet account	VoIP account
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AUTHORISED REPRESENTATIVE

I wish to appoint an Authorised Representative to deal directly with CWNet on my behalf:

Date authority beings:

Representatives Full Name:

Representatives Date of Birth

Representatives Email address:

Representatives Contact number:

Representatives Address:

Limitation/s on authority of Authorised Representative if applicable:

I confirm that the person named above has my authority to act and access information as if they are me, subject to the restrictions noted above.

Account holder signature:

Signature of witness:

Name of witness:

Qualification and address of witness:

JP / Lawyer / Doctor / Pharmacist / Centrelink officer / Police