



Appointment of an Advocate or Authorised Representative

Novel Telecom Pty Ltd

Dear Customer,

Australian Privacy Rules and telecommunications standards, codes and guidelines require us to only discuss your account with you, or someone you appoint as an Advocate or Authorised Representative.

Note that we will not discuss your account with anyone that you have not previously authorised.

If you wish to appoint an Advocate or Authorised Representative to deal with us on your behalf, we can organize this for you. You will need to provide us with the authority to do this in a recordable manner, this can be by phone call or email.

What is an Advocate?

An 'Advocate' you appoint can deal with us on your behalf (including making a complaint) but:

1. a) Cannot change your account or services; and
2. b) Cannot act on your behalf or access your information unless you are present and agree.

What is an Authorised Representative?

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

1. a) if you give them limited rights: has only those rights including any limitations you specify on access to your information; and
2. b) If you do not give them limited rights: has power to act and access information as if they are you.

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

In your absence, we may also accept a person who holds an appropriate Power of Attorney or Guardianship Order as Advocate or Authorised Representative for you. This person will need to provide a copy of the Power of Attorney or Guardianship Order to us before we will accept them as your Advocate or Authorised Representative.

If you have any questions, please contact us directly on 1300 317 517

You can use below form or your own letter to appoint Authorised representative.

If you required to appoint an advocate that can be arrange through sending an email or through a phone call.



Appointment of Authorised Representative

Your details:

Account number: (THIS CAN FIND IN TOP RIGHT CORNER OF A INVOICE)

Account holder's full name (note: you must be the account holder to appoint an Authorised Representative):

"I wish to appoint the following person as my Authorised Representative":

Your Authorised Representative's details

Authorised Representative's full name:

Authorised Representative's telephone number:

Authorised Representative's email address (if applicable):

Authorised Representative's physical address:

Limitations of the Authorised Representative's rights (Specify anything that your Authorised Representative should NOT be allowed to do on your behalf. If left blank, the Authorised Representative has the power to act as if they were you.):



Appointment declaration:

“I, _____, authorise Novel Telecom Pty Ltd to deal with the above person as my Authorised Representative. I acknowledge that I am responsible for all acts of my Authorised Representative within the authority as described in this Appointment. Novel Telecom Pty Ltd may assume that it is dealing with the Authorised Representative if they identify themselves as such when contacted at any of the contact numbers/addresses above. This appointment continues until I revoke it in writing.”

Signature:

Place and date:

Account holder’s signature:

Witness’s declaration and signature:

“I confirm that the person signing above (account holder) has produced evidence of their identity.”

Place and date:

Witness’s signature:

Witness’s full name:

Witness’s capacity (JP, police officer etc.) and address:
