

1. Introduction

According to [2012 Telecommunications Consumer Protections Code](#) requires that every Australian Telecommunications Provider (Supplier) allows 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:

- The advocates (persons supporting) can talk to the suppliers but are not a legal authority.
- Authorised Representatives, who are a legal agent for the Customer.

2.1. What the Code Says About 'Advocates'

A nominated person by a Consumer to deal with a supplier on the behalf of the Consumer is an Advocate (but unlike an Authorised 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.
- Unless the Advocate is also the Customer's Authorised Representative, the Supplier may presume that an Advocate is not authorised to start or make changes to a Customer's account or Telecommunications Services.
- The Supplier requisite to 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.
- The Supplier must allow Consumers or former Customer to use an Advocate to file a Complaint.

2.2. What the Code Says About 'Authorised Representatives'

The person who has authority from a Consumer to deal with a Supplier on behalf of that Consumer as their authorised agent is known as Authorised Representatives.

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

- A Supplier must:
- Ensure that a Consumer can appoint an Authorised Representative to act on their behalf, if the Consumer requires.
- Instruct the Consumer that a person made an Authorised Representative has the power to act on the Consumer's behalf equally as they are the Consumer; or if the Authorised Representative has more limited rights, the level of access that the Authorised Representative has to the Customer's information.
- Acquire appropriate authority before it accepts the appointment of a person as an Authorised 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 Authorised Representative for a Customer.
- Retain a record of the conditions and when the Authorised Representative was agreed.
- Provide Consumers with access to information about how to appoint an Authorised 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 Authorised Representatives.
- Allow Consumers or former Customer to use an Authorised Representative to file a Complaint.

2.3. Security, Privacy and Fraud

The Code requires that you 'take reasonable steps to balance the risks of fraud, privacy and security of Customers with facilitating the appointment of Authorised Representatives.'

3. Limitations on Authority of Authorised Representative

The Code requires that you 'must advise the Consumer that a person made an Authorised Representative has the power to act on the Consumer's behalf as if they are the Consumer or, if the Authorised Representative has more limited rights, the level of access that the Authorised Representative has to the Customer's information.'

4. Appointing an Advocate or Authorised Representative

There are several ways that Nextel allows their customers to Authorised Representatives.

- By Email
- By Creating a Ticket in Nextel's Support Ticketing System
- By Contacting Customer Support for Information.
- By Downloading the Appointment of Advocate or Authorised Representative form and email, fax or mail it to Nextel

4.1. Email

- Go to Nextel's web site: www.Nextel.com.au
- Click the Contact Us link, available in the top-right corner of all pages.
- On the Contact Us page, click the Please Use Our Contact Form link (located underneath Nextel's Phone and Fax details).
- Enter the following information into the body of the email message (this information is used to verify the identity of the Advocate or Authorised Representative by our Customer Service Team):
 - a) Are appointing an Advocate or an Authorised Representative?
 - b) The full name of the person being appointed.
 - c) The mobile phone number of the person being appointed.
- When you complete providing all of the information listed above, click the Send button.

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

4.2. Create a Ticket in Nextel's Support Ticketing System

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

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

- Are appointing an Advocate or an Authorised Representative?
- The full name 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 Authorised Representative by our Customer Service Team.

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

4.3. Contact Customer Support for Information

Phone Nextel's Customer Support Team on 139 139. This is the option we recommend for anyone suffering from a serious health issue who is no able to sign a form.

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

- Download a copy of the Appointment of Advocate or Authorised Representative form from Nextel's web site.
- Send the completed form to Nextel in one of the following ways:
 - Email, send to support@nextel.com.au
 - Fax, send to **139 139**
 - Mail, send to Customer Support by Unit 207/27 Mars Road, Lane Cove NSW 2066.