

# APPOINTMENT/EXTENSION & REVOCATION OF AUTHORISED REPRESENTATIVE OR ADVOCATE FORMS

Last Updated: 3 October 2022  
Version number: 1.0

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The enclosed forms have been prepared having regard to the requirements set out in the *Telecommunications Consumer Protections Code (C628:2019)* and the Communications Alliance Ltd's *Industry Guidance Note IGN017 - Authorised Representatives and Advocates*. In this form, "**we**", "**our**", and "**us**" are all references Perth Systems Pty Ltd ABN 34 159 663 975 of Suite 123, 7/15 Port Kembla Drive, Bibra Lake Western Australia 6163.

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An **Authorised Representative** is a person who has authority from you to deal with us on your behalf, including to discuss or make changes to your account without you being present. An **Advocate** is a person nominated by you to deal with us on your behalf, but who cannot make changes on your behalf to your account without you being present and agreeing to such changes. Please see our Authorised Representative and Advocate Policy on our website which governs the appointment, granting of rights and revocation of Authorised Representatives and Advocates.

Please read this document carefully and complete the applicable forms.

- If you wish to appoint or extend your appointment of an Authorised Representative or Advocate to deal with your account on your behalf, please complete the Appointment (or Extension of the Appointment) of an Authorised Representative or Advocate Form on pages 2 and 3 of this document. Please sign the form in the presence of a witness.
- If you wish to revoke your appointment of an Authorised Representative or Advocate, please complete the Revocation of Authorised Representative or Advocate Form on page 4 of this document.

After completing one of the enclosed forms, please send it to our Customer Support Team via post to Suite 123, 7/15 Port Kembla Drive, Bibra Lake Western Australia 6163 or email to [sales@perthsystems.com.au](mailto:sales@perthsystems.com.au).

Alternatively, you can appoint an Advocate, revoke or extend appointments of Authorised Representative or Advocates and/or enable or revoke your Authorised Representative's or Advocate's Access Rights by calling our Customer Support team at (08) 6365 2074 (Monday to Friday excluding public holidays in Western Australia during 8:30 AM to 5:00 PM (Australian Western Standard Time)). In addition, if you have a Power of Attorney or a Guardianship Order has been made appointing you as a Guardian in respect of a customer, or if you would like to transfer or cancel a service on a deceased customer's behalf, you may appoint yourself as an Authorised Representative or Advocate by calling our Customer Support Team.

Please note:

- If you give your Authorised Representative limited rights in the enclosed Appointment of an Authorised Representative Form, they will only have those rights to manage your telecommunications services, including any limitations you specify below. If you do not give limited rights, the appointed Authorised Representative will have the power to act and access your account information as if they are you, including the power to change any telecommunications services on your account and to modify your account details.
- If you are appointing an Advocate, the Advocate can make complaints and deal with us on your behalf but cannot make changes on your account or services, act on your behalf or otherwise access your information without your permission and presence.
- Before any appointment, revocation or extension of an appointment can be made, we may require you and/or your appointee to verify your or their identity, or both.

# APPOINTMENT (OR EXTENSION OF THE APPOINTMENT) OF AN AUTHORISED REPRESENTATIVE OR ADVOCATE FORM

*[please fill in all details set out in the fields below and attach all relevant documents]*

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## DETAILS OF CUSTOMER

Customer Account ID: \_\_\_\_\_

Full name of account holder: \_\_\_\_\_

## DETAILS OF APPOINTMENT

Appointment type *[please tick one]*:  Advocate  Authorised Representative

Commencement of Appointment: **From:** \_\_\_\_/\_\_\_\_/\_\_\_\_ **To:** \_\_\_\_/\_\_\_\_/\_\_\_\_  
*[if there is a limitation on the duration of the authority, please fill in the "To:" field]*

Limitations on authority of Authorised Representative / Advocate (if applicable):  
\_\_\_\_\_  
\_\_\_\_\_

Please list any additional access rights that you wish to provide to your appointed Authorised Representative *(for more information on the access rights of an Authorised Representative or Advocate please see our Authorised Representative and Advocate Policy at [www.perthsystems.com.au/legal](http://www.perthsystems.com.au/legal))*:  
\_\_\_\_\_  
\_\_\_\_\_

## PRIMARY CONTACT AND EXCLUSIVE POINT OF CONTACT

Exclusive Point of Contact *[please tick one if you wish to designate a single person to be the only recipient of certain communications]*:  Account Holder  
 Authorised Representative  
 Advocate

Exclusive Point of Contact will receive *[please tick any applicable options]*:  Bills  
 Automatic Usage Notifications  
 Credit Management  
 Sales  
 Account Alerts  
 Account Suspension or Termination Notices

Primary Contact *[please tick one if you wish to appoint a single person who will be contacted first with respect to certain matters]*:  Account Holder  
 Authorised Representative  
 Advocate

Primary Contact for: *[please tick any applicable options]*:  Bills  
 Credit Management  
 Sales  
 Account Suspension or Termination Notices  
 Automatic Usage Notifications

Account Alerts

**DETAILS OF AUTHORISED REPRESENTATIVE OR ADVOCATE**

Full name of Appointed Person: \_\_\_\_\_

Passport or Driver's License Number [*please specify which*]: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Day Contact Number: \_\_\_\_\_

Mobile Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Postal Address: \_\_\_\_\_

**APPOINTMENT AND AUTHORITY**

*[please circle the following bolded words as applicable]*

I am the account holder and I authorise Perth Systems Pty Ltd to deal with the above person as my **Authorised Representative / Advocate** (as selected in this form). I acknowledge responsibility for anything they do on my behalf within their authority as described in this form. I hereby irrevocably release Perth Systems Pty Ltd from any claim I might otherwise have against it, based on anything it does in reliance on this form.

Perth Systems Pty Ltd may assume that it is dealing with my appointee if they identify themselves as such when Perth Systems Pty Ltd contacts them using any contact details for them set out in this form. The appointment continues until the end of any duration set out above or until I revoke it in person or in writing (at any time). I understand that my appointment of any appointee is effective only upon my receipt of a written confirmation of the appointment from Perth Systems Pty Ltd. I also acknowledge that all information provided in this form will be used and stored in accordance with the *Privacy Act 1988* (Cth) and Perth Systems Pty Ltd's Privacy Policy available at [www.perthsystems.com.au/legal](http://www.perthsystems.com.au/legal).

I hereby confirm that the information provided in this form by me is true and accurate to the extent of my knowledge.

Date of Signature: \_\_\_\_\_

Full name of Account Holder: \_\_\_\_\_

Signature of Account Holder: \_\_\_\_\_

**As a witness, I confirm that the person signing above has produced evidence of his/her identity to me.**

Signature of Witness: \_\_\_\_\_

Full name of Witness: \_\_\_\_\_

Address of Witness: \_\_\_\_\_

# REVOCATION OF AUTHORISED REPRESENTATIVE OR ADVOCATE FORM

*[please fill in all details set out in the fields below]*

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## DETAILS OF CUSTOMER

Customer Account ID:

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Revoking Appointment of *[please tick one]*:

Advocate

Authorised Representative

Full Name of Appointed Authorised Representative or Advocate:

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Date of Revocation:

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I wish to revoke my appointment of the above person. I understand that once I revoke my appointment of the above person, they will have no access rights to my account and will be unable to act on my behalf in relation to my account. I also acknowledge that the information provided in this form will be used and stored in accordance with the *Privacy Act 1988* (Cth) and Perth Systems Pty Ltd's Privacy Policy available at [www.perthsystems.com.au/legal](http://www.perthsystems.com.au/legal). I hereby confirm that the information provided in this form by me is true and accurate to the extent of my knowledge.

Full Name of Account Holder:

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Signature of Account Holder:

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Date of Signature

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To verify my identity, I attach a copy of the following document to this form:

Passport

Driver's License