

Dear Customer,

If you wish to appoint an Advocate or Authorised Representative to deal with us on your behalf, please:

- Carefully read the important notes below;
  - Carefully complete the form on the next page;
  - Take it, with some proof of your identity, to a witness as indicated text;
  - Sign it in the presence of a lawyer or doctor or pharmacist or Centrelink officer or member of police witness; and
- Post it to us at the address above

### Important Notes:

1. An 'Advocate' whom you appoint can deal with us on behalf (including making a complaint) but:
  - (a) Cannot change your account or services; and
  - (b) Cannot act on your behalf or access your information unless you are present and agree.
2. An 'Authorized Representative' whom 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 limitation you specify on access to your information; and
  - (b) otherwise: had power to act and access information as if they were you
3. If we are not clear whether you intend to appoint an Advocate or an Authorized representative, we shall assume you only intend to appoint an Advocate.
4. We may also accept a person who holds an appropriate Power of Attorney or Guardianship order as Advocate or Authorized 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 Guardianship for the customer). We may need to have the documents checked before we accept the appointment.
5. To protect your privacy and security and to minimize the risk of fraud, our normal requirement is that this Appointment be submitted by post as a signed original, witnessed by a lawyer or a doctor or pharmacist or Centrelink officer or member of police. If this is too difficult or inconvenient for you, please call our customer service team and we will talk to you about an alternative way to accept the Appointment while protecting your interests.

Date : \_\_\_\_\_

To : wire networks

My Account Type/s(tick) : Landline  Mobile  Internet

My Account ID : \_\_\_\_\_

Account holder name : \_\_\_\_\_

I wish to appoint (tick) : an **Advocate**  or an **Authorized Representative**

The person I appoint is : \_\_\_\_\_

Their email address is : \_\_\_\_\_

Their landline number is : \_\_\_\_\_

Their mobile number is : \_\_\_\_\_

Their physical address is : \_\_\_\_\_

Limitation/s on authority Of Authorized Representative: \_\_\_\_\_

My Appointment and Authority : I authorize you to deal with the above person as my Advocate or Authorized Representative(as applicable). I acknowledge responsibility for anything my Advocate or Authorized Representative does on my behalf within their authority as described in the Appointment. I release you from any claim I might otherwise have against you, based on anything you do in reasonable reliance on this Appointment. You may assume that you are dealing with the relevant person if they identify themselves as such when you contact any of the contact numbers/addresses above. The appointment continues until I revoke in writing.

My Signature : \_\_\_\_\_

Signature of witness : \_\_\_\_\_

Name of witness : \_\_\_\_\_

Qualification and address : \_\_\_\_\_

Of witness : \_\_\_\_\_

Confirmation by witness : I confirm that the person signing above has produced evidence of their identity