

Appointment of an Authorised Representative or Advocate



Please Select ONE Option

- AUTHORISED REPRESENTATIVE** (can make binding decisions on your behalf)
- ADVOCATE** (can discuss and gather information, but cannot make final decisions without your direct consent)

Important Differences Between These Roles

AUTHORISED REPRESENTATIVE:

When you appoint an Authorised Representative, you are giving that person legal authority to act on your behalf as your agent. This means the Authorised Representative has the power to make binding decisions as if they were you, including:

- Making complaints
- Accessing account information
- Changing account details
- Authorising service changes
- Terminating contracts

Once appointed, we can rely on your Authorised Representative's instructions without needing to contact you for each decision. You can specify limitations on their authority in Section 4 below.

ADVOCATE:

When you appoint an Advocate, you are authorising that person to communicate with us on your behalf and support you, but they **CANNOT** make final binding decisions without your direct consent at the time.

An Advocate CAN:

- Discuss your account and services with us
- Gather information on your behalf
- Negotiate on your behalf
- Receive information about your account

An Advocate CANNOT (without your direct consent at the time):

- Authorise service changes
- Cancel or terminate services
- Make binding commitments on your behalf
- Change account details that affect the service

We will need to verify your consent directly for any binding decisions requested by your Advocate.

5. Revoking This Appointment

You can revoke this appointment at any time by:

- Calling us on **1300 004 442** and confirming your identity
- Sending written notice to **Gigacomm, 2/2 Meaden Street, Southbank, VIC 3006**
- Emailing from your registered email address to **customercare@gigacomm.net.au**

We will cease relying on your Authorised Representative/Advocate once we process your revocation notice.

6. Privacy Notice

By appointing an Authorised Representative or Advocate, you consent to Gigacomm disclosing your account information and personal information to that person in accordance with this appointment and the Privacy Act 1988.

1. Your Details (Account Holder)

Note: Only the account holder can appoint an Authorised Representative or Advocate.

Account Number: (Found on the top right corner of your bill or in your customer portal)	
Account Holder's Full Name:	

2. Authorised Representative or Advocate Details

Full Name:	
Telephone Number:	
Email Address:	
Physical Address:	

3. Limitations of Authority (Authorised Representatives Only)

AUTHORISED REPRESENTATIVE: Specify anything your Authorised Representative should NOT be allowed to do on your behalf. If left blank, they have full authority to act as if they were you, subject to TCP Code requirements.

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ADVOCATE: This section does not apply. Advocates cannot make binding decisions regardless of what is specified above. They can only discuss, negotiate, and gather information. Your direct consent is required for any binding decisions.

4. Declaration (Select the Appropriate Declaration)

FOR AUTHORISED REPRESENTATIVE APPOINTMENT:

I authorise Gigacomm Pty Ltd to accept instructions from and deal with the above person as my Authorised Representative with legal authority to act on my behalf. I acknowledge that:

- I am responsible for all acts of my Authorised Representative within the authority granted
- Gigacomm may rely on my Authorised Representative's instructions as binding
- This appointment continues until I revoke it in writing
- Gigacomm may verify this authority but can then act on my Authorised Representative's instructions without contacting me for each decision

Place and Date:	
Account Holder's Signature:	

Witness's Declaration:

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 (e.g., JP, Police Officer) and Address:	

Witness Requirements and Declaration

If you are appointing an Authorised Representative, you must submit this form as a witnessed original, and the witness must be one of the following:

- *A Justice of the Peace*
- *An Accountant who is a member of the Australian Institute of Chartered Accountants, CPA Australia or the National Institute of Accountants with 2 or more years of continuous membership*
- *A Solicitor or Barrister*
- *A Police Officer*
- *An agent in charge of, or a permanent employee (with 2 or more years of continuous service) of an Australia Post outlet*
- *An officer with, or authorised representative of, a holder of an Australian Financial Services Licence, having 2 or more continuous years of service with one or more licensees*
- *A Dentist*
- *A Pharmacist*
- *A Medical Practitioner*
- *A Chiropractor or a Physiotherapist*

FOR ADVOCATE APPOINTMENT:

I authorise the above person to act as my Advocate to discuss my account and services with Gigacomm Pty Ltd. I acknowledge that:

- My Advocate can communicate with Gigacomm on my behalf and receive information
- My Advocate CANNOT make binding decisions without my direct consent at the time
- Gigacomm will need to verify my consent directly for any service changes, cancellations, or binding commitments
- This appointment continues until I revoke it in writing

Place and Date:	
Account Holder's Signature:	

Notes

As an alternative to this form, you may also appoint an Advocate either by providing written confirmation (letter or email from your registered email address) or verified verbal authorisation while you are on the phone with us. You can use a different advocate each time using verified verbal authorisation.

Please contact us on 1300 004 442 if this proves too difficult or inconvenient for you, and we will work with you to find an alternative verification method.