

Appointment of Advocate or Authorised 3rd Party

Instructions for completion

If you wish to appoint an advocate or authorised 3rd Party, please follow the below steps

- Carefully read the below Important Notes
- Take your time to ensure the form is 100% correct
- Email or Post the form to us at either billing@home.superloop.com or the address located in the top right of this form.

Important Notes

1. An 'Advocate' whom you appoint can deal with us on your 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 'Authorised 3rd Party' whom you appoint can deal with us on your behalf as your agent (including making a complaint) and can act and access information as if they were you.
3. An Advocate can only establish or make changes to an account if they are also appointed as an Authorised 3rd Party.
4. If we are not clear whether you intend to appoint an Advocate or an Authorised 3rd Party, we shall assume you only intend to appoint an Advocate.
5. We may also accept a person who holds an appropriate Power of Attorney or Guardianship Order as Advocate or Authorised 3rd Party 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 Guardian for the customer). We may need to have the documents checked before we can accept the appointment.
6. To protect your privacy and security and to minimise the risk of fraud, our normal requirement is that this Appointment be submitted by post as a signed original, witnessed by a lawyer or 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 on 1800 578 737 and we will talk with you about an alternative way to accept the Appointment while protecting your interests.
7. Superloop will rely on this form. "Superloop" means Superloop (Operations) Pty Ltd (ABN 21 622 829 510), Superloop Broadband Pty Ltd (ABN 31 125 849 621), Superbb Pty Ltd (ABN 32 158 560 671), or any entity related to Superloop Limited (ABN 96 169 263 094) pursuant to section 50 of the Corporations Act.

Date:

Customer Full Name:

Customer Date of Birth:

Address of Service:

Customer Username:

(if known)

Appointing as:

(please mark with an X)

Advocate

☐

Authorised 3rd Party

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Appointee Name:

Appointee Email Address:

Appointee Mobile Number:

Appointee Date of Birth:

Appointee Drivers Licence:

I authorise you to deal with the above person as my Advocate or Authorised 3rd Party (as applicable). I acknowledge responsibility for anything my Advocate or Authorised 3rd Party does on my behalf within their authority as described in 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 it in writing.

Signature of Customer:

Signature of Witness:

Name of Witness:

Qualification:

Lawyer / Doctor / Pharmacist / Centrelink Officer / Police officer

Address of Witness:

Confirmation of by Witness:

I confirm that the person signing above has produced evidence of their identity.