

# Appointment of authorised representatives and advocates

Last updated: January 2025

There may be times when you need to grant access to another person to manage your telco services on your behalf. This can be due to a wide range of reasons such as:

- Physical or mental illness
- Disability
- Cognitive impairment
- Extended travel

You can give another person access to your account in order to make changes, or to discuss issues with us. See below to understand the different authority types and how to grant another person access to your account.

## The different levels of authority

### Account Holder

The person whose name the account is in. The account holder has full permissions to access, discuss and manage the account, and will receive the account invoices. The Account Holder will continue to receive all transactional emails, even if they have appointed a Full Authority and/or Third-Party Authorised Representative.

### Full Authority Representative

A person appointed as a Full Authority Representative will also have the ability to access, discuss and manage your account. This includes:

- Purchase new services;
- Cancel existing services;
- Access all account information, including billing history;
- Communicate with us on behalf of the account holder;
- View and modify account details, including contact and address information;
- Transfer ownership of your services;
- Replace a SIM for a service on your account;
- Add and remove other authorised representatives or advocates;
- Pay bills;
- Raise faults and complaints.

All transactional account notifications and invoices for the account will go to the Third-Party Authorised Representative, and to the account holder too. You can appoint a maximum of 5 Full Authority Representatives or Third-Party Authorised Representatives.

**IMPORTANT:** The account holder remains responsible for any costs or debts incurred by the authorised representative on your account (e.g. changes to a higher cost plan, new services, modem purchases etc).

### Third-Party Authorised Representative

A person appointed as a Third-Party Representative will also have the ability to access, discuss and manage your account. This includes:

- Purchase new services;
- Cancel existing services;
- Access all account information, including billing history;
- Communicate with us on behalf of the account holder;
- View and modify account details, including contact and address information;
- Transfer ownership of your services;
- Replace a SIM for a service on your account;
- Add and remove other authorised representatives or advocates;
- Raise faults and complaints.

All transactional account notifications for the account will go to the Third-Party Authorised Representative, and to the account holder too. You can appoint a maximum of 5 Full Authority Representatives or Third-Party Authorised Representatives.

**IMPORTANT:** The account holder remains responsible for any costs or debts incurred by the authorised representative on your account (e.g. changes to a higher cost plan, new services, modem purchases etc).

### Advocate

An appointed advocate will only have the ability to communicate with us about your account on your behalf whilst you are present, such as by discussing technical or complaint issues. However, an advocate does not have authority to make changes to the account. This means that we are unable to take instructions from an advocate (even if they are just communicating the account holder's instructions). You can appoint a maximum of 3 Advocates.

An advocate can:

- Communicate with us on behalf of the account holder;
- Discuss issues or concerns on behalf of the account holder;
- Raise faults and complaints.

An advocate cannot:

- Make changes to the account or any services;
- Access your account information (unless the account holder is also present and agrees);
- Transfer ownership of your services;
- Replace a SIM for a service on your account;
- Add or remove other authorised representatives or advocates.

If English is not your first language, or you're d/Deaf or find it hard to speak to hearing people on the phone, you do not need to appoint an advocate to speak with us (although you can if you want). To contact us without an advocate:

- if you are d/Deaf or find it hard to speak to hearing people on the phone you can make a call to us through the [National Relay Service](#) (free service);
- if English isn't your first language, you can access personal translating and interpreting services through [TIS National](#) (fees apply).

### How do I appoint an authorised representative or advocate?

If you are the account holder, you can add an authorised representative or advocate by:

- Logging into the Portal and adding your authorised representative details under 'Account'.
- Calling us and providing the details of your authorised representative or advocate;
- Filling out the below form. We will need to contact you to conduct identity verification to confirm that you initiated this request.

Typically, only the account holder can appoint an authorised representative or advocate. Occasionally, we may allow someone who is not the account holder to appoint an authorised representative. This may be relevant for:

- An executor of estate for the account holder;
- Guardianship Order;
- Power of Attorney etc.

If you are not the account holder, you can add an authorised representative by:

- Filling out the below form;
- Submitting appropriate evidence that confirm your position. This might be power of attorney, guardianship order, administration order etc. Any document that you supply must be certified.

Please note: you can only have a maximum of 5 authorised representatives (either Full Authority Representative and Third-Party Authority Representatives) and 3 advocates on your account at any time.

## How do I remove an appointed authorised representative or advocate?

You can revoke an appointment of an advocate or authorised representative at any time. To remove an authorised representative:

- If you are the account holder and you added an authorised representative through the Portal, you can log into the Portal and remove the authorised representative by clicking the 'Account' section.
- If you are an appointed authorised representative, you can remove yourself or another authorised representative by calling us on 13 66 73. We will need to verify that you are the account holder.

## Bereavement care

We understand that losing a loved one is an incredibly difficult and stressful time, so we want to make it as easy as possible to help you manage their services. You can choose to transfer the services to another account or cancel the services.

### How do I transfer or cancel the services?

To transfer or cancel the services, you must be:

- An Executor, Trustee or Administrator of the Estate;
- Next of kin;
- A lawyer administering the will;
- An authorised representative on the account; or
- The account holder.

Fill out the attached form called 'Bereavement support form' and we will action your request. You will need to supply certified evidence of your authority to manage the services (e.g. letters of administration).

If you are transferring a mobile service, you will need to provide ID verification.

## Contact us

If you have any questions about appointing an authorised representative or advocate or need assistance, please contact our Customer Support team on 13 66 73.

## Residential Customers:

### Appoint an authorised representative or advocate

Please complete the below form and email it to [membersupport@supportteam.com.au](mailto:membersupport@supportteam.com.au)

Alternatively, you can post to: Tangerine Telecom, Level 8, 574 St Kilda Road, Melbourne VIC 3004.

#### Account Details

Account name:

Please provide your account number:

Are you the existing account holder?

☐ Yes

☐ No

**IMPORTANT:** we need to verify your identity before we can add an authorised representative or advocate to the account:

- If you are the existing account holder, we will call you and conduct an identification verification.
- If you are not the existing account holder, you will need to provide evidence to prove that you are authorised to be added as an authorised representative or advocate. This may be power of attorney, guardianship order etc. Any document that you supply must be certified.

#### Authorised contact

Please fill out the contact details for the person you want to be authorised to act on your behalf. This person must be over the age of 18.

First name and Last Name:

Date of birth:

Contact Phone Number:

Email Address:

#### What will the above person be authorised to do:

- ☐ Authorised Representative (this means the person will be able to make decisions relating to the account and request plan changes)
- ☐ Advocate (this means the person may discuss billing, tech support inquiries but cannot make changes to the account or request plan changes)

#### Authorisation

By signing and returning this form, I acknowledge and agree that:

1. I am authorising the above contact to act on my behalf as either an authorised representative and/or advocate (as indicated on this form).
2. It is your responsibility to notify Tangerine if the authorised person or advocate needs to be removed.
3. If you appoint an authorised representative, you will be responsible for all fees and other amounts incurred for the services and associated hardware purchased by the authorised representative (where applicable).

First name and Last Name:

Signature of Existing Account Holder

Date Signed:

## Bereavement support form

If you require bereavement support, please complete the below form and email it to [membersupport@supportteam.com.au](mailto:membersupport@supportteam.com.au)

Alternatively, you can post to: Tangerine Telecom, Level 8, 574 St Kilda Road, Melbourne VIC 3004.

### Account Details

Account holder's name:

(optional for First Nations people)

Please provide their account number:

Was the person who died the owner or user of the account?

- ☐ Owner  
☐ Service user

### Your authority to make changes

First name and Last Name:

Contact Phone Number:

Email Address:

I am:

- ☐ the executor or administrator of the estate  
☐ the trustee or lawyer administering the estate  
☐ the next of kin  
☐ an authorised representative on the account.

### Services:

**IMPORTANT:** If transferring services to another account, we will contact you to guide you through the process. We will need details of the person(s) who will receive the transferred services. Transfer of services may be subject to credit check requirements. If transfer of a plan is not possible, we will let you know and discuss your options.

Service(s) - please list all services	Transfer or cancel?
	<input type="checkbox"/> Transfer <input type="checkbox"/> Cancel
	<input type="checkbox"/> Transfer <input type="checkbox"/> Cancel
	<input type="checkbox"/> Transfer <input type="checkbox"/> Cancel
	<input type="checkbox"/> Transfer <input type="checkbox"/> Cancel
	<input type="checkbox"/> Transfer <input type="checkbox"/> Cancel

### Authorisation

By signing and returning this form, I acknowledge and agree that:

- ☐ I am authorised to act on behalf of the deceased customer and to deal with Tangerine on behalf of the Estate.  
☐ I have included all necessary supporting evidence to prove my authority to act on behalf of the Estate.

First name and Last Name:

Signature of Representative

Date Signed: