

Legal Information:

Authorised Representatives Policy



About This Document

This document is our Authorised Representatives Policy ("Policy"). It is prepared for the purposes of the Telecommunications Consumer Protections Code (C624:2019) (the "TCP Code") and in consideration of the Industry Guidance Note (IGN017) Authorised Representatives and Advocates. In this Policy, "we", "our" and "us" are all references to Bosley Holdings Pty Ltd trading as Swoop Broadband, ABN 71 613 948 575, with its offices located at 1A, 155 Queen St, Warragul VIC 3820.

This Policy is accessible on our website and is made available without charge to individuals and businesses that are our current or former account holders or potential customers (together, "Customers", "you" and "your"). Following an applicable request or enquiry, we can also provide this Policy to you in hard copy.

Who Can You Appoint To Be An Authorised Representative?

The TCP Code defines an Authorised Representative as "the person who has authority from a Consumer to deal with a Supplier, including to discuss or make changes to a Customer's account without that Customer being present, on behalf of that Consumer".

An Authorised Representative is often a person who has power of attorney, Guardianship, Trusteeship, Legal Representative, Executor of Estate, or similar circumstances on behalf of a Customer, a long term carer, financial counsellor, family member, close friend, co-occupant or trusted neighbour who may assist the Account Holder or act on their behalf when they are unavailable or unable to act on their own behalf. This may include when you are travelling overseas or when you are otherwise not available.

An Authorised Representative can act on the Account Holder's behalf when the Account Holder is not present. This differs from an Advocate, who can make enquiries on the Account Holder's behalf, but not make changes. For more information about Advocates, please click here to view our [Consumer Advocate Policy](#).

Appointment Of Authorised Representatives

You are entitled to appoint an Authorised Representative to act on your behalf when dealing with matters relating to your account at any time. You can **appoint, revoke and extend appointments** of Authorised Representatives and/or **revoke or enable** your Authorised Representative's Access Rights by phone to our customer support line at 1300 66 55 75 (during our operating hours: 8am-9pm Mon-Fri, 9am-6pm Sat, 12pm-6pm Sun) or via our Customer Portal at <http://simple.swoopbroadband.com.au> anytime. You can also make an enquiry or reverse an action made by an Authorised Representative using the above avenues.

We will need to verify your identity when you are appointing a new Authorised Representative to your account. When you request to appoint an Authorised Representative, upon our request, you must provide a letter of authorization signed by you or an appropriate form that evidences the authority and identity of the Authorised Representative. Such forms can include:

- a certified copy of the Power of Attorney;
- a Guardianship Order
- forms from Legal Aid and Financial Counsellors; or
- other reasonable forms of authorisation as long as such forms contain relevant information that we reasonably require,

(together, the "**Documentation**").

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The Documentation must set out the name, address, email address, mobile number, registration or licence number (if the Authorised Representative is a professional) and other relevant contact details of the Authorised Representative and the duration of the appointment. We may notify you at any time during this process that we require a statutory declaration for the establishment of your and your Authorised Representative's identity, as well as to record your intent to appoint the Authorised Representative. Statutory declarations must be witnessed by an eligible witness for the purposes of the Statutory Declarations Regulations 2018 (Cth).

If we notify you that we have approved the appointment of an Authorised Representative, your Authorised Representative will have the authority to act on your behalf as though they were you as the account holder, unless you have specified restrictions to their access in the appointment that you have provided to us in writing. We will notify you and the Authorised Representative of the level of access the Authorised Representative is permitted to have on the account and the options you have for setting the level of access.

Access Rights

Authorised Representatives are able to have various levels of access such as:

- receiving communications and notifications from us;
- make billing enquiries and payments;
- change product and service plans;
- update service and account details including contact numbers and email addresses;
- apply for new/additional products and services;
- reset account details or email passwords; and
- log a fault with the service,

together, "**Access Rights**".

During your appointment of an Authorised Representative, we will require you to nominate a primary contact and an exclusive point of contact and the types of communications that will go to the primary contact and which are to go to an exclusive point of contact. Types of communications include: bills, automatic usage notification, account alerts, sales calls and other communications.

If you wish to specify other Access Rights that your Authorised Representative have, you can make this request in writing to us, or set certain permissions via our Customer Portal. If you want to appoint someone who can make enquiries on your behalf but is restricted from making changes, you may consider adding the individual as an Advocate instead. Please see our [Consumer Advocate Policy](#) for more information.

Obligations Of Authorised Representatives

You must ensure that any Authorised Representatives that you appoint:

- comply with applicable law and to abide by the Terms of Service, Acceptable Use Policy and all other policies that apply to the applicable services selected by you.
- abide by our reasonable directions, including to produce any documentation or identification that we may require from time to time; and
- interact with our team members in a civil manner, and not engage in abusive, profane, explicit, racist, threatening or violent behavior.

Failure to comply with the above obligations may result in an Authorised Representative's access being