

About This Policy

The TCP Code (C624:2019) defines an Authorised Representative as a "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."

We use the terms "Authorised Representative" and "Authorised Contact" interchangeably.

An Authorised Representative is often a 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. An Authorised Representative can act on the Account Holder's behalf when the Account Holder is not present. This differs from a Consumer Advocate, who can make enquiries on the Account Holder's behalf, but not make changes.

Authorised Representative Policy

Account holders can add Authorised Representatives (also called Authorised Contacts) on their personal account by phone, or via the customer portal. We can also accept a letter of authorisation, a copy of the relevant power of attorney or other reasonable form of authorisation such as forms from Legal Aid and Financial Counselors if they contain all identity, account and other information that we require.

An Authorised Representative has the authority to act on behalf of the Account Holder as though they were the account holder, unless the Account Holder has specified restrictions to their access. This means they can undertake actions such as: making billing enquiries and payments, changing plans, updating service details including contact numbers and email addresses, apply for new/additional services, reset account or email password, log a fault with the service.

If an account holder wishes to specify the level of access right that their Authorised Representative has, they can make this request verbally, or set some permissions via the Customer Portal at <http://simple.dcsi.net.au>.

An Authorised Representative can undertake actions on the account as though they were the Account Holder (unless the Account Holder has specified limitations to their access). If the customer wants to appoint someone who can make enquiries on their behalf but is restricted from making changes, they may consider adding the individual as a Consumer Advocate instead. Please see the Consumer Advocate policy for more information.

We require a name and email address for each Authorised Representative.

Authorised Representatives are obligated to abide by the Terms of Service, Acceptable Use Policy and all other policies that apply to the service. Failure to comply with these policies may result in an Authorised Representative's access being restricted, suspended or revoked. In particular, Authorised Representatives are required to interact with our team members in a civil manner, and not engage in abusive, profane, explicit, threatening or violent behavior.