

About This Policy

The TCP Code (C624:2019) defines a Consumer Advocate as "a person nominated by a Consumer to deal with a Supplier on the Consumer's behalf, who cannot make changes on a Consumer's behalf to a Consumer's account without the Consumer being present and agreeing to such action".

A Consumer Advocate is often a carer, family member or professional such as a financial hardship counselor who is authorised to make enquiries on the account holder's behalf, but cannot authorise changes without the account holder being present. This differs from an Authorised Representative, who can make changes to the account without the Account Holder present.

Consumer Advocate Policy

The customer can set the level of access advocates can have. The options are:

Request records: Request account records – such as contract, Critical Information Summary, bills, or other – be sent to an address, email address, or other contact information previously established with the Customer.

Deal with: Can discuss specific issues with the Supplier on behalf of the Customer, but cannot make any decisions or changes to the account. For example, can negotiate a Financial Hardship arrangement with the Supplier, but the Supplier should then contact the Customer to get their agreement to enter into that arrangement.

Pay accounts: Can pay the bill on an account.

Tech support: Can work with the Supplier on troubleshooting for devices or services on the account.

Nothing: Cannot discuss any issues or take any actions, including payment, without the Customer being present.

The Advocate CANNOT make any changes to the account without the Account Holder present. If the customer wants to appoint someone who can make these sorts of changes, they need to add the representative as an Authorised Representative. Please see the Authorised Representative policy for more information.

The account holder may set an expiring period for the Advocate to have access, i.e.: until issue in ticket #xxxxxx is resolved; or until end of the Financial year; or until otherwise advised.

Consumer Advocates 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 a Consumer Advocate's access being restricted, suspended or revoked. In particular, Consumer Advocates are required to interact with our team members in a civil manner, and not engage in abusive, profane, explicit, threatening or violent behavior.