

Appointment of Customer Advocate or Authorised Representative

Instructions for completion

If you wish to appoint an Advocate or Authorised Representative, please follow the below steps

- Carefully read the Important Notes
- Take your time to ensure the form is 100% correct
- Email the form to us at support@zolt.com.au

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 Representative' 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 Representative.
4. If it is not clear whether you intend to appoint an Advocate or an Authorised Representative, we will 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 Representative 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 preferred requirement is that this Appointment be submitted by digitally signed documents via email. Alternatively, you may email 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 [RSP/VISP Contact details] and we will talk with you about an alternative way to accept the Appointment while protecting your interests. All appointees will be confirmed with you by phone or MFA SMS code verification.

7. Zolt will rely on this form. “Zolt” means Residential Internet Services Pty Ltd t/a Zolt ABN 17638081419, or any entity related to means Residential Internet Services Pty Ltd t/a Zolt ABN 17638081419 pursuant to section 50 of the Corporations Act.

Reference chart of what an Advocate/Authorised Representative can and can't do

Feature / Action	Advocate	Authorised Representative
Legal Status	Non-agent (cannot bind customer to a contract).	Legal Agent (can bind customer to a contract).
Access to Information	Limited. Cannot access account data without customer being present and agreeing.	Full access to billing, usage, and personal details.
Make Account Changes	No (unless customer is present and agreeing).	Yes, (without customer being present).
Add/Remove Services	No.	Yes (including opening/closing accounts).
Billing & Payments	Can make payments or request copies of bills to be sent to customer's address.	Can change billing methods and address details.
Troubleshooting	Can work with tech support on customer's behalf.	Can work with tech support on customer's behalf.
Lodge a Complaint	Yes, this is a primary role for advocates.	Yes.
Financial Hardship	Can negotiate a plan, but customer must give a final agreement.	Can establish and agree to a hardship plan for customers.
Appointment Method	Often informal (verbal or simple notification).	Formal (requires ID verification and often a written form).
Requesting service cancellation that leads to financial loss	No.	No.
Accessing legally sensitive documents	No.	No.
Transferring account ownership	No.	No.

Date: _____

Customer Full Name: _____

Address of Service: _____

Customer Username: _____

(if known) _____

Appointing as: _____

(please mark with an X) Advocate Authorised Representative

Appointee Name: _____

Appointee Email Address: _____

Appointee Mobile Number: _____

Appointee Address: _____

I authorise you to deal with the above person as my Advocate or Authorised Representative (as applicable). I acknowledge responsibility for anything my Advocate or Authorised Representative 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: _____

Place and Date: _____

Confirmation by Witness

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

Signature of Witness: _____

Name of Witness: _____

Place and Date: _____

Qualification: Lawyer / Doctor / Pharmacist / Centrelink Officer / Police officer

Address of Witness: _____