

## Advocate Appointment Policy

### Introduction

This policy also applies to individuals serviced by all subsidiaries of Falcore Australia Pty Ltd (Falcore, Us, We, Our) including but not limited to Falcore Investments Pty Ltd and ChannelCo.

In line with the Telecommunications Consumer Protections Code, Falcore Australia Pty Ltd (Falcore) allows the appointment of advocates and authorised representatives.

### 1. Application

This policy applies to all customers/clients/partners/entities who acquire Services from us.

Your obligation to comply with this policy includes your obligation to ensure any person or entity who you allow to use your Service also complies with this policy.

### 2. What is the definition of an advocate and an authorised representative?

It is important to note the difference between the two before making the decision to appoint one. Here is a basic description of each:

**Advocate** means a person nominated by a Consumer to deal with a Supplier on the Consumers behalf (but unlike an Authorised Representative, does not act as the Consumers agent nor have authority to access any of the Consumers account information from the Supplier). A person acting as their Advocate has no power to act on the Consumers behalf and has no access to their information without the Consumer being present and agreeing to such action.

**Authorised Representative** means the person who has authority from a Consumer to deal with a Supplier on behalf of that Consumer as their authorised agent. A person made an Authorised Representative has the power to act on the Consumers behalf as if they are the Consumer or, if the Authorised Representative has more limited rights, the level of access that the Authorised Representative has been granted to the Customer's information by the Customer.

### 3. How to appoint an advocate or authorised representative

To appoint an Advocate or Authorised Representative on your customer account you must complete a form; the change to your account will be made within 2 business days. To obtain the form, please reach out to us on one of the communication channels below:

- **Telephone** – 1300 003 321;
- **Email** – [clientcorrespondence@falcore.com.au](mailto:clientcorrespondence@falcore.com.au).

### **Complaints and further information**

If you would like to make a complaint, you may follow our complaints handling process. Our Complaints Handling Policy sets out how to make a formal complaint.

For further information, please contact a representative on: 1300 003 321;