

# Cooee Mobile – Authorised Representative & Advocate Policy (2025)

Effective Date: 29 August 2025

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## 1. Introduction

Cooee Mobile recognises that some customers may want or need another person to act on their behalf when dealing with us. This Authorised Representative & Advocate Policy sets out how customers can appoint someone to represent them, what authority can be granted, and how Cooee Mobile manages those appointments. This policy complies with the Telecommunications Consumer Protections (TCP) Code C628:2019.

## 2. Definitions

- Advocate: A person who the customer authorises to deal with Cooee Mobile on their behalf. An advocate can discuss and access information about the account but cannot make changes to the account or services.
- Authorised Representative: A person who has authority from the customer to act on their behalf as if they were the customer. An authorised representative can make changes, add, or cancel services, and access all account information.

## 3. How to Appoint an Advocate or Authorised Representative

- Complete the Cooee Mobile Authorised Representative & Advocate Appointment Form (Appendix A).
- Provide proof of identity for both the customer and the nominated person.
- Submit the completed form by email ([support@cooee-mobile.com.au](mailto:support@cooee-mobile.com.au)) or post.
- Cooee Mobile will process the request within 5 business days and confirm the appointment in writing.

## 4. Authority Levels

Customers can decide what level of authority to give:

- Advocate – Can discuss account details and help manage the account but cannot make changes.
- Limited Authority – Can make specified changes only (as outlined in the appointment form).
- Full Authority (Authorised Representative) – Can act as if they were the customer, including adding or cancelling services.

## 5. Duration and Revocation of Authority

Appointments remain in place until revoked by the customer. Customers can revoke or change an appointment at any time by providing written notice. Cooee Mobile may also revoke authority if it reasonably believes misuse or fraud has occurred.

## 6. Privacy and Confidentiality

All information shared with advocates or authorised representatives is subject to the Privacy Act 1988 and Cooee Mobile's Privacy Policy. We only disclose information to the extent permitted by the level of authority granted.

## 7. Escalation and Disputes

If a customer disputes an appointment or believes their authority has been misused, they may lodge a complaint under Cooee Mobile's Complaints Handling Policy. If unresolved, the matter may be referred to the Telecommunications Industry Ombudsman (TIO).

## 8. Staff Training

All customer-facing staff are trained annually on this policy, including how to verify appointments, respect privacy, and handle requests appropriately.

## Appendix A – Authorised Representative & Advocate Appointment Form

Customer Name: \_\_\_\_\_

Account Number: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Nominated Person's Name: \_\_\_\_\_

Relationship to Customer: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Level of Authority (tick one):

Advocate (information only)

Limited Authority (please specify): \_\_\_\_\_

Full Authority – Authorised Representative

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Nominated Person Signature: \_\_\_\_\_ Date: \_\_\_\_\_

