

## Authorised Contact Policy

### Giving Permission for someone to access my account

As an account holder, you can give others permission to access and manage your Speedweb account and services. Just choose the type of authority level you want your contact to have. This can be adjusted by you at any time.

An authorised contact/authorised representative can act on the account holders behalf when the account holder is not present. This differs from an advocate, who can make enquiries on the account holder's behalf, but not make changes. For more information about advocates, please read our Consumer Advocate Policy.

It's important to note that when you add an authorised contact to your account; you are still responsible for all the costs and debts incurred by your contact on the account. Adding an authorised contact is easy. Call us on 03 51353395 between 9am to 8pm on Monday to Friday and from 10am to 8pm Saturday and Sunday. Give us the person's full name, phone number and date of birth. Please make sure the details provided are correct (access cannot be granted if the information provided for the contact is not correct).

To activate the authorisation you just need to respond to the email verification we email you.

Authorised contacts must be at least 18 years old and can only be appointed by the account holder. They cannot be appointed by another authorised contact. Only a Legal Third Party is able to add other authorised contacts on behalf of the account holder. See Legal Third Party Contact for details relating to this permission as documentation is required.

### Authorised Contact

An Authorised Contact with authority permission on your account can:

- Pay bills and make billing usage and other enquiries
- Update account payment information
- With the assistance of our Support Team carry out trouble shooting on the service.
- Lodge a service fault or make a complaint
- Add, modify, cancel or move a service

### Legal Third Party Contact

At times a Legal Third Party Contact may need to take control of an account via Power of Attorney or similar where the account holder is unable to manage

their account. The Legal Third Party Contact must provide us with documents that confirm their position. The most common types of documents are:

- Enduring power of attorney – financial;
- General power of attorney; or
- Certificate of guardianship
- Statutory Declaration where applicable (please call 03 51353395 to discuss this option).

These documents can be mailed to: Speedweb Wireless Broadband Internet  
PO Box 356 Morwell 3840

Or, email the documents to [mail@speedweb.com.au](mailto:mail@speedweb.com.au) (subject line for email should be Legal Third Party Contact). Please include your phone number.

A Legal Third Party Contact can:

- Transfer ownership of services
- Change phone number
- Add and remove other authorised contacts (not third party)
- Pay bills and make billing usage and other enquiries
- Update account payment information
- With the assistance of our Support Team carry out trouble shooting on the service.
- Lodge a service fault or make a complaint
- Add, modify, cancel or move a service

## **Consumers with a disability**

Speedweb's Internet Service is backed by a team to assist you. If you have a disability and need more information about your internet including costs, quality of service how to get the best value for your money, please call us on 03 51353395 between 9am to 8pm on Monday to Friday and from 10am to 8pm Saturday and Sunday.

There is useful information available through the ACCAN Disability Portal for Accessible Telecommunications. Please visit [www.accan.org.au/disability](http://www.accan.org.au/disability). The service is free. Make sure you visit the 'Tip Sheet' page to get the most out of any of your telephone or internet services. You are welcome to contact us by phone.