

Clear Networks – Appointing a Representative

What is a Representative?

A representative is another person (not the account holder) approved by the account holder to deal directly with Clear Networks on their behalf.

There are two types of representative:

- An Authorised Representative
- An Advocate

The Telecommunications Consumer Protections Code defines an *Authorised Representative* as a *person who has authority from a Consumer to deal with a Supplier on behalf of that Consumer as their authorised agent.*

This type of representative can make most changes to (or obtain any information about) the relevant account on behalf of the account holder.

However, without further account-holder (or legally recognised agent's) approval, the following actions may not be requested by an Authorised Representative:

- Close the billing account (and cancel the service/s)
- Change or remove the account holder's personal contact/billing details

How can I appoint a representative?

Please contact Clear Networks using one of the below methods. In most instances, our Customer Care Team will contact you with 48 hours of receipt of your request.

We are governed by the privacy act and will be required to get written authorization from the account holder for an authorized representative / advocate to act upon their behalf.

Clear Networks Contact Details

Contact	Contact Details	Contact Hours and Information
Operational Hours 9:00am to 5:30pm Monday to Friday – excluding public holidays		
Telephone	1300 855 215 (select 2 on your phone for 'existing customer')	9:00am to 5:30pm Monday to Friday Excluding public holidays
Email	sales@clearnetworks.com.au	As a guide - Emails will be responded to within 48 business hour during the above times
Postal Address	Clear Networks P.O. Box 209, Kerrimuir Vic 3129	As a guide – mail received will be responded to within 48 hours of receipt during business hours
Fax	1300 139 774	As a guide - Faxes will be responded to within 48 hours of receipt during business hours