AUTHORISED REPRESENTATIVE FORM

FuzeNet Pty Ltd (**FuzeNet**) appreciates that some customers may face difficulties or require or simply want to have support when dealing with their provider of broadband Internet services.

This Authorised Representative Form will allow You to appoint a representative to engage with FuzeNet on your behalf in relation to Your account, including for the purpose of making and handling a complaint. You may appoint a relative, friend or advisor as your Authorised Representative. You may appoint Your Authorised Representative to have full or only partial authority to act on Your behalf in relation to Your account.

In order to protect Your security and Your private information FuzeNet will generally allow access to Your account to only a representative who has been properly authorised according to this Authorised Representative Form. However, FuzeNet will also allow a representative who has been authorised by an appropriate legal instrument such as a Guardianship Order or an Enduring Power of Attorney.

If You wish to appoint an Authorised Representative then please complete this Authorised Representative Form. If You have difficulty or would otherwise like assistance then please ring FuzeNet's Customer Service Team on 1300 881 917 and FuzeNet's Customer Service Team can assist you to complete the form.

Customer Details:

Name

Account Number

Address

Contact Telephone Number

Contact Email Address

Please select one or more of the following – You hereby authorise the representative, whom You have nominated below, to have the following access to my account:

- ☐ **Limited authority**, only to have **access to information** about the account including name, address, amount owing if any, and details of the plan;
- ☐ **Limited authority**, only **as advocate**, who may speak with FuzeNet on Your behalf for matters relating to the account which do not require that FuzeNet provide information about the account to the representative, including for the purposes of making a complaint on Your behalf;
- ☐ **Full authority**, including to obtain and provide information on Your behalf, and to request additional services, cancel existing services, and reduce or incur additional charges.

If You do not select one or more of the levels of authority then FuzeNet will presume You intend to give limited authority only to have access to information.

Signed …… Date / /

Authorised Representative Details:

Name

Address

Contact Telephone Number

Contact Email Address

Once You have completed this Authorised Representative Form please return the form to:
Email: support@fuzenet.com.au
Or by post or hand delivery: FuzeNet – Level 1 / 44 Currie Street, Adelaide, SA 5000