

Using an Authorise Representative or Advocate

Authorised Representative

1. What is an Authorised Representative?

An Authorised Representative (otherwise known as a Third party Authority) is a person appointed by the Account Holder to act on their behalf. If you are the Account Holder you may appoint a person to act on your behalf as your Authorised Representative for your Jeenee Mobile service.

2. What does it mean to have an Authorised Representative on my Jeenee Mobile Account?

Nominating a person as an Authorised Representative or Third Party Authority (TPA) means you authorise them to inquire about, accept and create charges on your account, as well as providing them with access to your personal information.

3. What can an Authorised Representative do?

Authorised Representatives can make a variety of account request types, with the exception of the following:

- Connect a new stand-alone service / Jeenee product in the account holder's name
- Add / remove additional Authorised Representatives / Third Party Authorities
- Agree to re-contract/agree to a new contract
- Restart/reopen an account holder's service after a full disconnect or after the account is disconnected due to financial reasons
- Change the account holder's security details such as date of birth, internet username, PIN, address, password or driver's license number
- Process a Change of Account Holder/Change of Ownership
- Arrange service relocation (unless the account holder specifically advises Jeenee in advance of a relocation that a TPA will be calling to organise)
- Change a phone number
- Update the billing address
- Request a copy of the customer care notes

3. How can I add an Authorised Representative to my account?

To add an Authorised Representative or Third Party Authority (TPA) to your existing account simply contact the Jeenee Help Centre on **1300 054 631**.

Using an Authorised Representative or Advocate

Advocate

1. What is an Advocate?

An Advocate is a person appointed by the Account Holder to communicate with Jeenee Mobile about their service if and when they so choose.

2. What does it mean to have an Advocate?

Nominating a person as an Advocate means you authorise them to speak to us about your Jeenee Mobile Service

3. What can an Advocate do?

An Advocate can communicate with Jeenee Mobile representatives about the Account Holder's service, but is not authorised to establish, or make changes to an Account Holder's account or to any Jeenee Mobile Services, unless the Advocate is also the Account Holder's Authorised Representative.

Any person acting as an Advocate has no power to act on the Account Holder's behalf and has no access to their information without the Account Holder being present and agreeing to such action.

4. How can I appoint an Advocate?

An Account Holder can appoint any person to act as their Advocate. The nominated person should advise Jeenee Mobile representatives that they are acting as an Advocate for the Account Holder when contacting us.