Access & Authority Guide: Advocates vs. Authorised Contacts

At **Qured Pty Ltd**, we understand that sometimes you need a helping hand to manage your services. To protect your security while providing flexibility, we recognise two distinct roles.

1. Customer Advocates

An **Advocate** is someone you nominate to speak on your behalf during a specific interaction.

- **Who they are:** Usually a family member, friend, interpreter, IT specialist, or legal aid representative.
- **The Key Rule:** They **cannot** make changes or discuss the account without the primary account holder being present and giving verbal permission.
- **What they CAN do (with you present):** * Troubleshoot connection issues.
    - Relay information between Qured and the account holder.
    - Discuss financial matters or billing queries.
- **What they CANNOT do:**
    - Open, close, or relocate a service.
    - Add an Authorised Contact.
    - Take any action if the account holder is not on the line/present.

  Accessibility Note: If the account holder uses Auslan or is unable to speak directly, we require 3 points of ID from the primary account holder to verify the Advocate's permission.

---

2. Authorised Contacts

An **Authorised Contact** is someone you have formally nominated to manage the account on your behalf, even when you aren't there.

- **Who they are:** Typically a partner, flatmate, long-term carer, or legal power of attorney.
- **The Key Rule:** They **can** act independently. However, they must identify themselves using **their own 3 points of ID**, not yours.
- **What they CAN do (without you present):**
    - Perform technical troubleshooting.
    - Make payments on the account.
    - Purchase or lease hardware (routers, ATAs, etc.).
    - Adjust plans (change speeds or data tiers).
- **What they CANNOT do:**

- Add a new service.
- Close an existing service.
- Relocate a service to a new address.
- Add other Authorised Contacts.

How to set this up with Qured

- **To use an Advocate:** Simply call us on 1300 841 127 and introduce them at the start of the call. We can add a note to your file for future reference, though you will still need to be present for each interaction.
- **To add an Authorised Contact:** Log in to your **Qured Customer Portal** or call our support team to officially register their details on 1300 841 127.