

SERVICE TERMS AND CONDITIONS

Representative Appointment

Form-style guide for authorising another person to discuss, manage, or act on a customer account with C9 GROUP.

Document	Representative Appointment
Category	Form
Owner	C9 GROUP
Status	Review-ready sample
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Contact	1800 000 299 Sales@c9group.com.au

Important: This sample is prepared for website document review and should be checked by C9 GROUP before being treated as the final approved document.

Quick Summary

Authorisation	Lets a customer nominate a representative.
Scope	Authority should be limited to the actions selected by the customer.
Verification	C9 GROUP may verify identity before acting.
Withdrawal	The customer can withdraw authority by contacting C9 GROUP.

1. Purpose

This document explains the information normally required when a customer appoints a representative to discuss or manage a C9 GROUP account, service, support request, billing matter, or change request.

2. Customer Details

The appointing customer should provide their legal name, business name, account number if known, service address or billing address, contact details, and any other information required for verification.

3. Representative Details

The representative details should include full name, business or relationship to the customer, phone number, email address, and any relevant identification or authority information requested by C9 GROUP.

4. Scope Of Authority

The customer should specify whether the representative may make enquiries only, request technical support, access billing information, approve changes, lodge complaints, arrange payments, or perform other account actions.

5. Duration And Withdrawal

Authority may be ongoing or limited to a specific matter or date. The customer may withdraw or change the appointment by contacting C9 GROUP and completing any required verification.

6. Verification And Refusal

C9 GROUP may refuse to act on instructions if identity, authority, account details, or the requested action cannot be verified or if C9 GROUP reasonably believes there is a security, privacy, or fraud risk.

7. Customer Acknowledgement

The customer remains responsible for authorised actions taken by the representative within the approved scope, including charges, service changes, or information access.

Support And Document Requests

If you require a document that is not listed on the C9 GROUP terms page, or need assistance understanding these terms, please contact the C9 GROUP support team at 1800 000 299 or Sales@c9group.com.au.

Document Status

This document is provided for customer information and operational clarity. Where this document conflicts with a signed agreement, applicable law, carrier requirement, or approved C9 GROUP service schedule, that higher-order document applies to the extent of the inconsistency.

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