

Authorised contact form – Telecommunications (designated services)



Instructions for completion

This form allows an organisation to nominate an individual/s, including agents, as contacts authorised (authorised contacts) to liaise on their behalf with the Australian Communications and Media Authority (the ACMA) for the specific services selected in Section 1 of this form.

The address nominated for an organisation listed in Section 2 of this form may be used by the ACMA to issue statutory notices to the organisation under the *Telecommunications Act 1997* and the *Telecommunications (Consumer Protection and Service Standards) Act 1999*. If more than one organisation is listed in Section 2, the contact details in that section will be taken to be authorised contact details for **all** the organisations listed in that section.

Section 3 of this form is used to indicate whether an authorised contact may liaise on behalf of the organisation with the ACMA for some or all of the specific services selected in Section 1 and whether the authorised contact is appointed to act as an agent of the organisation for those services.

Important notes

- **Privacy** – read the privacy statement in Section 5 of this form, which outlines the purposes for which the ACMA is collecting the personal information in this form and how the information will be used and disclosed by the ACMA. By signing this form, you, as the requesting officer, are providing written consent to the ACMA to use and disclose the information in this form (including any personal information of agents or other authorised contacts) for the purposes outlined in the privacy statement.
- **Keeping your information up to date** – it is important that the information the ACMA holds about you and your organisation is up to date. You agree that you will inform the ACMA of any change to the information you have provided as soon as reasonably practicable after the change occurs. If you do not inform the ACMA of any change to that information, the ACMA may not be able to contact you or there may be delays in providing you with information about the specific services selected in Section 1. If the ACMA does not receive any notice of change, the ACMA will assume that the information it currently holds is still correct.
- **Keeping authorised contacts informed** – it is your responsibility to ensure that any 'new authorised contact' is made aware that their information will be included in this form, and understands and consents to, the manner in which their personal information may be used or disclosed by the ACMA, including as set out in the privacy statement in Section 5.

Where to return this form

Complete this form, sign, scan and return it to:

- for eligible revenue and telecommunications industry levy processes: TIL@acma.gov.au
- for regional broadband scheme processes: RBS@acma.gov.au.

For further information about this form, please contact the ACMA Revenue Assurance Team on (02) 6219 5355.

Section 1: Designated services

Please tick the services (the designated services) below that your organisation is nominating authorised contacts to liaise on behalf of the organisation with the ACMA:

- Eligible revenue and telecommunications industry levy processes** – managing reporting, and assessment requirements and payments, including:
- submitting eligible revenue returns and paying industry levies in accordance with the *Telecommunications (Consumer Protection and Service Standards) Act 1999*
- Regional broadband scheme processes** – managing reporting, assessment and payment requirements, including:
- submitting chargeable premises reports and paying the charge in accordance with the *Telecommunications (Consumer Protection and Service Standards) Act 1999*.
- Disclosing and exchanging information and documents** on behalf of the organisation with the ACMA for the performance and exercise of the ACMA's functions and powers.

Section 2: Telecommunications industry participants

If the information in this form relates to more than one licensed telecommunications carrier (licensee), please name each licensee. If the licensee has a different address for receiving notices, a separate form needs to be used for that licensee.

Carrier group name: _____

Name of licensee	Registered business/company name (if different to name of licensee)	ABN/ACN (or international equivalent for overseas companies)	Licence no.

Address for receiving notices

Fax

Telephone

Email

Section 3: Authorised contact

An authorised contact for a licensee listed in Section 2 of this form must be approved by one of the following: Chief Executive Officer (CEO), Chief Finance Officer (CFO), Company Secretary, Managing Director or equivalent officer of the licensee. An individual in any of these roles can approve an authorised contact to liaise on behalf of the licensee with the ACMA for the designated services, and in relation to the corresponding licence listed in Section 2.

The licensee can indicate whether an authorised contact may liaise on behalf of the licensee with the ACMA for some or all of the designated services by ticking the appropriate box or boxes next to 'Authorised contact'.

The licensee can also appoint the authorised contact to act as an agent for those services, and in relation to the corresponding licence listed in Section 2. If the authorised contact is an agent, tick the box next to 'Agent'.

Authorised contact – Primary

Name	<input type="text"/>	Phone	<input type="text"/>
Company	<input type="text"/>	Mobile	<input type="text"/>
Title/ Department	<input type="text"/>	Fax	<input type="text"/>
ABN/ACN	<input type="text"/>	Email	<input type="text"/>
Authorised contact for:		Email linked to MyGov ID (if applicable)	<input type="text"/>
<input type="checkbox"/> Eligible revenue and telecommunications industry levy processes			
<input type="checkbox"/> Regional broadband scheme processes			
<input type="checkbox"/> Agent			

Authorised contact – Secondary

Name	<input type="text"/>	Phone	<input type="text"/>
Company	<input type="text"/>	Mobile	<input type="text"/>
Title/ Department	<input type="text"/>	Fax	<input type="text"/>
ABN/ACN	<input type="text"/>	Email	<input type="text"/>
Authorised contact for:		Email linked to MyGov ID (if applicable)	<input type="text"/>
<input type="checkbox"/> Eligible revenue and telecommunications industry levy processes			
<input type="checkbox"/> Regional broadband scheme processes			
<input type="checkbox"/> Agent			

Authorised contact – Secondary

Name	<input type="text"/>	Phone	<input type="text"/>
Company	<input type="text"/>	Mobile	<input type="text"/>
Title/ Department	<input type="text"/>	Fax	<input type="text"/>
ABN/ACN	<input type="text"/>	Email	<input type="text"/>
Authorised contact for:		Email linked to MyGov ID (if applicable)	<input type="text"/>
<input type="checkbox"/> Eligible revenue and telecommunications industry levy processes			
<input type="checkbox"/> Regional broadband scheme processes			
<input type="checkbox"/> Agent			

Authorised contact – Secondary

Name	<input type="text"/>	Phone	<input type="text"/>
Company	<input type="text"/>	Mobile	<input type="text"/>
Title/ Department	<input type="text"/>	Fax	<input type="text"/>
ABN/ACN	<input type="text"/>	Email	<input type="text"/>
Authorised contact for:		Email linked to MyGovID (if applicable)	<input type="text"/>
<input type="checkbox"/> Eligible revenue and telecommunications industry levy processes			
<input type="checkbox"/> Regional broadband scheme processes			
<input type="checkbox"/> Agent			

Section 4: Certification of information in form

I (*enter name*), _____

as the (*tick as applicable*) CEO CFO Company Secretary Managing Director

of (*organisation name*) _____

and, if there are other licensees listed in Section 2 of this form, as the authorised representative for those licensees; hereby declare that:

- the information provided in this form is complete and accurate
- any authorised contact nominated in this form can liaise with the ACMA and perform functions relating to their role as indicated in Section 3 of this form and the designated services
- the address provided in Section 2 can be used by the ACMA to issue statutory notices under the *Telecommunications Act 1997* and *Telecommunications (Consumer Protection and Service Standards) Act 1999* to the licensee(s) listed in Section 2.

Signature _____ Date _____

Section 5: Privacy statement

The *Privacy Act 1988* (Cth) imposes obligations on the ACMA in relation to the collection, security, quality, access, use and disclosure of personal information. These obligations are detailed in the Australian Privacy Principles.

The ACMA may only collect personal information if it is reasonably necessary for, or directly related to, one or more of the ACMA's functions or activities.

The purpose for which the ACMA is collecting the personal information contained in this form is to assist the ACMA in the performance of its telecommunications functions. In particular, the information collected in this form will be used for the management of the designated services. The specific purposes for which the information may be used include:

- to assist the ACMA in undertaking the management of eligible revenue and telecommunications industry levy processes or regional broadband scheme processes for the licensee(s) listed in Section 2 of this form
- to allow the ACMA to maintain a centralised Customer Relationship Management system for the secure storage of licensee information in relation to the designated services
- to facilitate communications with the ACMA in order for the licensee(s) to meet the reporting and payment requirements in relation to the designated services
- to facilitate disclosures and associated exchanges of information within the ACMA to assist in the performance and exercise of its functions and powers.
- to assist the ACMA in issuing statutory notices under the *Telecommunications Act 1997* and *Telecommunications (Consumer Protection and Service Standards) Act 1999* to the licensee(s).

The ACMA may disclose the personal information in this form to the Department of Infrastructure, Transport, Regional Development, Communications and the Arts in connection with eligible revenue and telecommunications industry levy processes or regional broadband scheme processes.

The ACMA will not use the information for any other purpose, nor will we disclose it, unless we have the relevant individual's consent, or we are otherwise permitted to do so under the Privacy Act.

Further information on the Privacy Act and the ACMA's Privacy Policy is available at www.acma.gov.au/privacy-policy. The Privacy Policy contains details about how an individual may access their personal information held by the ACMA and correct that information. It also explains how an individual may complain about a breach of the Privacy Act and how the ACMA will deal with such a complaint. If you have privacy questions, call the ACMA's privacy contact officer on 1800 226 667 or email privacy@acma.gov.au.