

Authorised Representative or Third Party Authority (TPA):

FAQ

What is an Advocate?

An Advocate is someone who communicates with Adam Internet on the behalf of an Account Holder. They are not authorised to act independently on the Account Holder’s behalf and have no power to establish or make changes to the account or service. An advocate has no access to the Account Holder’s information without the Account Holder being present and agreeing to such action.

What is an Authorised Representative or a Third Party Authority Authorised Representative (TPA)?

An Authorised Representative or a Third Party Authority (TPA) is where an Account Holder is able to appoint another person(s) to act on their behalf in regards to their Adam Internet Services, with limited authority.

How do I appoint an Authorised Representative or a Third Party Authority (TPA)?

The primary account holder will need to contact us by phone and appoint a person as an Authorised Representative or Third Party Authority (TPA).

Details of the Authorised Representative or Third Party Authority (TPA) will need to be provided by the account holder:

- First name
- Last Name
- Date of Birth
- Email Address
- Phone Number

What are the requirements to become an Authorised representative or Third Party Authority (TPA)?

Must be over the age of 18

What can the Authorised representative or Third Party Authority (TPA) holders do?

Action	Account Holder	Third Party Authority
Close Account	Yes	No
Open Account	Yes	No
Extend Contract	Yes	No
Action	Account Holder	Third Party Authority
Change/Remove CC Details	Yes	Yes
Change/Remove DD Details	Yes	Yes
Purchase Modem (w/o Contract)	Yes	Yes
Purchase Modem (with Contract)	Yes	No

Action	Account Holder	Third Party Authority
Change Billing Address	Yes	Yes
Change Plan Type	Yes	Yes
Purchase DataBlock	Yes	Yes
Action	Account Holder	Third Party Authority
Change Password	Yes	Yes
Change Secret Word	Yes	No
Request Secret Word Hint	Yes	Yes
Action	Account Holder	Third Party Authority
Request Usage Information	Yes	Yes
Request Help Desk Support	Yes	Yes
Accept Fee For Service	Yes	No
Action	Account Holder	Third Party Authority
Submit Relocation	Yes	Yes
Upgrade to ADSL2+	Yes	Yes
Upgrade To NakedDSL	Yes	Yes
Action	Account Holder	Third Party Authority
Activate Personal Webspace	Yes	Yes
Modify Email Account Settings	Yes	Yes
Check on Pending Order Progress	Yes	Yes
Renew Domain Name	Yes	Yes